

User guide **Gate Lock.**

Hi there!

We're so glad you've decided to join us on this journey to create a world without keys. You're officially an igloohomie!

In this guide, you'll find everything you need to get started with your lock. We hope that we've been as comprehensive and informative as possible. Afterall, we're here to make life easier for you (at least when it comes to your home's access).

If you do not find what you're looking for, we're working on updating it. Or... you could reach out to us at support@igloohome.co because we love interacting with you! Speaking of interaction, let's stay connected regardless. Why don't you join the community of igloohomies worldwide?



Follow us on
Facebook



Watch us on
YouTube



Or stalk us on
Instagram



Maybe network
with us on LinkedIn



We're always updating our guides because we want to keep things fresh! You can visit igloohome.co/support periodically to view the latest version, unless, this is the latest version. Hello you, igloohomie from the future, wow!

Table of Contents

What's Included	4
Specifications	5
Lock Anatomy	6
Installing/Replacing Batteries	7
User Guide	
Features	8
Modes of Access	10
App Onboarding	14
Managing Access	16
Manage Ecosystem	20
Manage Lock Features	22
Manage Lock Settings	24
View Activity Logs	25
Audio and LED Indications	26
Intergrations	27
Other services	28
Troubleshooting	31

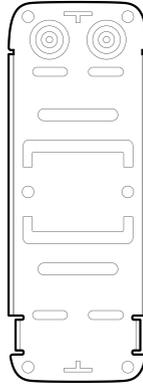
What's Included



Front Assembly



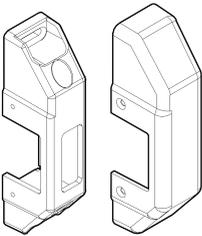
Back Assembly



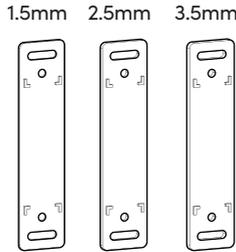
Base Plate



Quick Start Guide (QSG)



Striker & Striker Cover



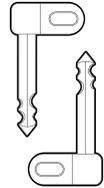
Shim Plates



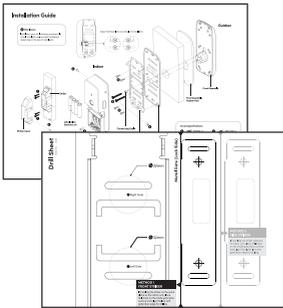
RFID Stickers x2



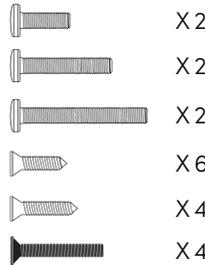
RFID Tags x2



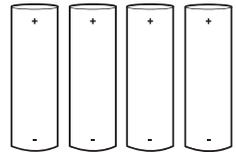
Mechanical keys x 2



Installation Guide & Drill Sheet



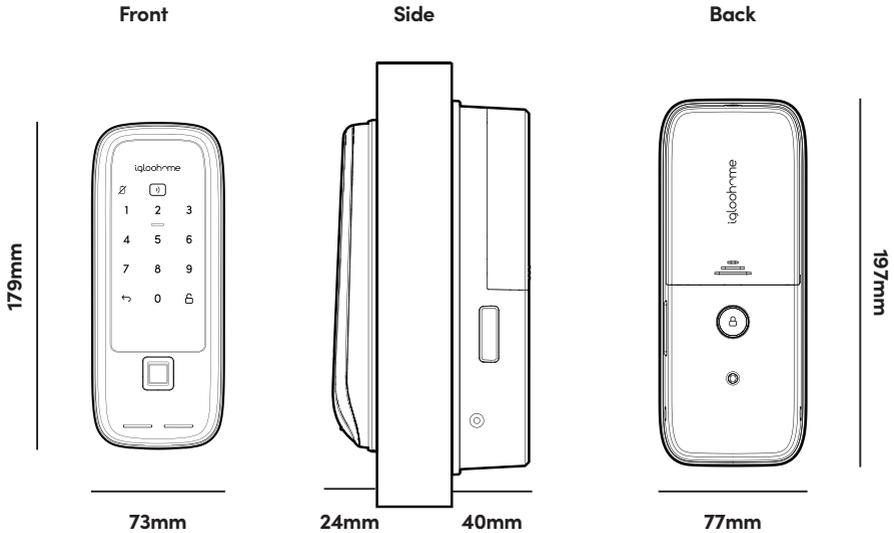
Screws



AA Alkaline Batteries x4

Specifications

Model	RM2F (With Fingerprint) / RM2 (Non-fingerprint)
Weight	Net: 1.7kg, Gross: 1.8kg
Front Assembly Material	ABS, Aluminum DC, Acrylic
Back Assembly Material	ABS, Aluminum DC, EPDM, Zinc die-cast
Modes of Access (Entry)	PIN codes, Bluetooth keys, RFID tags & stickers, Fingerprint (only applicable to RM2F)
Modes of Access (Exit)	Bluetooth keys, Key Fob, Mechanical keys
Provided RFID Tags & Stickers	RFID tags - 1 pair RFID stickers - 1 pair
RFID Tags & Stickers Capacity	100
Fingerprint capacity	100 (only applicable to RM2F)
Power Type	4 AA alkaline batteries
Battery Life	Up to 10 months
Emergency Power	9V Alkaline Battery
Battery Operating Temp.	-10°C to 50°C / 14°F to 122°F
Operation Temp.	-25°C to 55°C / -77°F to 131°F
Certifications	IP54
Protocols	Bluetooth 4.2, algoPIN™ technology
Usage	Advised to be installed under sheltered areas, not to be exposed to wet weather conditions.

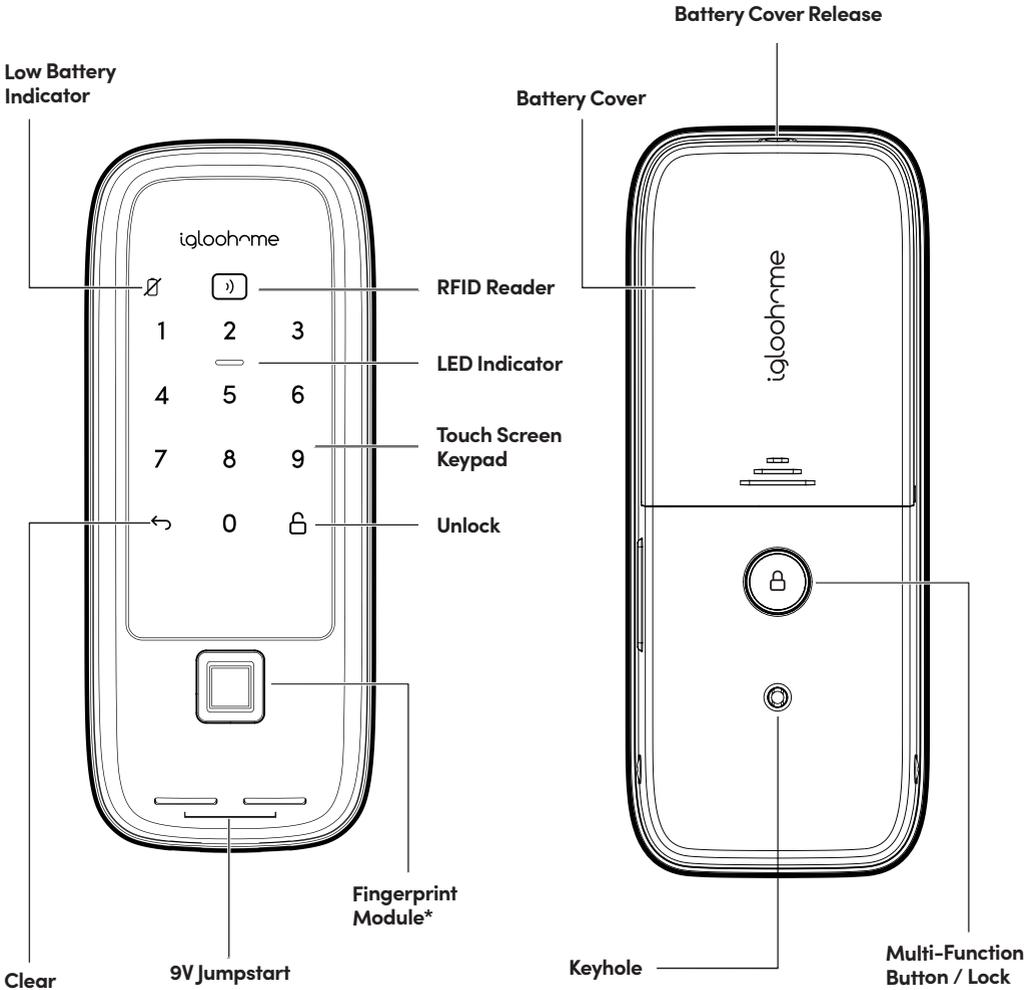


Tip: Use recommended battery brands such as Duracell, Energizer, or Panasonic for the best performance and lifespan of the lock. Do not use heavy duty, Everready, GP, or rechargeable batteries.

User Guide

Lock Anatomy

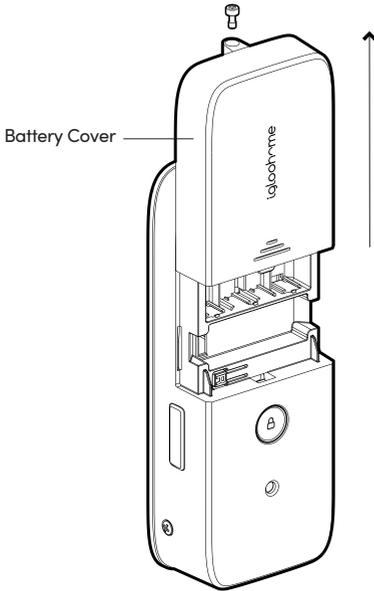
Front & Back Assembly



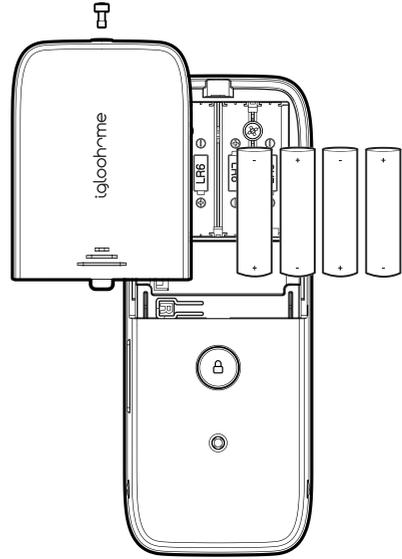
*Fingerprint function available for Gate Lock with Fingerprint only.

Installing/Replacing Batteries

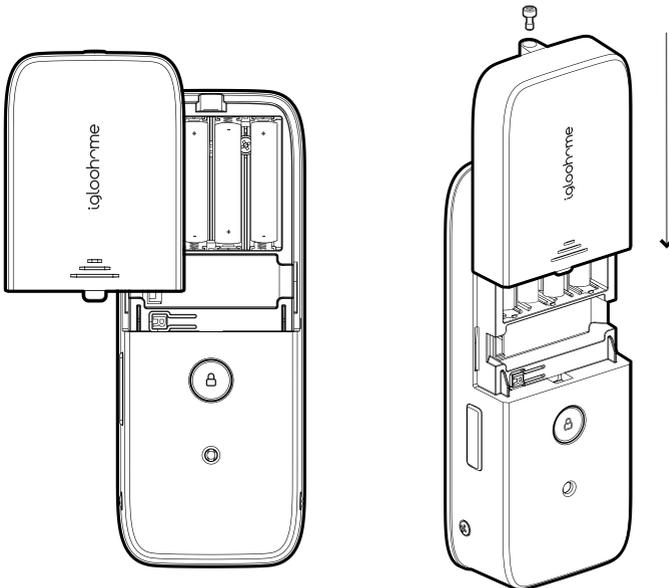
- 1** Loosen the screw with Philips screwdriver (not provided) and remove battery cover.



- 2** Install or replace with 4 new AA alkaline batteries



- 3** Put back the battery cover and secure it with the screw.



Features

PIN / Bluetooth Unlock



Master PIN Code

The lock unlocks with a permanent Master PIN Code.



Guest PIN Code

The igloohome mobile app can generate multiple types of Guest Pin codes, e.g. One-Time, Permanent, Recurring & Duration.



Fingerprint

The lock is able to register up to 100 unique fingerprints. Only available on RM2F.



Master Bluetooth Key

The lock unlocks with Bluetooth via the app.



Guest Bluetooth Key

The igloohome mobile app can generate and share Bluetooth Guest keys.



RFID

The lock is able to register up to 100 key cards.

Lock



Auto Lock

Automatically locks once the gate is shut to give you greater peace of mind.



Auto Unlock

Automatically unlock your door when the lock senses your app within the set Bluetooth range.



Sequential Unlock

Unlock both your gate and door at the same time.

Battery



Emergency Jumpstart

Easily jumpstart the lock with a 9V battery if batteries are drained.



Low Battery Alert

Intuitive audio and visual alerts will prompt you to change the batteries when it runs low.

Features

Security / Alarms



Security Lockout

Keypad is disabled after several incorrect access attempts to ensure your property is always secure.



Intrusion Alarm

The lock will sound off when the door is forced open while the bolt is still extended.



Privacy Mode

Disable all modes of access except the Master Bluetooth key to prevent unwanted entries into your property.



Tamper Alarm

The lock will sound an alarm if it is being pried from the door to alert and deter potential tampering attempts.



Decoy PIN Code

Heighten security and throw off onlookers by entering random digits before your actual PIN code.



Obstruction Alarm

The lock will sound an alarm if the bolt tongue cannot be extended or retracted fully to alert the user of any obstructions.

Others



Volume Control

Adjust the volume according to your preference. Select from levels 0 (mute) to 5 (loudest).



Quiet Unlock

Mute audio indicators while unlocking for quieter access to prevent disturbance.

Learn how to access, activate, and deactivate these features from pages 22 - 23.

Modes of access

Modes of access (Entry)	PIN codes, Bluetooth keys, RFID tags & stickers, Fingerprint (only applicable to RM2F)
Modes of access (Exit)	Bluetooth keys, Key Fob, Mechanical keys

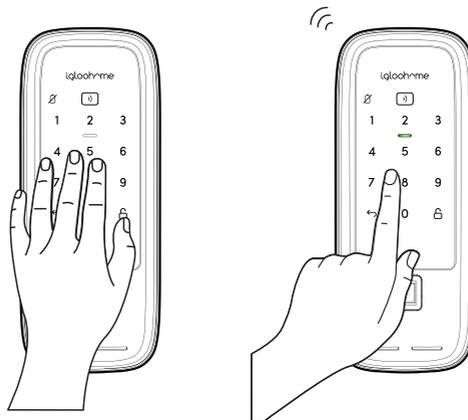
a

PIN Code

As the owner of the lock, you can use the Master PIN code, issue Guest PIN codes, and test the lock during set-up with the Factory PIN code.

Master PIN Code	Permanent PIN code that works every time. Can be customized via Bluetooth by lock owner.
Guest PIN Code	Generated via algoPIN™ technology or customized via Bluetooth by lock owner. Includes One-Time, duration, permanent and recurring PIN codes.

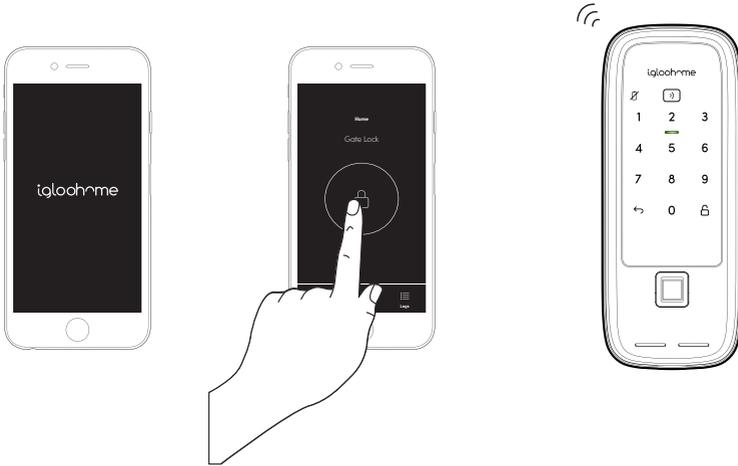
1. Wake the lock up by pressing the touchscreen keypad.
2. Enter a valid PIN code, with or without decoy digits, followed by .
3. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.



b**Bluetooth**

This mode requires you to have the igloohome app installed on your mobile phone with a verified account. You can be the owner of the lock, or be a recipient of a Guest Bluetooth Key to use this as a valid mode of access.

1. On the app, select the lock you're trying to access.
2. Tap the  on the screen.
3. The LED indicator on the lock will flash blue to establish the Bluetooth connection, then green when it is successfully unlocked. You will also hear four ascending tones.

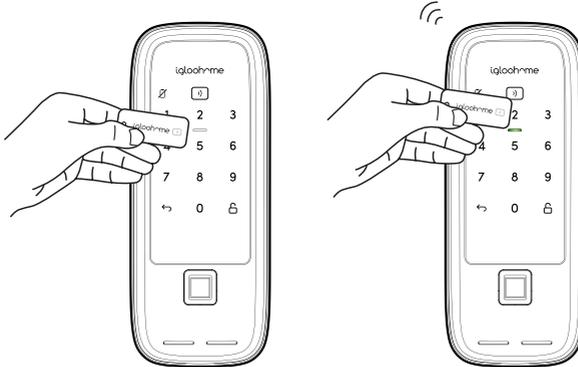


Note: You need to be within Bluetooth range of the lock, and have your Bluetooth services switched on.

c**RFID tags & stickers**

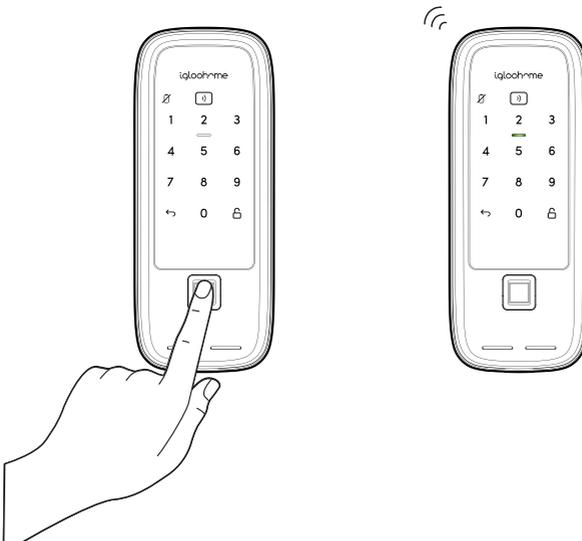
The lock accepts RFID credentials. You can register up to 100 tags and stickers. Only the provided RFID tags and stickers are recommended. To purchase more, please go to www.igloohome.co/store

1. Tap your RFID tag or sticker on the RFID reader.
2. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.

**d****Fingerprint**

This mode is available on the Gate Lock with Fingerprint (RM2F). You can register up to 100 fingerprints.

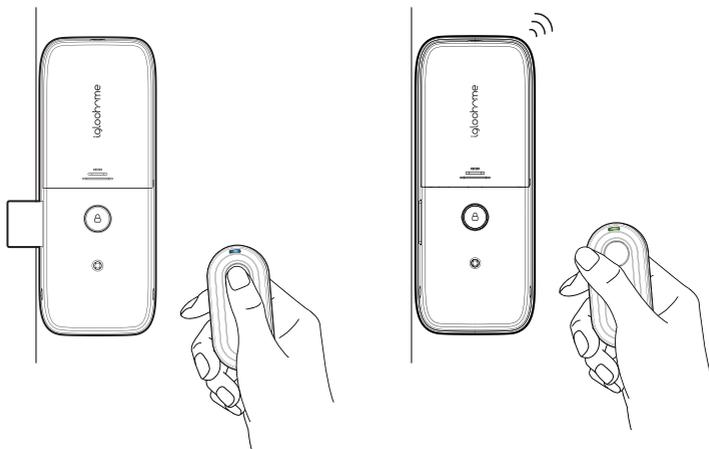
1. Place the registered finger on the fingerprint module.
2. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.



e**Key Fob**

The Gate Lock comes with a complimentary Key Fob. We recommend that you mount this inside your home, and near the lock.

1. Press the button on the Key Fob.
2. The LED indicator on the lock will flash blue to establish the Bluetooth connection, then green when it is successfully unlocked. You will also hear four ascending tones.

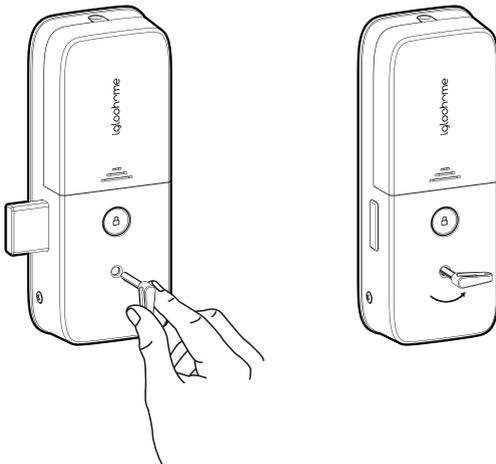


Note: The Key Fob needs to be used within Bluetooth range of the lock.

f**Mechanical keys**

This can only be accessed from the back assembly. In case of unforeseen circumstances, you will never be locked in.

1. Insert the key into the keyhole.
2. Turn the key anti-clockwise to retract the lock's bolt tongue.



App Onboarding

1 Download the igloohome app

The mobile app is available for free on the App Store and Google Play Store!

App Store



Google Play



2 Register for an igloohome account

- 1) Launch the igloohome app and tap **[Create new account]**
- 2) Fill in the fields shown on the screen.
- 3) Accept the terms of services and privacy policy.
- 4) Tap **[Create account]**.
- 5) Enter the 6-digit OTP sent to your email address.
- 6) Tap **[Verify]**.
- 7) You now have a verified igloohome account!

If you have forgotten your password,

- 1) Visit the login page and select **[Forgot password?]**
- 2) Enter your registered email address.
- 3) Press **[Submit]**.

You will receive an email with a link and instructions on how to reset your password.

3 Pair the lock to your account

If you're completely new to igloohome:

Test the lock with the Factory PIN code before you begin the pairing process.

1. Wake the lock up by pressing the touchscreen keypad.
2. Tap \leftarrow , then enter 1234567890, followed by .
3. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.

- a) Create a property to associate your lock with.
 1. Tap on ☰ and select **[Add and manage]**.
 2. Tap on **[Manage Properties]**.
 3. Tap the **[+]** icon.
 4. Input the name and region of the property, and tap **[Submit]**.

- b) Pair the lock to your account.
 1. Tap on ☰ and select **[Add and manage]**.
 2. Tap on the **[<]** icon.
 3. Tap on **[Add Lock]**.
 4. Select the property you created.
 5. Follow the instructions on the screen.

If you're pairing the lock to an existing igloohome account:

1. Tap on ☰ and select **[Add and manage]**.
2. Tap on **[Add Lock]**.
3. Select the property.
4. Follow the instructions on the screen.



4 Change your Master PIN code

The Master PIN code is automatically set after your lock is successfully paired to your igloohome account.

This PIN code is unique to your lock. It will always work as long as the lock is paired to your account.

You can customise this to something that is easier for you.

Before you do this, ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.

1. On the igloohome mobile app, tap on the 📍 icon.
2. Tap on **[Master PIN Code]**.
3. Tap on ✎ and enter a new 7 - 9 digit PIN code.
4. Enter the new PIN code again.
5. Tap **[Confirm]**.

Managing Access via the app

1 Fingerprint Registration

Up to 10 authorized fingerprints can be added to the Padlock Lite

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[algoPIN™]**.
6. Tap on **[Create PIN code]**.

b) If you want to create a customised PIN code, you will need to be within Bluetooth range of the lock with your Bluetooth function turned on:

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select the access type from the list on the screen.
4. Fill in the required fields.
5. Select **[Bluetooth]**.
6. Tap on **[Create PIN code]**.

Important:

All PIN codes generated by algoPIN™ technology have activation periods. If they are not used within the period, the PIN codes will be considered invalid.

One-Time & Permanent PIN Codes – 24hrs of being generated

i.e. Generated at 1900hrs today, must be used by 1900hrs tomorrow to activate.

Duration & Recurring PIN Codes – 24hrs from the start date and time of its validity period

i.e. Created for 1900hrs on 1 Jan, must be used from 1900hrs – 2000hrs on 1 Jan to activate.

2 Create Guest Bluetooth Keys

Allow guests and family members to use their smartphones to unlock the door. When you issue a Bluetooth key, you get real-time updates on who has accessed your property.

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select **[Bluetooth Key]**.
4. Fill in the required fields.
5. Tap on **[Create Bluetooth Key]**.
6. Tap on **[Share]**.

Your guest can either scan the unique QR code shown on your screen, or you may share the link via your preferred communication method (Text, Email, WhatsApp, Facebook Messenger etc.) to claim the Bluetooth key.

Your guest will either need to download the igloohome mobile app and register for an account or claim the Bluetooth key with their existing igloohome account.

Important:

All Bluetooth keys must be claimed **within 1 hour** of it being generated. If they are unclaimed within the period, the keys will be considered invalid.

I.e. Generated at 1900hrs today, must be claimed by guest by 2000hrs today.

Bluetooth keys can be revoked by lock owner anytime.

3 Register RFID Credentials

You will need to be near your lock to register new RFID tags and/or stickers.

1. On the igloohome mobile app, tap on the  icon.
 2. Tap on **[+Access]**.
 3. Select **[RFID tags/stickers]**.
 4. The lock will sound off an alert (long beep).
 5. After this, tap the RFID tag or sticker against the  icon on the lock.
 6. Fill in the required fields.
 7. Tap **[Done]** to complete the registration of the new RFID tag or sticker.
-

4 Register Fingerprints

You will need to be near your lock to register new fingerprint profiles.

1. On the igloohome mobile app, tap on the  icon.
 2. Tap on **[+Access]**.
 3. Select **[Fingerprints]**.
 4. After reading the instructions, tap **[Next]**.
 5. Fill in the required fields.
 6. Follow the instructions shown on your screen to register a new fingerprint.
**Finger must be placed on the module at least thrice during the process.*
 7. Upon successful registration, lock will sound off an alert (4 ascending tones).
 8. Tap **[Done]** to complete the registration of a new fingerprint.
-

5

View All Created Access

You will need to be near your lock to register new fingerprint profiles.

1. On the igloohome mobile app, tap on the  icon.
2. Tap on **[+Access]**.
3. Select **[Fingerprints]**.
4. After reading the instructions, tap **[Next]**.
5. Fill in the required fields.
6. Follow the instructions shown on your screen to register a new fingerprint. *Finger must be placed on the module at least thrice during the process.
7. Upon successful registration, lock will sound off an alert (4 ascending tones).
8. Tap **[Done]** to complete the registration of a new fingerprint.

<p>Pending Tab</p>	<p>The 'Pending' tab shows all PIN codes and Bluetooth keys you have created that have yet to be used.</p> <p>Important All PIN codes generated by algoPIN technology have activation periods. If they are not used within the period, the PIN codes will be considered invalid.</p> <p>One-Time & Permanent PIN Codes - 24hrs of being generated I.e. Generated at 1900hrs today, must be used by 1900hrs tomorrow to activate.</p> <p>Duration & Recurring PIN Codes - 24hrs from the start date and time of its validity period I.e. Created for 1900hrs on 1 Jan, must be used from 1900hrs - 2000hrs on 1 Jan to activate.</p> <p>All Bluetooth keys must be claimed within 1 hour of it being generated. If they are unclaimed within the period, the keys will be considered invalid. I.e. Generated at 1900hrs today, must be claimed by guest by 2000hrs today.</p>
<p>Inactive Tab</p>	<p>The 'Inactive' tab shows all PIN codes and Bluetooth keys that were used and/or expired.</p> <p>To clear the list: On your igloohome app, tap . Tap the [Clear All] button located at the top of the list of used and/or expired access.</p>
<p>Active tab</p>	<p>The 'Active' tab shows all valid modes of access. These include all active PIN codes, Bluetooth keys, and registered RFID tags and stickers, and fingerprints.</p> <p>You can sync the lock with your account to update all tabs in the Access section: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <p>On your igloohome app, tap . Tap the [Sync] button located at the top left of the screen.</p>

Revoke Created Access

a) PIN Codes

***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.**

1. On your igloohome app, tap on .
2. In the 'Active' or 'Pending' tabs, select the PIN code you want to delete.
3. From the expanded view, tap on the  icon.
4. Tap the **[Delete]** button.

Your lock's LED indicator will flash blue and the process is complete once your screen removes the deleted PIN code from the list.

b) Bluetooth keys

***Bluetooth keys can be revoked anytime without being within Bluetooth range of the lock or having your Bluetooth function turned on.**

1. On your igloohome app, tap on .
2. In the 'Active' or 'Pending' tabs, select the Bluetooth key you want to delete.
3. From the expanded view, tap on the  icon.
4. Tap the **[Delete]** button.

Your screen will remove the deleted Bluetooth key from the list and the process is complete.

c) RFID tags & stickers

***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.**

1. On your igloohome app, tap on .
2. In the 'Active' tab, select the registered RFID tag or sticker you want to delete.
3. From the expanded view, tap on the  icon.
4. Tap the **[Delete]** button.

Your lock's LED indicator will flash blue and the process is complete once your screen removes the deleted RFID tag or sticker from the list.

d) Fingerprints

***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.**

1. On your igloohome app, tap on .
2. In the 'Active' tab, select the registered fingerprint you want to delete.
3. From the expanded view, tap on the  icon.
4. Tap the **[Delete]** button.

Your lock's LED indicator will flash blue and the process is complete once your screen removes the deleted fingerprint from the list.

Manage Ecosystem Products via the app

1 Key Fob

a) Pair the Key Fob to your account

Before linking the Key Fob to a lock, you need to add the device to your account:

***Please ensure you are within Bluetooth range of the Key Fob and your Bluetooth function is turned on.**

1. Tap on ☰ and select **[Add and manage]**.
2. Select **[Manage Key Fobs]**.
3. Tap the **[+]** icon located on the top right of the screen, or tap the **[Add Key Fob]** button located on the bottom of the screen.
4. Follow the instructions on the screen.

b) Link the Key Fob to a lock

***Please ensure you are within Bluetooth range of the lock and Key Fob and your Bluetooth function is turned on.**

1. Tap on ☰ and select **[Add and manage]**.
2. Select **[Manage Key Fobs]**.
3. Select the Key Fob you want to link.
4. Follow the instructions on the screen.



View the full Key Fob User Guide

2

Bridge

a) Link the Bridge to a lock or other ecosystem products

1. Tap on ☰ and select **[Add and manage]**.
2. Tap **[Bridges]**.
3. Select the Bridge you want to link your lock to.
4. Tap **[Linked locks and devices]**.
5. Tap the **[+]** icon located on the top right of the screen.
6. Follow the instructions on the screen.

b) Unlink the Bridge from a lock or other ecosystem products

1. Tap on ☰ and select **[Add and manage]**.
2. Tap **[Bridges]**.
3. Select the Bridge you want to unlink from.
4. Tap **[Linked locks and devices]**.
5. Tap  next to the selected lock or ecosystem product you want unlinked.



View the full Bridge User Guide.

Manage Lock Features

<p>Auto Lock</p>	<p>You can configure the duration before Auto Lock is triggered: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Auto Lock Timer] 3. Select from the list of preset durations, or customise the number of seconds, or choose to never automatically lock. 4. Tap [Apply]. <p>If you choose to never automatically lock, you may wish to perform a manual relock: Hold the  on the keypad for 3 seconds. The LED indicator will flash green and you'll hear a long beep for successful relocking.</p>												
<p>Security Lockout</p>	<p>You can configure the number of attempts before the Security Lockout mode is enabled: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Security Lockout]. 3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely. 4. Tap [Apply]. <p>Once this is set, the lockout will be triggered after you exceed the number of attempts set.</p> <p>Your lock will reject any further unlocking attempts via the same mode you used. You can disable it by trying another valid access mode.</p> <table border="1" data-bbox="266 1011 1016 1331"> <thead> <tr> <th>Triggered</th> <th>Security Alarm</th> <th>Security Lockout</th> </tr> </thead> <tbody> <tr> <td>1st Time</td> <td>30 Sec</td> <td>1 Min</td> </tr> <tr> <td>2nd Time</td> <td>60 Sec</td> <td>5 Min</td> </tr> <tr> <td>3rd and Consecutive Time</td> <td>90 Sec</td> <td>10 Min</td> </tr> </tbody> </table>	Triggered	Security Alarm	Security Lockout	1st Time	30 Sec	1 Min	2nd Time	60 Sec	5 Min	3rd and Consecutive Time	90 Sec	10 Min
Triggered	Security Alarm	Security Lockout											
1st Time	30 Sec	1 Min											
2nd Time	60 Sec	5 Min											
3rd and Consecutive Time	90 Sec	10 Min											
<p>Low Battery Alert</p>	<p>N.A.</p>												

Tamper Alarm	N.A.
Intrusion Alarm	N.A.
Obstruction Alarm	N.A.
Emergency Jumpstart	<ol style="list-style-type: none"> 1. Hold the 9V battery against the jumpstart contact points. 2. The lock will sound off a series of beeps and the keypad will light up. 3. Maintaining the same position with the battery and lock's contact points, enter a valid PIN code, followed by  to unlock.
Decoy PIN Code	<ol style="list-style-type: none"> 1. Key in up to 8 random digits before your actual PIN code, followed by  to unlock.
Privacy Mode	<ol style="list-style-type: none"> 1. Hold the multi-function button on your lock for 3 seconds while it is in 'locked' state i.e. bolt tongue is extended.
Quiet Unlock	<p>To mute audio indicators when unlocking:</p> <ol style="list-style-type: none"> 1. Tap  before entering your PIN code / scanning your RIFD credential / using your fingerprint. <p>You will have to perform the same step every time you wish to activate Quiet Unlock.</p> <p>You will not be able to mute audio indicators if this is performed when the lock is in 'unlocked' state i.e. bolt tongue is retracted.</p>
Volume Control	<p>To configure the volume of your lock:</p> <p>*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Volume]. 3. Select the volume level from 0 to 5 (softest to loudest). 4. Tap [Apply].

Manage Lock Settings

<p>Delete Lock</p>	<p>To delete a lock from your account, you will need to unpair the device: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Delete Lock]. 3. Follow the instructions shown on the pop-up and tap [Ok].
<p>Delete All PIN Codes</p>	<p>To delete all PIN codes created for a specific lock: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Delete All PIN Codes]. 3. Follow the instructions shown on the pop-up and tap [Ok].
<p>Hard Reset / Unpair</p>	<p>To perform a hard reset:</p> <ol style="list-style-type: none"> 1. Ensure the lock is in 'unlocked' state i.e. bolt tongue is retracted. 2. Delete the lock from your app. 3. Press  and the [R] button together for 3 seconds. 4. You will hear 3 slow descending tones upon successful reset.
<p>Lock Name</p>	<p>To change the name of your lock:</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Select [Lock Name]. 3. Enter the new name of your lock. 4. Tap [Submit].
<p>Finding your lock's Bluetooth ID</p>	<p>Every lock has a unique Bluetooth ID. Should you need the ID for support purposes, find it by:</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Located on the top of the screen <div data-bbox="266 1038 833 1094" style="background-color: black; color: white; padding: 5px; text-align: center;">  RM2F-c2AaP1_68f635 </div>
<p>Sync</p>	<p>We recommend syncing your lock to your account every 3 months for optimal product experience.</p> <p>Syncing the lock to your account helps you stay up-to-date with the lock's battery levels and activity logs.</p> <p>Note: This may take up to 5 minutes depending on how often you sync the lock with your account.</p> <p>To do this:</p> <ol style="list-style-type: none"> 1. On your igloohome app, tap on . 2. Tap the [Sync] button located underneath the battery status.

View Activity Logs

One of the biggest perks of having a smart lock!

You can keep track of all lock activities to ensure you're letting the right ones in.

1. On your igloohome app, tap on .

You will see all PIN code activities from when you last synced the lock with your account, and all Bluetooth key access.

To update all PIN code activity logs:

***Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.**

1. On your igloohome app, tap on .
2. Tap the **[Sync]** button located at the top of the screen.

Note:

This may take up to 5 minutes depending on how often you sync the lock with your account.

Audio and LED indications

Actions	Indications
Bluetooth Connection	Status Indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after product is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red LED 2 times
Invalid RFID	Descending 4 fast tones
Obstruction Alarm	6 sets of 4 short beeps
Keypad Disabled Mode Activated	Ascending 3 fast tones
Keypad Disabled Mode Deactivated	Ascending 3 fast tones
Security Lockout Alarm	Low-high siren for 30 /60 / 90 seconds
Security Lockout Deactivated	2 long beeps
Low Battery Alert	Descending 3 fast tones when keypad is woken up and breathing Red LED
Tamper Alarm	Continuous 5 short beeps
Hard Reset / Unpair	Descending 3 slow tones
Pairing	Ascending 3 fast tones
Intrusion Alarm	Continuous alarm and Red LED

Integrations

SmartThings

This lock is supported on SmartThings. To learn how to use your smart lock with SmartThings visit igloohome.co/integrations/smarthings



View the full SmartThings FAQ

Other Services

This lock supports iglooconnect and igloodeveloper services.

iglooconnect

iglooconnect is a platform for you to integrate your locks with a myriad of third-party services. Whether it's managing facility booking, property management or vacation rental hosting, iglooconnect lets you simplify workflows. If you're a lock owner that's looking to get more out of your device, connect to our network of service providers' apps or platforms with a few simple clicks.

For more information, visit <https://www.igloocompany.co/iglooconnect>.

Getting your iglooconnect account	Your iglooconnect account is tied to your igloohome account. If you're an existing lock owner, you can access iglooconnect with the same credentials. Otherwise, sign up for an account via the app.
Creating an igloohome account	<ol style="list-style-type: none">1. Download the igloohome app on your smartphone via the App Store or Google Play Store.2. Fill in the fields shown on the screen.3. Accept the terms of services and privacy policy.4. Tap [Create account].5. Enter the 6-digit OTP sent to your email address.6. Tap [Verify].7. You now have a verified igloohome account!
Selecting a third-party service provider	<ol style="list-style-type: none">1. Visit www.connect.igloocompany.co on your desktop or mobile device.2. Log in with your igloohome account.3. Choose the service provider you wish to integrate your locks with.4. Select the number of integration slots needed. (1 slot per lock)5. Checkout.
Connecting your locks to the integration slots (Exchange codes)	<ol style="list-style-type: none">1. Via the igloohome app, go to Account Settings2. Tap [iglooconnect]3. Select the service provider you have purchased integration slots from4. Add your lock to the available slots5. Select the Pending tab6. View the exchange code7. Copy the exchange code onto the service providers' backend
Changing your billing information	To change your billing information, <ol style="list-style-type: none">1. Visit connect.igloocompany.co and log in with your igloohome account credentials.2. Click [Account Settings] on the top right corner next to the initials of the account holder.3. Select [Payment Method].4. Follow the instructions onscreen to add or edit payment details.

<p>Removing locks from integration slots</p>	<ol style="list-style-type: none"> 1. On the igloohome app, go to Account Settings. 2. Tap [iglooconnect]. 3. Select the service provider you want to unlink the lock from. 4. Select the lock you want to unlink. 5. Tap the  icon.
<p>Managing your integrations</p>	<p>Initial slot payment/cancellation</p> <ul style="list-style-type: none"> * Payment method is immediately charged when the slots are purchased for the first time. * Payment amount is equal to the prorated amount for the first partial month. * Customers would only pay for the number of remaining days within the month in which the slots have been purchased for. * This payment does not account for the number of days the slots have been utilized for that partial month. <p>Recurring payment/cancellation</p> <ul style="list-style-type: none"> * After the slots have been purchased, the subscription is automatically renewed. * After the initial payment, the next full month's charges will be automatically billed on the first day of the subsequent months. * Cancelling slots would therefore have to be processed before the following month. <p>Additional slot(s) payment/cancellation</p> <ul style="list-style-type: none"> * If additional slots are purchased, the payment method is not immediately charged. * Instead, the billing occurs on the first day of the following month. * Payment amount is equal to the prorated amount of the first partial month plus the next full month's charges. * Cancelling additional slots before the end of the first partial month would only charge for that partial month, on the first day of the following month.
<p>Resetting your password</p>	<p>If you have forgotten your password,</p> <ol style="list-style-type: none"> 1. Visit the login page and select [Forgot password?] 2. Enter your registered email address. 3. Press [Submit]. <p>You will receive an email with a link and instructions on how to reset your password.</p>



igloodeveloper

igloodeveloper lets you manage access via our software and smart access products through API and SDK documentations.

For more information, visit <https://www.igloocompany.co/igloodeveloper>.

Creating an igloodeveloper account	<ol style="list-style-type: none">1. Visit developer.igloocompany.co on your desktop or mobile device.2. Click [Sign up here] to register for a new account.3. Fill in the fields shown on your screen.4. Click [Register]5. Confirm your account registration via the link sent to your email address.6. You now have a verified igloodeveloper account!
Logging in to the igloodeveloper portal	<ol style="list-style-type: none">1. Visit developer.igloocompany.co on your desktop or mobile device.2. Log in with your verified igloodeveloper account credentials.3. Click [Log in].
Resetting your password	<p>If you have forgotten your password,</p> <ol style="list-style-type: none">1. Visit the login page and select [Forgot password?]2. Enter your registered email address.3. Press [Submit]. <p>You will receive an email with a link and instructions on how to reset your password.</p>

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

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 for the lock

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

Keypad does not light up

- The lock battery is flat
- Use a 9V battery to jumpstart and unlock the lock to replace the batteries
- Please ensure that you unlock it with a valid access mode within 20 seconds

Unable to use a 9V battery to jumpstart the lock

- Please ensure the two pins of the battery is in contact with the 9V jumpstart contact points securely while unlocking it
- Please ensure that you unlock it with a valid access mode within 20 seconds
- Please ensure that the 9V battery has sufficient power

Keypad is flickering

- The lock is low on battery. Switch to a new set of batteries.

Keypad lights up on touch only

- Check if the lock is in privacy/ passage mode or security lockout mode
- Check that your lock is not muted

Auto Lock is not working

- Check battery level of the lock
- Make sure you have enabled Auto Lock function on the app and the striker has been installed correctly on the door frame

Slow Locking / Unlocking

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

Missing Activity Logs

- The lock stores 299 activity logs by default (with sequential unlock feature it stores 100 activity logs)
- The user should sync the lock regularly to ensure that the activity logs are extracted and stored on the app.

For enquiries go to:
igloohome.co/support