

Installers &
User guide
Keybox 3E.

Welcome!

This guide will get you up and running with your Keybox 3E.
In the meantime, you should follow us on Facebook and Youtube!



Like us on Facebook



Visit our Youtube

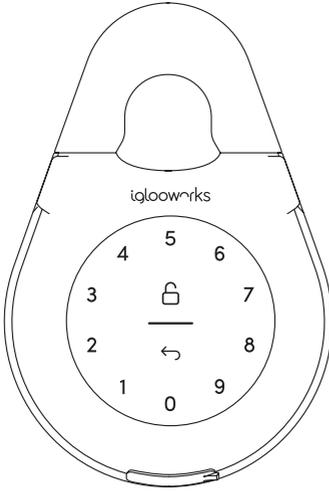


As our app is frequently updated, there may be changes to this manual.
Please refer to our website iglooworks.co/support for the latest version of the manual.

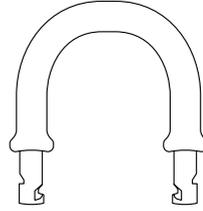
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What's Included



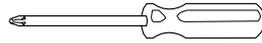
Keybox 3E



Slim Shackle



Mounting Seal Rings x2



Screwdriver



Mounting Screws x2



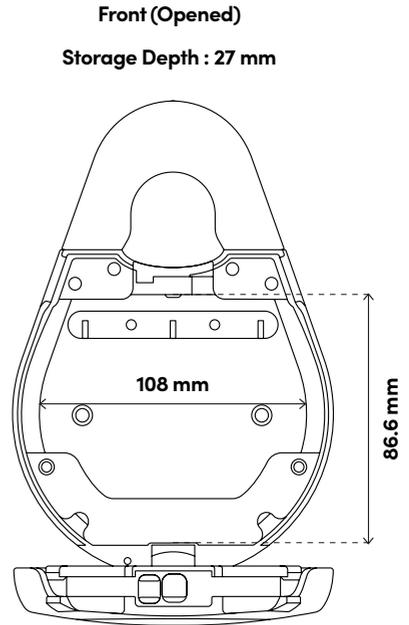
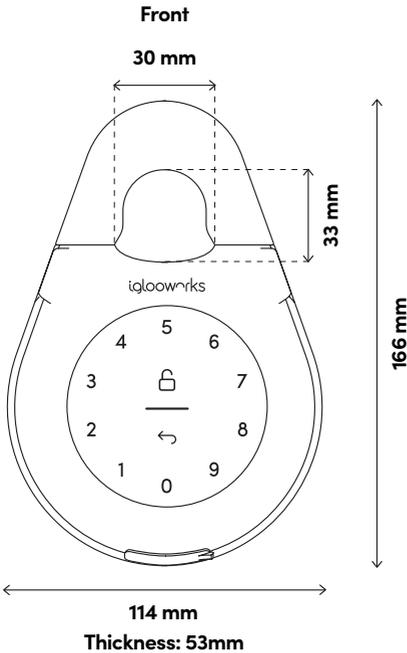
Screws Anchors x2



Chain

Specifications

Model	Keybox 3E
Battery Type	4 x AAA Alkaline Batteries
Battery Life	Up to 12 months
Emergency Power	USB-C Jumpstart
Operation Temp	-20°C to 50°C
IP Rating	IP66
Body Material	Zinc Alloy, Aluminium Alloy, Acrylic
Shackle Material	Hardened Steel, Rubber
Weight	Net: 1kg, Gross: 1.3kg
Unlock Mechanism	Bluetooth, PIN code



* **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.

Features

PIN / Bluetooth Unlock



Master PIN Code

The Keybox 3E unlocks with a permanent Master PIN Code.



Bluetooth Master Key

The Keybox 3E unlocks with Bluetooth via the app.



User PIN Code

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



Bluetooth Guest Key

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

Battery



Battery Life

The Keybox 3E can last up to 12 months with 4 AAA Alkaline batteries.



Low Battery Alert

The LED Indicator shows red when battery level is 20% and below, followed by a sound alert when the keypad is woken up. The battery level can also be monitored on the app and is updated during Bluetooth Unlock.



Emergency Jumpstart

If battery is drained, connect a USB-A to USB-C cable to a power bank then plug it onto the USB-C jumpstart port on the keybox to provide emergency power.

Features

Security



Security Lockout

Lock will disallow any PIN entries and sound an alarm when there is a number of incorrect PIN attempts. User can configure number of incorrect attempts to trigger timeout.



Decoy PIN Code

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



Auto Lock

The Keybox 3E locks automatically when product is closed. User can deactivate auto lock function if they prefer manual relock.

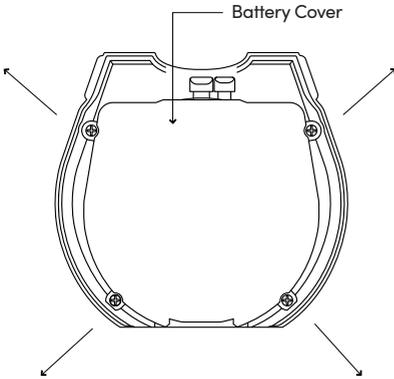


Weather Resistant

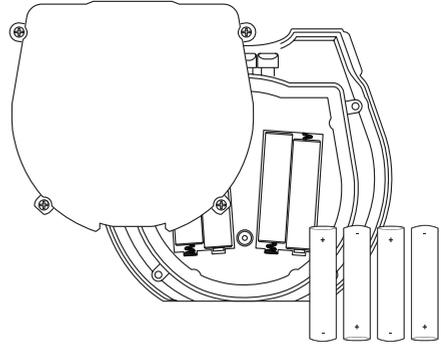
The Keybox 3E is able to withstand weather conditions with protection against dust and water (IP66).

Quick Start Guide

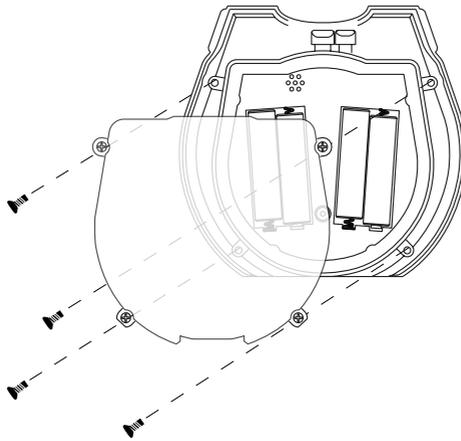
- 1** Loosen the 4 screws and remove battery cover



- 2** Insert AAA Batteries



- 3** Secure battery cover tightly with 4 screws



 Please screw the battery cover tightly after inserting batteries to ensure optimal water resistance.

App Onboarding

1 Test Factory PIN Code Unlock

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

2 Register as a Lock User

- Download the igloohome app from the App Store / Play Store
 - Create an account and login
-

3 Pairing

- Select **[Add new igloohome lock]**

Note: For existing users with other paired locks, go to **[Add and Manage]**, 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]**, press **[+Access]** and choose either One-Time, Permanent, Recurring 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
Recurring PIN	24hrs from the start time
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 Bluetooth Guest Key

- Under **[Access]**, press **[+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.
 - Claiming Bluetooth Key under **[Add and Manage]**.
- Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she is within range of the lock.

Notes:

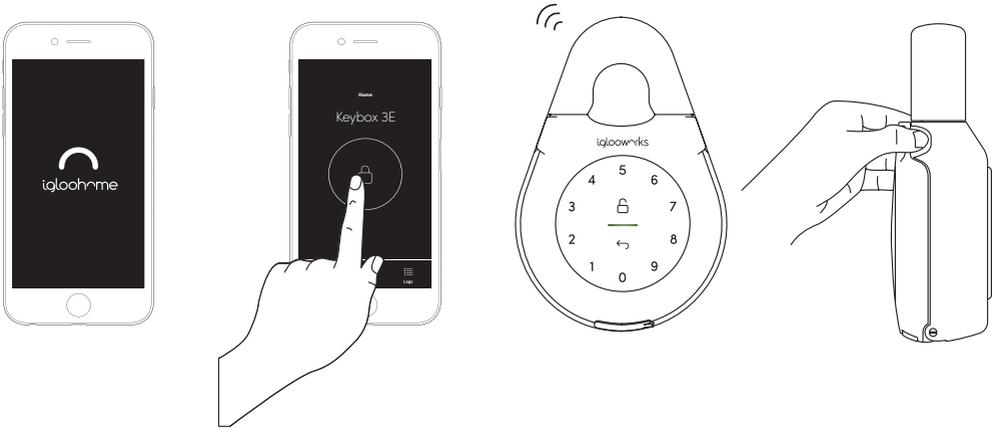
- The owner can revoke the Bluetooth Key in App.
- Bluetooth Key must be accepted within 1 hour generation before it expires.

Unlocking

a

Bluetooth Unlock

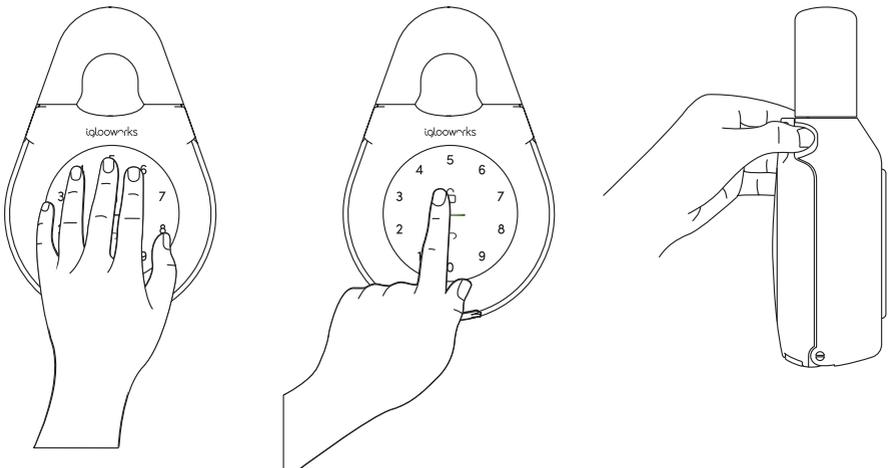
1. Open your igloohome app
2. Tap on  icon
3. The LED Indicator will flash green twice with 4 short ascending tone once unlocked.



b

PIN Code

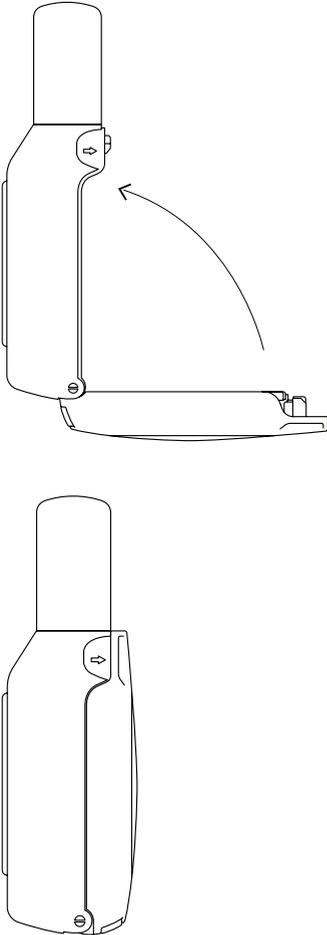
1. Press any button on the keypad to wake device up
2. Key in a valid PIN code (with or without decoy digits) followed by the  icon
3. The LED Indicator will flash green twice with 4 short ascending tone once unlocked.



Locking

a Auto Lock

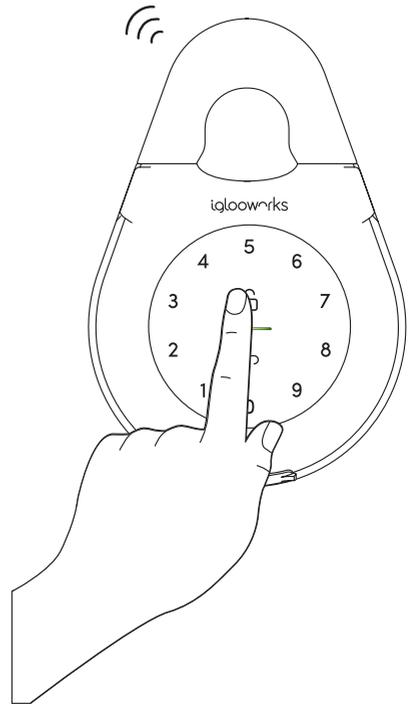
Simply close the keybox in place and LED Indicator will show green with a long beep.



b Manual Relock

Press and hold the  icon on the bottom right of the keypad for 2 seconds until the LED Indicator shows green with a long beep.

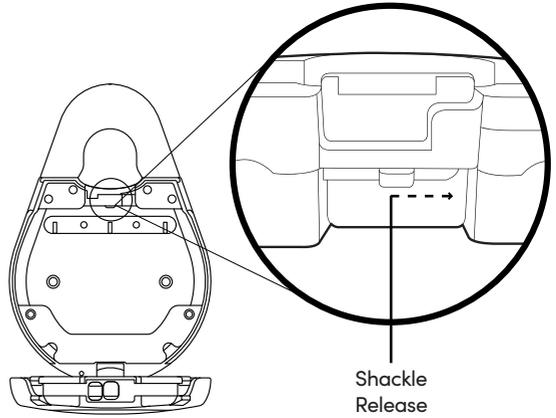
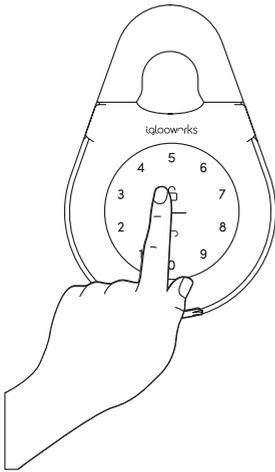
Note: Used when Auto Lock is "Off"



Lock Installation

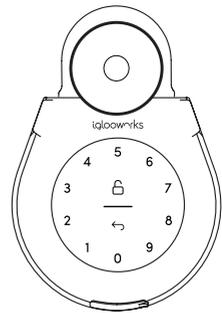
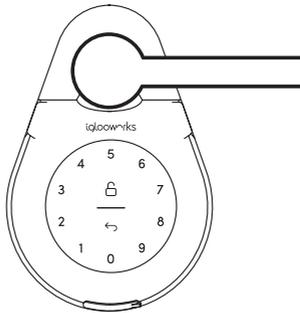
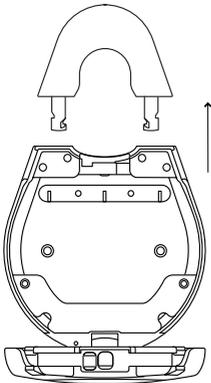
a Secure Keybox E on a handle or knob

1. Unlock the keybox
2. Push the shackle release to the right
3. Pull out the shackle
4. Secure on a handle or knob
5. Insert back the shackle



For door handles,
use Regular Shackle

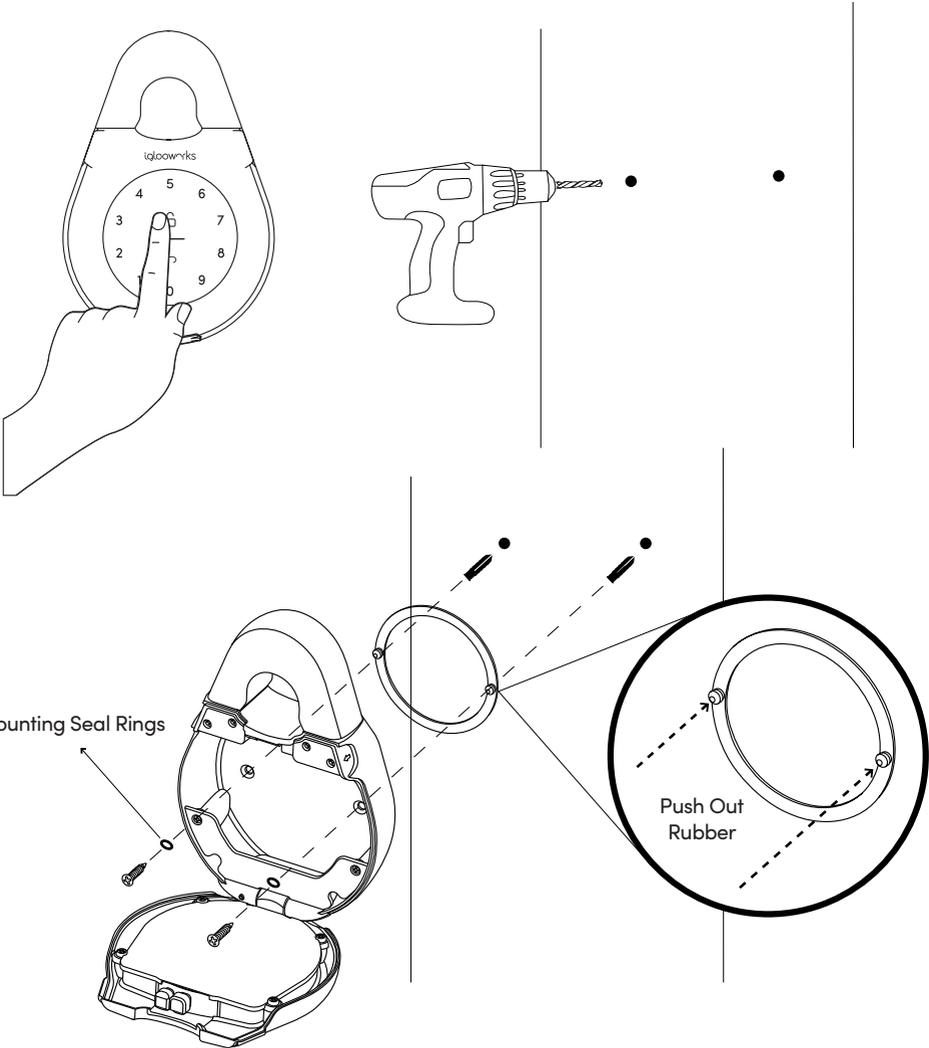
For door knobs,
use Slim Shackle



b

Mount on a surface

- 1. Unlock the Keybox 3E
- 2. Drill holes on a wall
- 3. Hammer the screw anchors into the holes
- 4. Mount the keybox on the wall with the mounting seal rings and 2 screws

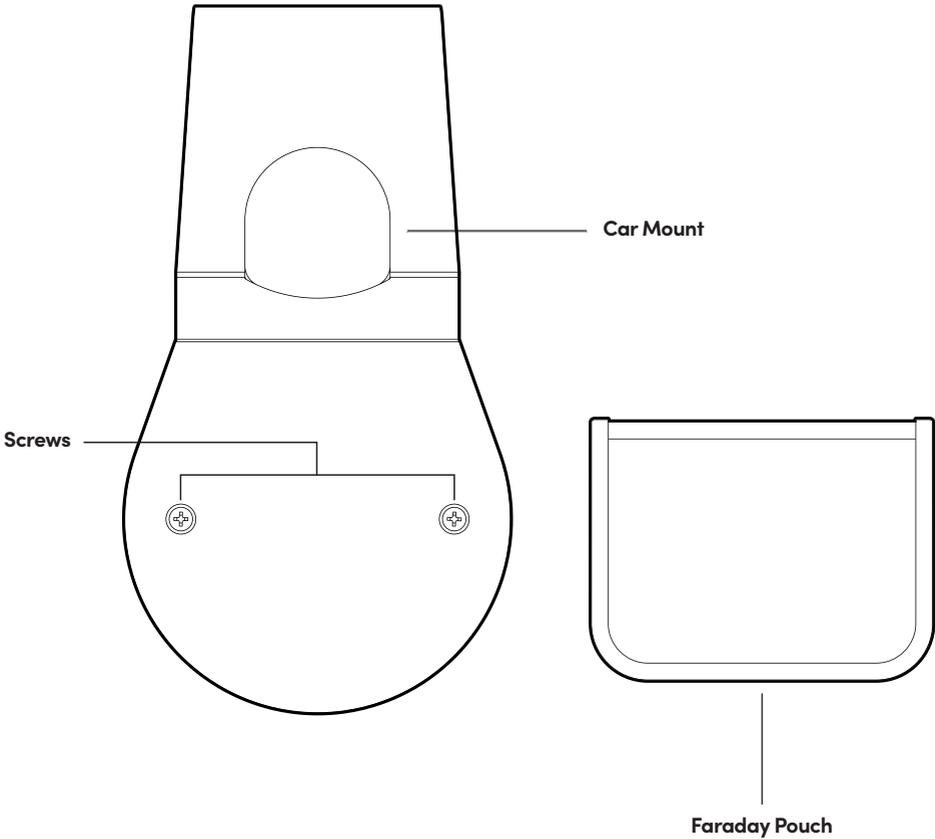


Car Sharing Kit

The Keybox 3E is also compatible with the igloohome Car Sharing Kit. Designed to offer a seamless car-sharing experience for everyone, the kit lets you transform any vehicle into one that's ready for safe sharing.

*NOTE: The Car Sharing Kit is sold separately.

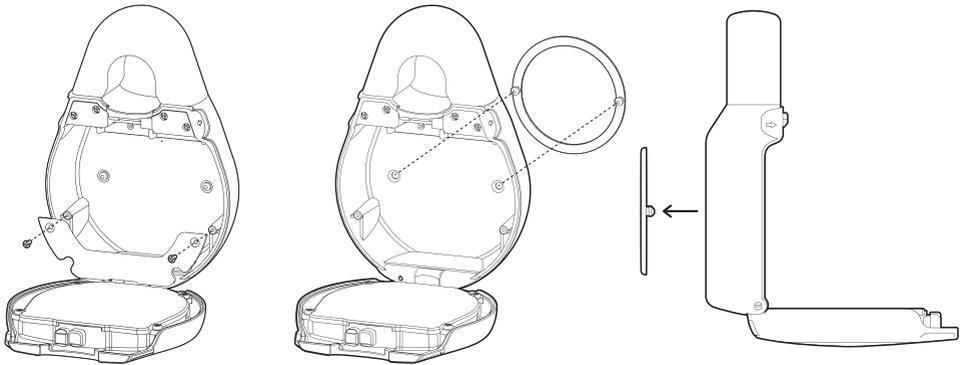
What's Included



Car Sharing Kit Set-Up

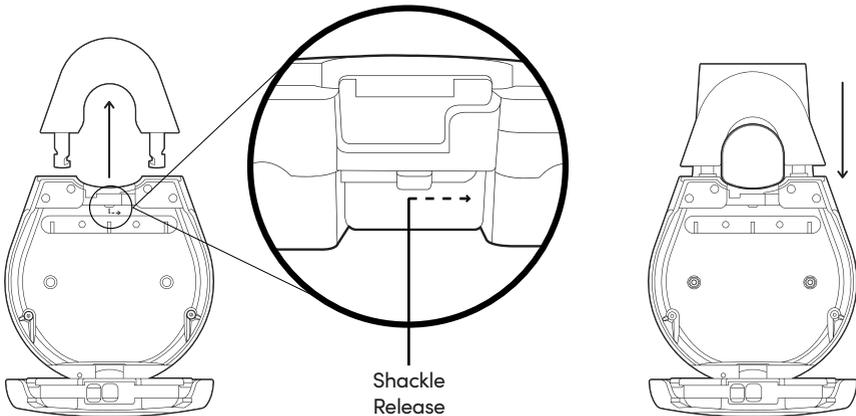
a Preparing the Keybox for installation

1. Unlock Keybox and unscrew the guard plate
2. Remove rubber bumper from the back of Keybox
3. Release shackle from the Keybox and mount onto the Car Mount



Unlock with Factory PIN Code

1234567890 

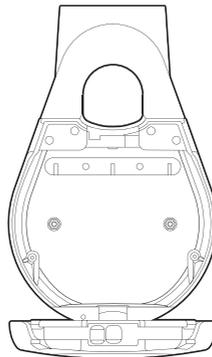
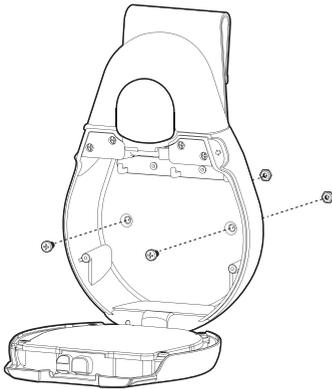


NOTE: The Car Sharing Kit is sold separately.

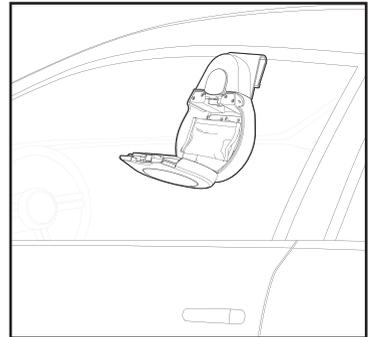
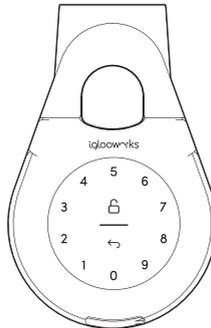
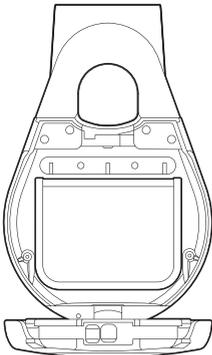
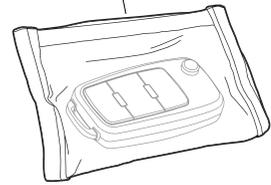
b**Installing the Keybox on the Car Mount for use**

4. Secure Keybox to Car Mount with the provided nuts and bolts
5. Place the car key fob into the Faraday Pouch
6. Place the pouch into the Keybox and close it
7. Hook it onto the window panel of your car

Front View



Faraday Pouch



NOTE: The Car Sharing Kit is sold separately.

Lock Behaviour

Note: User is able to enable and disable Security Lockout via Bluetooth.

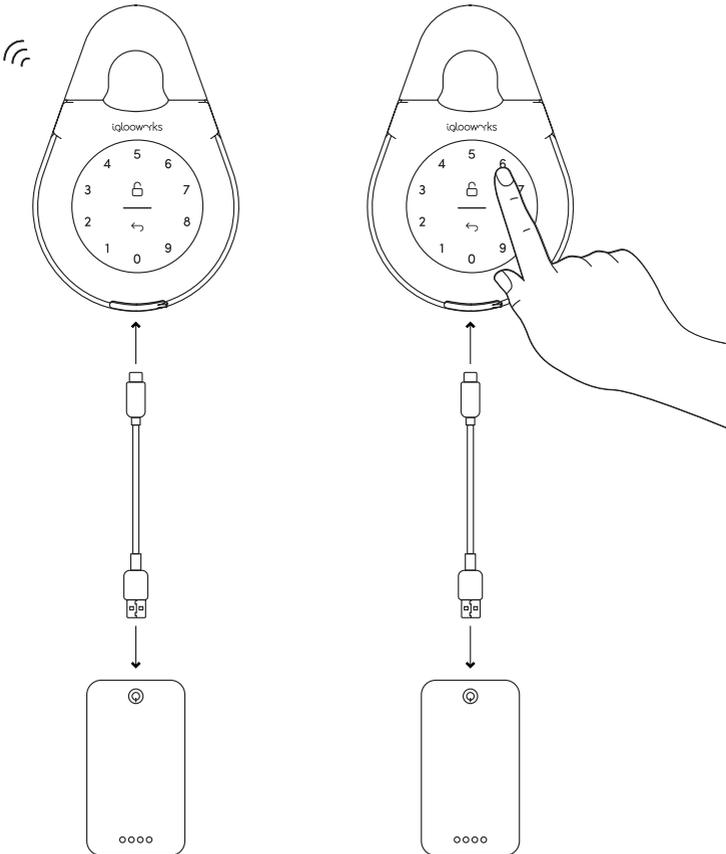
Security Lockout	
Triggered by	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
Disable By	After 1 / 5 / 10 Minutes or Master / Guest Bluetooth Unlock
Behaviour	Keypad LED flashes White once and LED Indicator shows Red when keypad is triggered.
Duration	Please refer to table below.

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

Emergency Jumpstart

1 USB-C Jumpstart

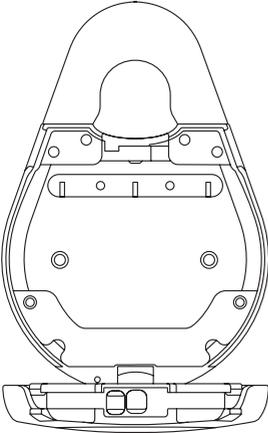
1. Connect the USB-A to USB-C cable to a power bank then plug it onto the USB-C jumpstart port on the keybox.
2. While the USB-A to USB-C cable is connected to the power bank, key in PIN code on the keypad followed by  to unlock.



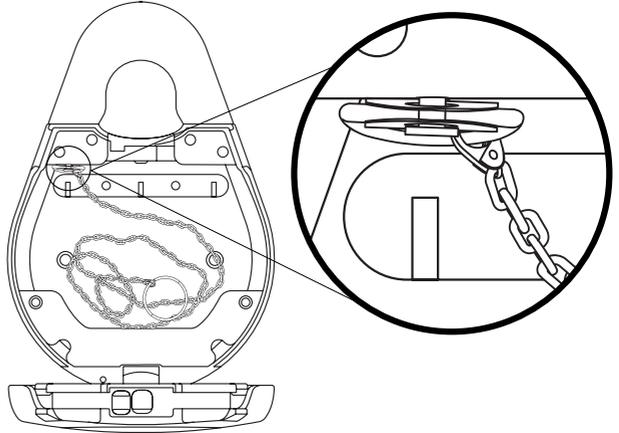
 Please unlock by entering a valid PIN code or via the app within 20 seconds after the keybox is powered up.

Chain Installation

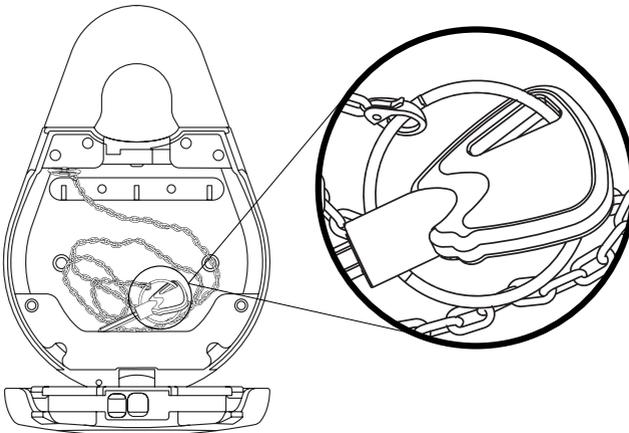
1 Unlock the keybox



2 Secure chain by using the ring inside the keybox located at the top left.



3 Secure keys to the key ring on the chain



Audio and LED Indications

Actions	Indications
Bluetooth Connection	LED 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 2 times
Deleted PIN	3 sets of 4 short beeps and flash Red 2 times
Obstruction Alarm	6 sets of 4 short beeps
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
Hard Reset / Unpair	Descending 4 slow tones
Power Start Up	2 slow beeps then 2 quick beeps

iglooconnect

To begin your integration, follow these steps:

1 Ensure you have an igloohome account

Step 1: Download igloohome app from the App Store / Play Store

Step 2: Create an account and login

2 Pair your locks to the igloohome account

Step 1: Launch the igloohome app on your mobile device

Step 2: Turn your Bluetooth on

Step 3: Tap the **[Add and Manage]** tab in the Menu bar

Step 4: Tap **[Add Lock]**

Step 5: Tap the + icon on the top right to create a new **[Property]** (or select an existing Property). This will associate your lock with a specific timezone.

Step 6: Select your lock model

Step 7: Follow the steps shown on the screen

Step 8: Tap on the **[Product ID]** that is lit on the screen

Step 9: Let the lock pair with your igloohome account, you should see a Blue blinking light on your lock to let you know that pairing is in progress

Step 10: Once the lock is paired, you can name it for identification

iglooconnect

3 Purchase your integration slots on iglooconnect

Step 1: Go to connect.igloocompany.co

Step 2: Log into the portal with your igloohome account

Step 3: Select the service provider you wish to integrate with

Step 4: Select number of slots you need (one slot per lock)

Step 5: Checkout

4 Getting the exchange code to complete the integration

Step 1: On the igloohome app, go to **[Account Settings]**

Step 2: Tap on **iglooconnect**

Step 3: Tap the **Service Provider** you've purchased slots from

Step 4: Tap the  icon on the top right corner

Step 5: Select a **lock** to connect

Step 6: Tap **[Connect]**

Step 7: Tap the copy button to copy the exchange code for the service provider's platform

And you're done!



For more information,
Scan the QR code or visit go.igloohome.co/iglooconnectSupport

Airbnb Connect

1 Airbnb Connect

Airbnb Connect automates the generation of PIN codes for your Airbnb guests based on their approved reservations.

Here are the steps to activate Airbnb Connect

Step 1: Connect to your Airbnb

Under **[Account Settings]**, select **[Connect with Airbnb]**, then click **[OK]**.

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 **[Add and Manage]**, select **[Manage Properties]** 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.

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

Troubleshoot

I am unable to close the Keybox 3E.

- Do an unlock via PIN code or Bluetooth and try to close the keybox again.
- Note that you might accidentally lock the keybox manually by holding the UNLOCK button for 2 seconds when the keybox is open.

I am unable to remove the battery cover screws.

- Note that the screws are designed to be retained, therefore cannot be removed.
- Please loosen the screws to remove the battery cover.

The keybox keypad flashes white and LED indicator flashes red when I activate the keypad.

- Security Lockout is triggered on the Keybox 3E.
- Please refer to page 15.

I tried to use USB-C to jumpstart the lock but unable to.

- Please ensure USB-C connector is connected to the USB-C slot securely while unlocking it with PIN code or Bluetooth.
- Please unlock within 20 seconds.
- Please ensure that the Power Bank has sufficient power.

The lock is not responding at all.

- The Keybox 3E's battery is flat.
- Use an USB-A to USB-C cable connected to a power bank to jumpstart the lock and unlock the keybox to replace the batteries.
- Please unlock within 20 seconds.
- Refer to page 8 for steps on battery replacement.

I closed the Keybox 3E but it did not relock automatically.

- Make sure Auto Lock is ON via the igloohome mobile app.
- If Auto Lock is ON and the keybox is still not working, try to lock the keybox manually by holding the UNLOCK button for 2 seconds.

I tried to unlock the Keybox 3E but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Keybox 3E is low in battery.
- Use an USB-A to USB-C cable connected to a power bank to jumpstart the lock and unlock the Keybox 3E to replace the batteries.
- Refer to page 8 for steps on battery replacement.

I can't scan the QR sticker as it is worned out.

- Use the spare QR sticker that is provided in the Keybox 3E box.

I have generated my PINs from the app but it cannot work.

- Do a Bluetooth Unlock or sync and try again.
- Make sure that the generated PIN codes are activated within the activation period before it expired.

What is the maximum thickness of the items that can be stored in the Keybox?

- Any item that exceeds 25mm in thickness may run the risk of triggering the obstruction alarm.

For more support articles, go to:
iglooworks.co/support