

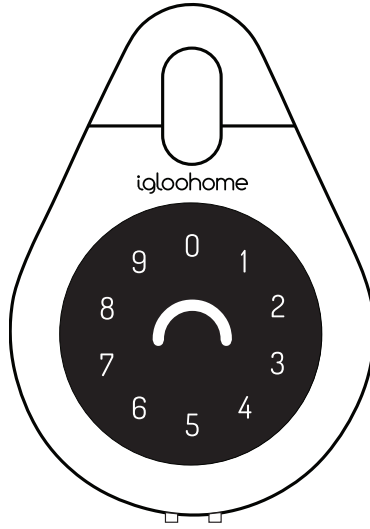
Installers & User guide **Keybox.**

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

Table of Contents

04	What's Included
05	Specifications
06	Features
07	Lock Behaviour
08	Pairing
10	Unlocking & Locking
11	Lock Installation
12	Lock Tutorial
16	Troubleshoot

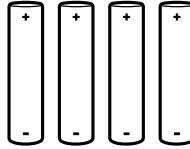
What's Included



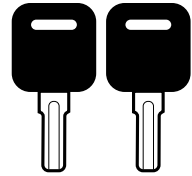
Keybox



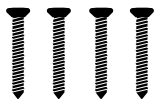
Rubber Mount



**AAA Batteries
(Sold Separately)**



Shackle Keys x2



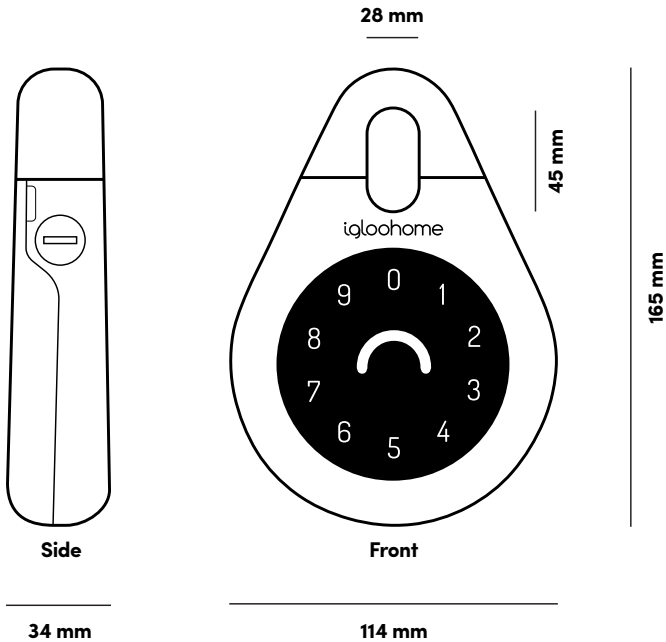
Screws x4



Screws Anchors x4

Specifications

Model	igloohome Smart Keybox v1.1
Dimensions	14.28 (W) x 165.1 (H) x 34 (T) mm inner space of shackle 28 (W) x 45.5 (H) mm
Material	Zinc Alloy, Steel, Silicon Rubber
Weight	1.5kg
Wireless Protocol	Bluetooth 4.0
Current Rating (Standby)	~20uA
Current Rating (Active)	~20mA
Batteries	4 x AAA *
Unlock Mechanism	Bluetooth, PIN code (physical key for shackle only)



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

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.

Features

PIN / Bluetooth Unlock



Master PIN Code

The igloohome Smart Keybox 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 Smart Keybox unlocks with Bluetooth via the app.



Bluetooth Guest Key

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



Cloud Backup of Master Access

Master access is tied to user account instead of phone. Any phones logged in to user account will have full control of the lock.

Note: Multiple phones can log into the same account. To give admin control to another party, you may share with them your login credentials.

Battery



Battery Consumption

4 AAA Alkaline batteries can allow up to 5,000 keybox open and close operations (approx. 12 months)



Battery Maintenance

Please note that using better batteries will improve the performance and lifespan of the lock. We recommend changing to a brand such as Duracell within 2 weeks of installation. (DO NOT USE: Heavy Duty, Eveready, GP, or Rechargeable Batteries)



Low Battery Indicator

LED light changes to red breathing light when battery life is below 20%. The battery level can also be monitored on the app and is updated during Bluetooth Unlock.



Emergency Jump Start

If battery power is drained, an external 9 Volt battery can be used to provide emergency power. The 2 pins of the battery must be aligned with the 2 pins on the Keybox as shown in the diagram below.

Features

Security



Security Lockout Mode

If 16 incorrect digits are keyed into the igloohome Keybox for 5 consecutive times, it will freeze and not accept any more PIN codes for the next 5 minutes. This is to deter unwanted guessing of PIN codes.



Security Alarm

If the Keybox is not closed properly, it will beep to indicate that it is not secure.



Automatic Re-lock

If Keybox is unlocked but remains un-opened for 60 seconds, it will automatically re-lock.



Decoy Code

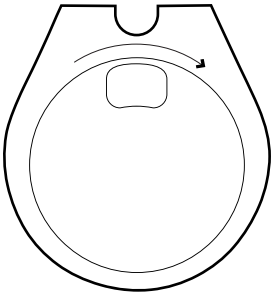
Up to 8 decoy digits can be entered prior to the actual PIN code to deter guessing of the PIN code.

Lock Behaviour

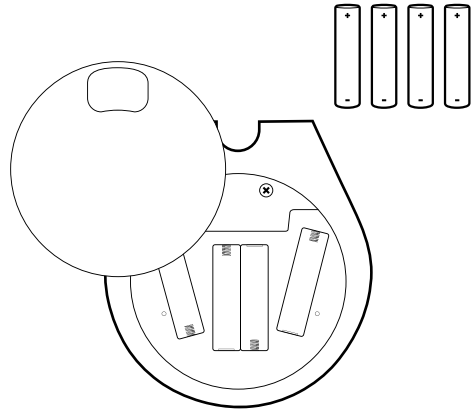
	Security Lockout Mode
Activated by	5 consecutive invalid PIN codes
Disable By	Wait for 5 Minutes Bluetooth Unlock Physical Key
Behaviour	Keypad is flickering
Duration	Unresponsive for 5 minutes

Pairing

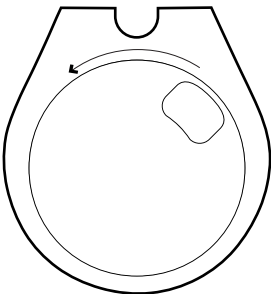
1 Remove Battery Cover



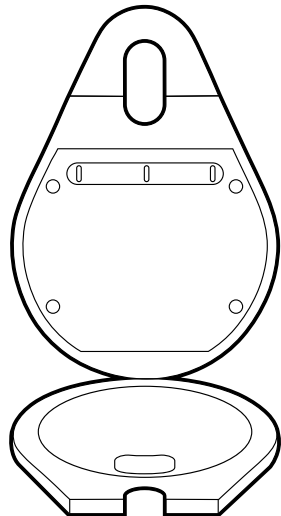
2 Insert AAA Batteries



3 Close the battery cover



4 In case the Keybox is closed, enter 1234 to unlock



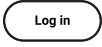
Pairing



Download igloohome app
from App Store/Google Play



Register a new
account or,



Login with an existing
account on app

CHECKLIST

- Lock has not been paired
- The keypad stays awake during pairing
- Turn on your phone's Bluetooth and Internet connection
- Ensure that the Keybox is kept open during pairing

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** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth Lock** > **Lock Paired!**

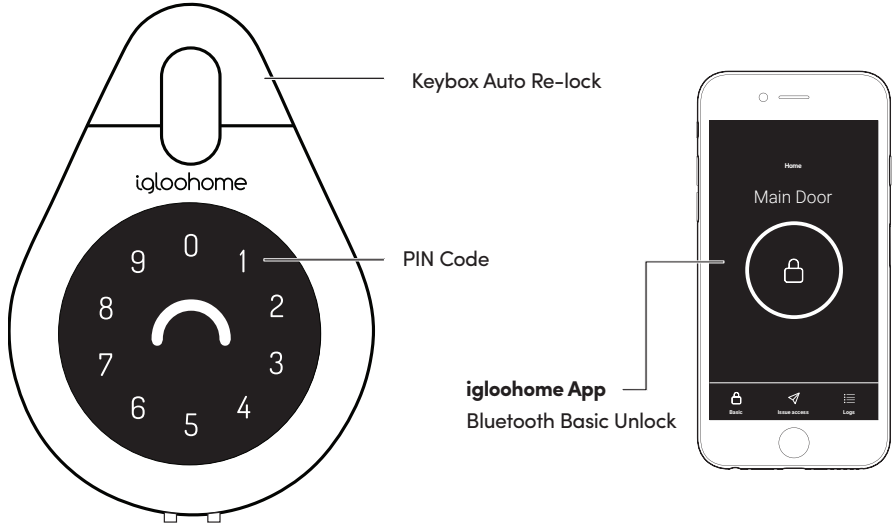


2. Add lock to a new or existing home.

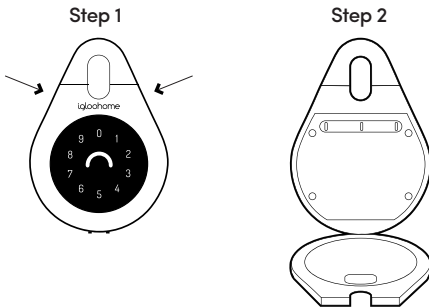
2.1 **Enter your lock name** > Confirm > **Create new home** or **Add lock to existing Home** > Name Your Home > Submit > Successfully Added!






Locking & Unlocking



To open your keybox, unlock with PIN or bluetooth key, and open the Keybox by placing fingers at the neck of the Keybox (as shown by the arrows in the diagram below), then pulling the front panel of the Keybox towards you.

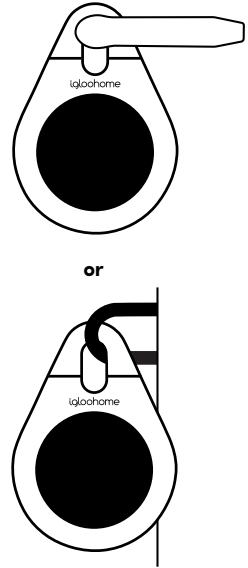
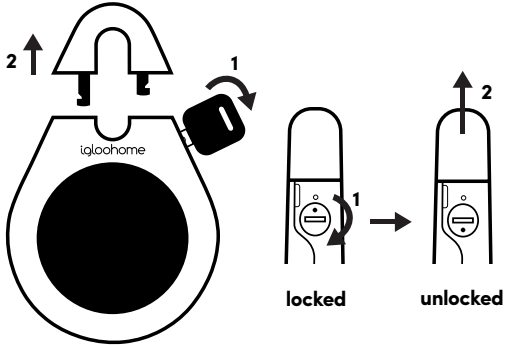


Legend

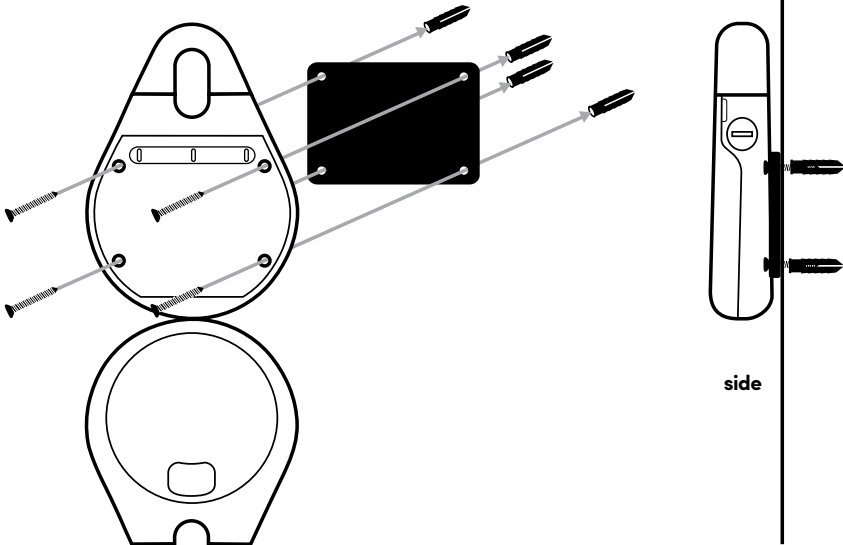
-  **PIN Code**
Key in your PIN code to unlock
-  **Bluetooth Basic Unlock**
On your app, click on the Bluetooth Unlock button and tap on your lock
-  **Keybox Auto-Lock**
Simply close the keybox, and it locks automatically after 1 second with a click.

Lock Installation

Secure it on a handle or latch*



Mount it on a surface



*Note: Physical key only unlocks the shackle. It does not unlock the keybox itself.

Lock Tutorial



- on igloohome App



- on Keybox Keypad

1 Setting Master PIN code



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

Home > Select Lock Name > > Master PIN Code > >

Enter 7-9 digit PIN

>

Repeat PIN

2 Adding new PIN code



New PIN codes can be added from

Home > Select Lock Name > > > Select PIN Type

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 > > Select PIN >

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

3 Edit PIN



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 for **2 seconds** > **Key 1 0** and tap > Ad hoc PIN and tap > **New 6-digit PIN** and tap > **New 6-digit PIN** and tap

Current PIN Code	1234 5678
New PIN Code	010101
On Keypad	Press for 2 seconds > Key 1 0 > 1234 5678 > 010101 > 010101

Lock Tutorial



- on igloohome App



- on Keybox Keypad

4

Removing used PIN



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

The PIN code will be removed from your app view.

* Only inactive PINs can be removed.

Note: Unused codes under the ' ACTIVE ' tab cannot be deleted from the Keybox unless the Keybox is reset. See pg. 15 "Resetting PIN codes" for instructions.

5

View Access Logs



Go to Home > Select Lock Name > >

Access logs for bluetooth keys and PIN codes will be displayed.

*Do note that only successful Keybox unlocks will be logged.

6

Bluetooth Key Sharing



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

To create a Bluetooth Key, Go to Home > Select Lock Name > > > Choose who to issue key to > Access Type : Bluetooth Key > Enter Access Details >

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 >

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

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

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



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



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 >  >  > [Reset Lock](#)

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


8 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

Open the igloohome app > Menu >  > [Connect With Airbnb](#)

Step 2: Connect to Airbnb listings

Menu >  >  > Select Home to Connect > Select airbnb listing to associate

Note: Emails with PIN code will be sent to the guest one hour before check-in time. PINs will only be valid between the check-in and check-out times.

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

Menu >  >  > Select Listing > Listing Details

Note: Changing your check-in/check-out time via the igloohome app affects the validity of the PIN codes shared with your guest. It does not change the check-in/check-out time on your listing on the Airbnb website.





9

Disconnect Airbnb



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

To do so, go to:

Menu >  > Select Listing you want to disconnect > 

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:**

Go to **Airbnb Host Website** > Connected Apps > Select igloohome to disconnect

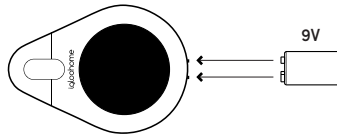
10

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



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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Keypad is flickering

- The Keybox is low in battery. Switch to a new set of batteries
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Keypad lights up on touch but does not beep

- Check if the Keybox is in security lockout mode (See Pg. 7)

Lock is not working when battery level is not 100%

- Do a Bluetooth Key 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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

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

Bluetooth Key is not working

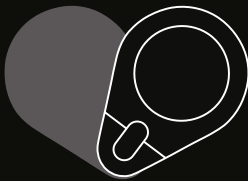
- Restart the Bluetooth and internet connection on your mobile device
- Check on the timezone of the home listing against your phone time
- Check if the Bluetooth Key is expired. It must be accepted within 1 hour of generation
- Update your igloohome app to the latest version
- Switch to a new set of batteries
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Re-lock is not working

- Check battery level of the lock
- Ensure you have installed the battery cover correctly
- Ensure 9V contact points are not damaged

Changing Batteries

- To open the battery compartment, unlock the keybox and twist the battery cover clockwise to loosen
- Replace all 4 batteries, and put the battery cover back on by twisting counterclockwise



We hope you'll love it as much as we do.

For enquiries go to:
igloohome.co/support