

Congrats  
on your new  
**Deadbolt 02.**

# 1. Install lock

Refer to <http://bit.ly/deadbolt02installersguide> for full set of instructions on getting your lock installed to your door.

# 2. Download app

Download igloohome app from the App store or Play store. Register for an account to start.

# 3. Pair your lock

Refer to the **Pairing** section on this manual to get your lock paired up with the app.

# 4. Get rollin'

Refer to the **Quick reference** section on this manual to get a crash course on how to use your lock.

Refer to the **App tutorial** section on this manual for a more detailed guide on more things you can do with the app.

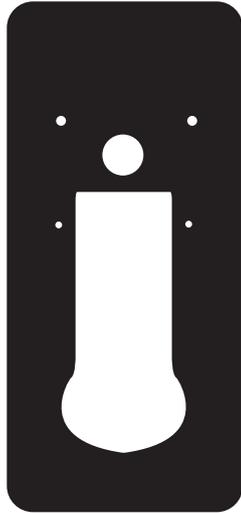
# 5. Need help?

Go to [igloohome.co/support](http://igloohome.co/support) for all the help you'd need.

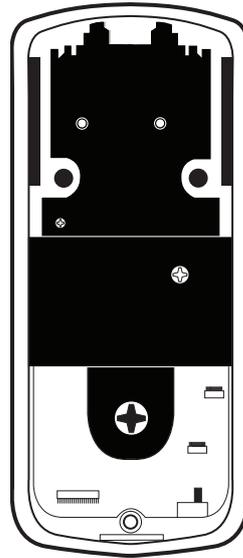
# What's included



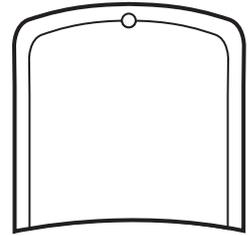
Front Assembly



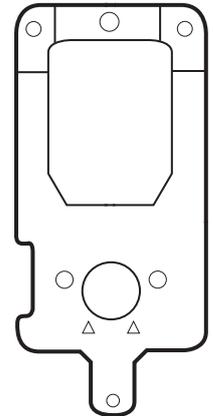
Rubber Gasket



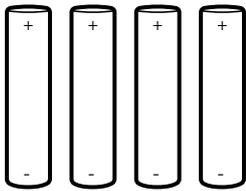
Back Assembly



Battery Case Lid



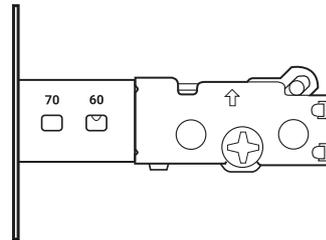
Back Plate



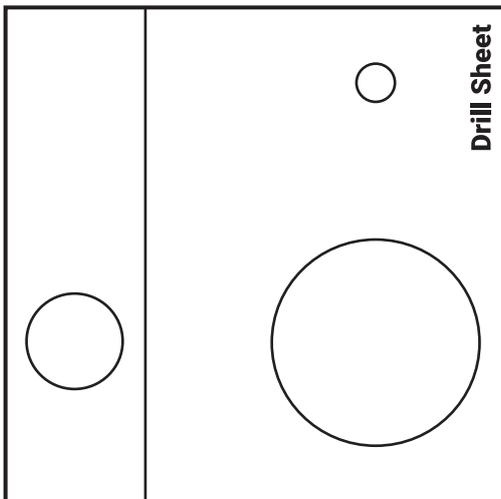
AA Batteries



Keys



Bolt Assembly



Drill Sheet



5 mm  
Bolt Screw



25 mm  
Wood Screw



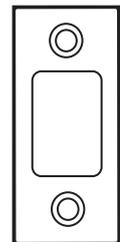
22 mm  
Bolt Screw



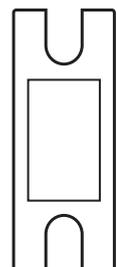
40 mm  
Bolt Screw



Screw  
Holder



Strike Plate



Strike Plate  
Housing

# Specifications

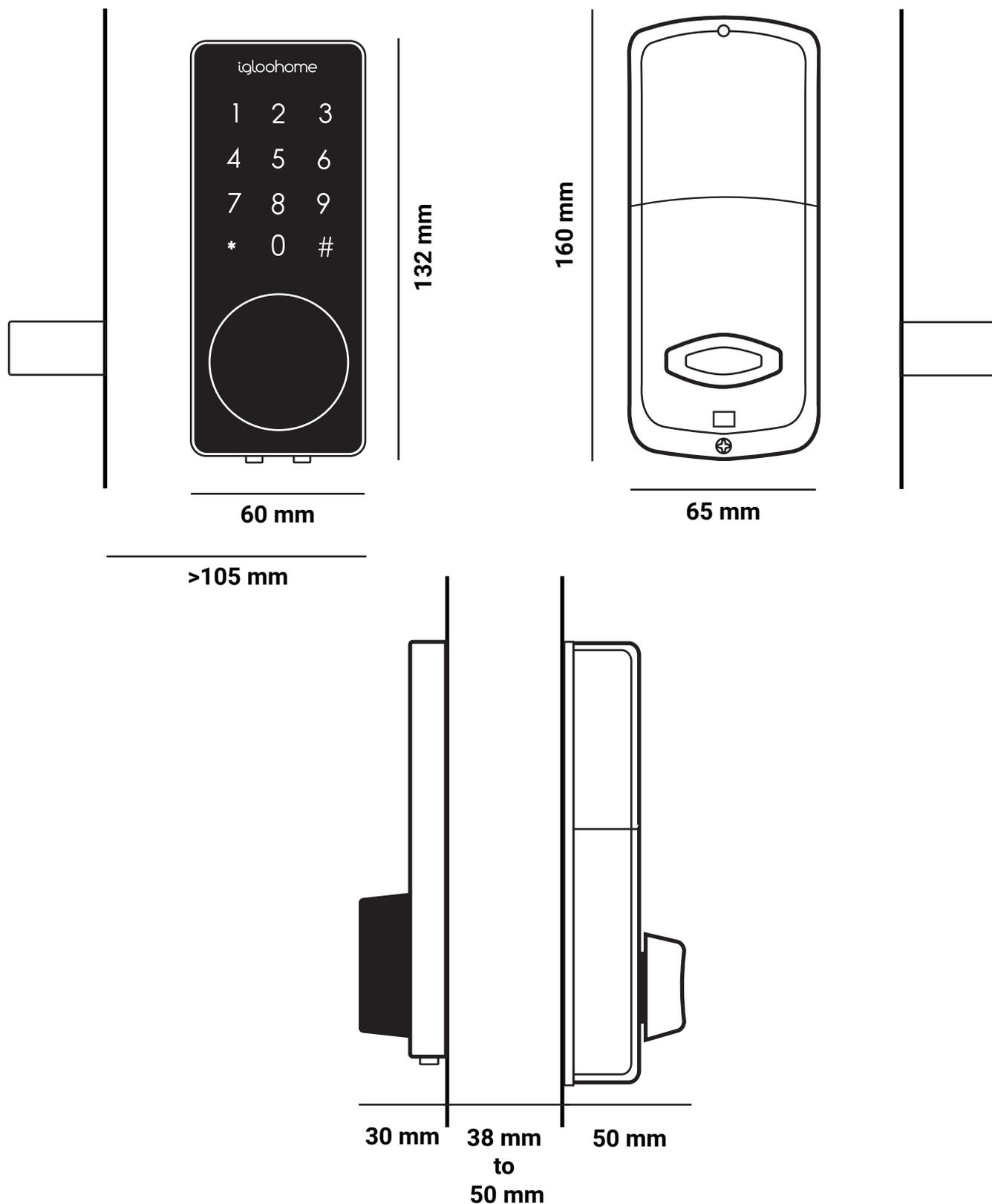
**Model** igloohome Smart Deadbolt 02

**Material** Zinc Alloy

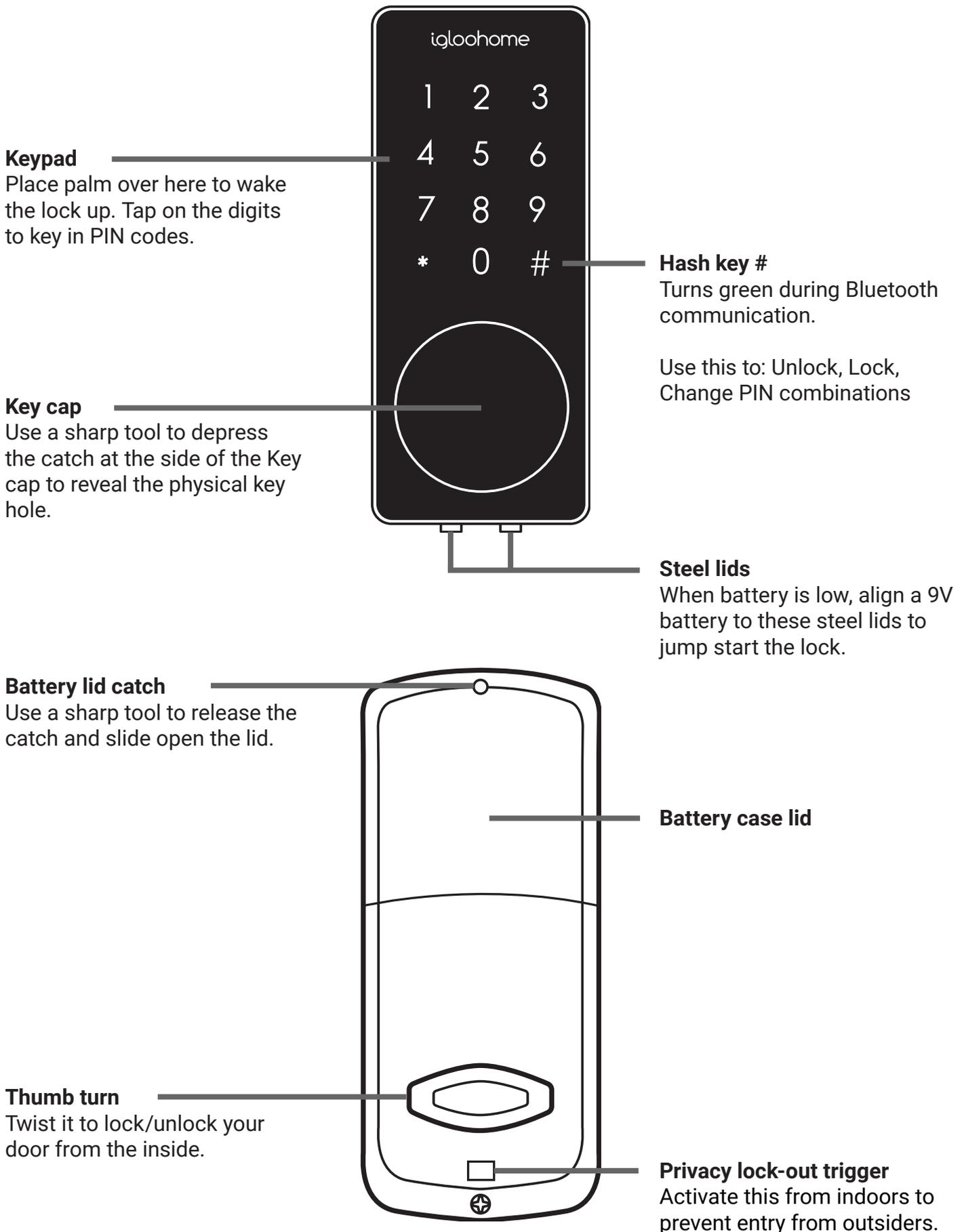
**Current Rating (Standby)** ~30uA **(Active)** ~200mA

**Batteries** 4 x AA Alkaline

**Unlock Mechanism** Bluetooth, PIN code, Keys



# Lock anatomy



# Features

**Master Bluetooth Key** The igloohome smart lock unlocks with Bluetooth via the app.

**Master PIN Code** The igloohome smart lock unlocks with a permanent Master PIN code.

**User PIN Code** The mobile app can generate up to 285 PIN codes, with validity duration from One-Time, Permanent, or a Duration based on Date-time.

**Wrong Code Entry Limit** After 5 unsuccessful attempts at entering a PIN code, the igloohome smart lock will be unresponsive for 5 minutes. Physical key and Bluetooth Unlock can be used to unlock in this state.

**Timed Re-lock** After successfully unlocking, the igloohome smart lock will re-lock after a period of time (between 5 to 120 seconds). The owner sets this function.

**Manual Locking** Hold the '#' key for 2 seconds to lock the igloohome smart lock.

**Low Battery Consumption** 4 AA Alkaline Batteries can allow up to 5000 unlocks (approx. 9 months)

**Low Battery Indicator** When battery power is low (i.e. left with 50 unlocks), the igloohome smart lock will emit low battery warning sound. 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.

**Cloud Backup of Master Bluetooth Key** Master Bluetooth key is tied to user account instead of phone so any phones logged in to user account can be used to unlock.

**Decoy Code** Up 8 decoy digits can be entered prior to the actual PIN code to deter hackers and prevent the PIN code from being exposed.

**Bluetooth Key Sharing** The mobile app can share a Bluetooth key with other users for mobile access

**Tamper Alarm** The lock will sound if intruders try to pry the lock from the door

**Privacy Lockout Mode** Activate this from indoors to prevent entry from outsiders

**Access Logs** Entry via PIN codes and Bluetooth Key will be logged in the Master Account.

Bluetooth key access logs are updated in real-time and PIN code access logs are updated when the master owner uses a bluetooth key.

# Pairing

**Download igloohome app** from App Store/  
Google Play

**Register** a new account or **login** with an existing account on app

For new users:

(a) Select **Menu ≡ > Set Up Home > Select Your Product >**

(b) **Add New Lock to New Home > Name Your Home and Select City > Next > Home Added** (you have added a new home successfully) **> OK >**

(c) Follow **Steps For Pairing Lock To App > Select Bluetooth lock > Connecting to device** (one beep will sound for successful connection) **> Resetting Lock for New Codes > Lock Paired! Enter your lock name > Confirm > Select home(s) to associate with**

For current users:

(a) Ensure that you have an existing home listing through **Menu ≡ > Set Up Home > Select Your Product > Manage home(s)**. Proceed if your home is listed

(b) Select **Menu ≡ > Set Up Home > Select Your Product >**

(c) Select **Add New Lock to Existing Home(s)**

(d) Follow **Steps For Pairing Lock To App > Select Bluetooth lock > Connecting to device** (one beep will sound for successful connection) **> Resetting Lock for New Codes > Lock Paired! Enter your lock name > Confirm > Select home(s) to associate with**

How to check if your lock has been paired successfully

Select **Menu ≡ > Home >** (Ensure that the keybox is currently locked) **Click on unlock icon next to lock name >** Press any key on your igloohome smart lock **> Bolt Unlocking** indicates igloolock has been paired successfully. Good job!

On the rare occasion that pairing is unsuccessful, here are some steps you can take

- 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's application on your mobile device
- Ensure that right before you remove one battery for pairing, the touchpad stays awake
- Ensure that during pairing mode (after 2 beeps), the touchpad stays awake
- Switch to brand new batteries

*Lock name can be changed by tapping on the lock name on the Lock Info page to edit.*

# Quick reference

## Locking and unlocking

### To unlock the door,

- key in PIN code and press '#', or
- use Bluetooth unlock via app, or
- use physical keys to unlock

### To lock the door

- press and hold '#', or
- set auto-relock for 5-120 seconds, or
- use thumb-turn on back of lock

## Lock programming

For Duration and Permanent PIN only

### 1. To change Custom PIN code:

Unlock once with PIN to activate

On lock: key in \* 1 0 # <Current PIN> # <New User PIN (4-9 Digits)> # <New User PIN (4-9 Digits) #

Note: PIN will be reflected after Bluetooth unlock and app is refreshed

### 2. To set auto-relock

On lock: key in \* 2 1 # <Master PIN> # <duration (between 5 - 120 seconds)>#

### 3. To deactivate auto-relock

On lock: key in \* 2 0 # <Master PIN> #

\* If at any time an error beep (4 consecutive beeps) is heard, start the program from the beginning.

## Changing batteries

To open the battery compartment, depress the pin at the top of the back assembly and slide the cover upwards.

## App Programming

### 1. To change Master PIN code:

Ensure your phone is next to the lock with Bluetooth on.

Home > Select Lock > Lock Info > Second tab on bottom (PIN) > Master PIN > 'Edit' icon > Enter PIN code (7-9 digits) > Re-enter PIN code > Confirm > Press any key on your lock

### 2. To create Custom PIN code:

Home > Select Lock > Select PIN type (One Time/Permanent/Duration) > Enter PIN details > Add PIN

### 3. To create and share Bluetooth Key

Home > Select Lock > Lock Info > Third tab on bottom (Bluetooth Key) > 'Add' icon > Enter details > Create Key > Send Key

### 4. Reset lock

Ensure your phone is next to the lock with Bluetooth on.

Home > Select Lock > Lock Info > Fourth tab on bottom (Status) > Scroll to the bottom > Clear PIN list > OK

Note: Clearing PIN list will remove all generated PIN codes, but Master PIN will remain the same

Deleting PIN from app will **not** delete it from the lock.

# Tutorial

## 1. Setting master PIN code

Once user account is paired to the phone, go to the Lock Info page (via **Home** by clicking on the **lock name** under your listing)

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

Click on the **PIN tab** (second tab on lock info page)

Click on **Master PIN code**

Click on the **edit icon**

Enter the new **Master PIN code**, between 7-9 digits. Re-enter the new **Master PIN code** in the second line, and click **Submit**

**Within 2 seconds**, press any key on your igloolock

## 2. Adding new user code

New user codes can be added from

(a) Home > Select Lock Name > Select One Time/Permanent/Duration PIN, or

(b) Home > Select Lock Name > Lock Info > Second tab on the bottom > Click on Add icon > Select One Time/Permanent/Duration PIN

To add One Time or Permanent PIN, add a description for the PIN and click OK.

To add Duration PIN, add a description for the PIN and key in the Start and End Date and Time, and click Add Duration PIN

On your Lock Info page, under **List of PIN codes** you should see the new user code

*[User code description can be changed by clicking on the '...' next to the code and clicking 'Edit'.]*

Note: Duration PINs have to be used within 24 hours of start time.

One-time and Permanent PINs have to be used within 6 hours of generation.

### Unlocking your door

**PIN code:** Key in your PIN, followed by #

**Decoy PIN:** Key in up to 8 digits before your PIN followed by #

**Bluetooth unlock:** On your app, click on the Bluetooth unlock button and tap on your lock

**Easy Unlock:** Open your app with Easy Unlock on, and tap on the lock

Note: Bluetooth and Easy Unlock requires internet access and Bluetooth switch on. The app needs to run in foreground for Easy unlock to work.

igloohome smart locks allow for a maximum of 285 PIN code generations. When you receive an error message when trying to generate PIN codes, you may have generated the maximum number of PIN codes available. In order to generate more PINs, you will have to reset your PIN codes.

Instructions to reset PIN codes can be found in Section 5.

Do note that any previously generated PIN codes will become invalid, but the Master PIN code will remain the same.

\* For users who have not generated the maximum number of PIN codes, you may have to do a re-pairing of the lock to the newest version of the app. This may be due to either 1. the lock was paired to older version of the app (and thus unable to generate PINs in the new app), or 2. the server was unresponsive although pairing was marked as successful

### 3. Airbnb Connect

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

#### Here are the steps to activate Airbnb Connect:

Step 1: Connect to Airbnb account

Open the igloohome app > Menu (top left hand corner) > click on profile picture (top left hand corner) > click 'Connect with Airbnb' button > Log into your Airbnb account

Step 2: Sync each Airbnb listing with your igloohome listing

Return to menu > Set Up Home > Select your product > Manage Homes > Select the igloohome listing which you want to sync with your Airbnb listing > Under 'Connect Providers', click on Airbnb > Select the Airbnb listing you want to sync and click 'Confirm'

Step 3: Automate check-in for the listing you have synced

Now that the listings are synced, return to menu > Reservations > Refresh the page by dragging down > select the igloohome listing that you have synced > click 'Automate check-in' > Start free trial > OK

#### To Deactivate Airbnb connect,

Step 1: Go to Airbnb website (for Hosts) > Account > Connected Apps > Select igloohome App and Disconnect.

Step 2: Write in to **support@igloohome.co** to request for notifications for future reservations to be removed.

### 3. Amending user code to 4-9 digits

Once user code is generated, user must key the generated code onto igloolock and click # to activate the code before proceeding.

Enter \* 1 0 # <Current User Code > # <New User Code (4-9 Digits)> # <New User Code (4-9 Digits)> #

For example, if the generated custom PIN code is **1234 5678**, and user would like to change it to **010101**, user must key in \* 1 0 # **1234 5678** # **010101** # **010101** #

*[Note that master PIN code cannot be changed via this method; instead please refer to #2. New user code will only appear after you perform a Bluetooth Unlock and refresh the app page.*

\* If at any time an error beep (4 consecutive beeps) is heard, start the program from the beginning.

### 4. Removing used codes from app view

Go to the Lock Info page (via **Home** by clicking on the **lock name** under your listing)

Under **List of PIN codes**, locate the user code you would like to delete

Click on the "... " next to the PIN code and select **'Remove from List'**

The user code will be removed from your app view

[Unused codes cannot be deleted from the lock unless the lock is reset > see next step.]

## 5. Resetting lock

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

Go to the Lock Info page (via **Home** by clicking on the **lock name** under your listing)

Click on the **Status tab** (fourth tab on lock info page)

Click on **Clear PIN list** and **OK**

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

## 6. Activating timed-relock

*Auto-Relock does not work when unlocking with physical key.*

### To Activate:

Enter \* 2 1 # <Master PIN> # <duration (between 5-120 seconds)> #

You have successfully activated the auto-relock function

### To De-Activate

Enter \* 2 0 # <Master PIN> #

You have successfully deactivated the auto-relock function

## 7. Factory pin

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

## 8. Bluetooth Key Sharing

To send a Bluetooth Key,

- (a) go to Home > Lock Info > Third tab on the bottom > Click on Add > add a description and key in the Start and End Date and Time > Create Bluetooth Key
- (b) share via QR code or mobile application

To share a Bluetooth Key,

- (a) After creating a key, you can share the QR code, or share the key via a URL, or
- (b) go to Home > Lock Info > Third tab on the bottom > Click on '...' > Share

To receive a Bluetooth Key,

- (a) Download the igloohome app from the iTunes or Google Play store
- (b) For new users: Register for an account; For existing users: Login to your account
- (c) To receive key via QR code, go to Home > Visits > Click on the QR code scanner button
- (d) To receive key via link, click on the URL and follow the instructions

To use a Bluetooth Key,

- (a) Ensure your Bluetooth and Internet connections are active
- (b) Go to Home > Visits
- (c) Click on the green circle to unlock the door

To delete a Bluetooth Key,

- (a) Go to Home > Lock Info > Third tab on the bottom > Click on ... next to the Bluetooth Key > Revoke

## 9. Privacy Lockout Mode

To prevent others from using PIN code or Bluetooth Unlock while you are inside the property

To activate,

- (a) Click on the Privacy Lockout button located below the thumb turn on the back of the lock.
- (b) You will hear a long beep to indicate privacy lockout is active

To deactivate,

(a) Click on the Privacy Lockout button located below the thumb turn on the back of the lock

(b) You will hear a quick 2 beeps to indicate privacy lockout is deactivated

Privacy lockout mode will automatically be deactivated if the thumb turn is used to unlock the door.

*[Note: Physical key can still unlock the door when Privacy Lockout mode is active]*

## **10. Access Logs**

To view access logs, go to Home > Select your lock > Lock Info > First tab on bottom > Click on Top right icon

To update access logs, use Bluetooth Unlock to download the information from the lock.

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

If you've purchased this product from our resellers,  
please contact them directly for support.

**FCC Caution:**

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.