User guide
Bridge
EB1

igloohome

Version 0.1 07/21

Welcome!

This guide will get you up and running with your igloohome Bridge.
In the meantime, you should follow igloohome on Facebook and Youtube!

Like us on Facebook

Visit our Youtube

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.

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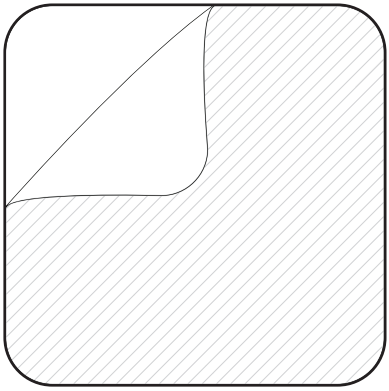
What's Included

Bridge



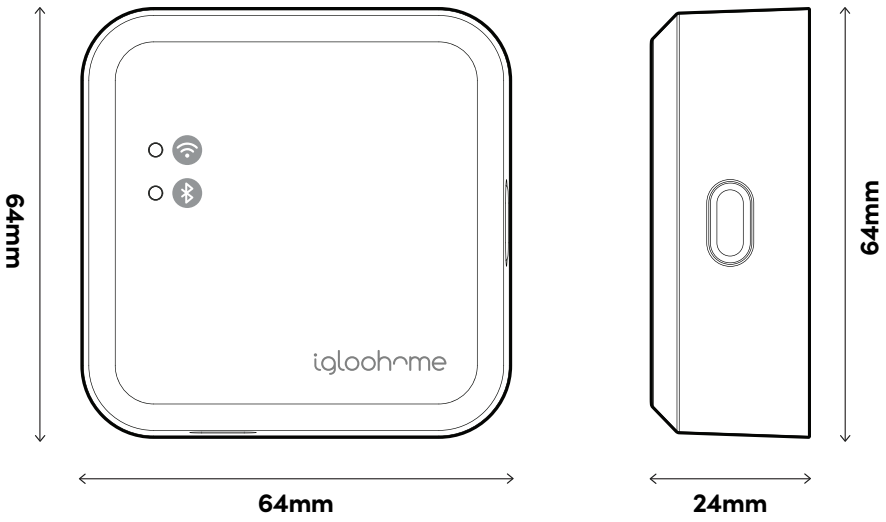
Adhesive Mounting Tape

USB-C Cable

Specifications

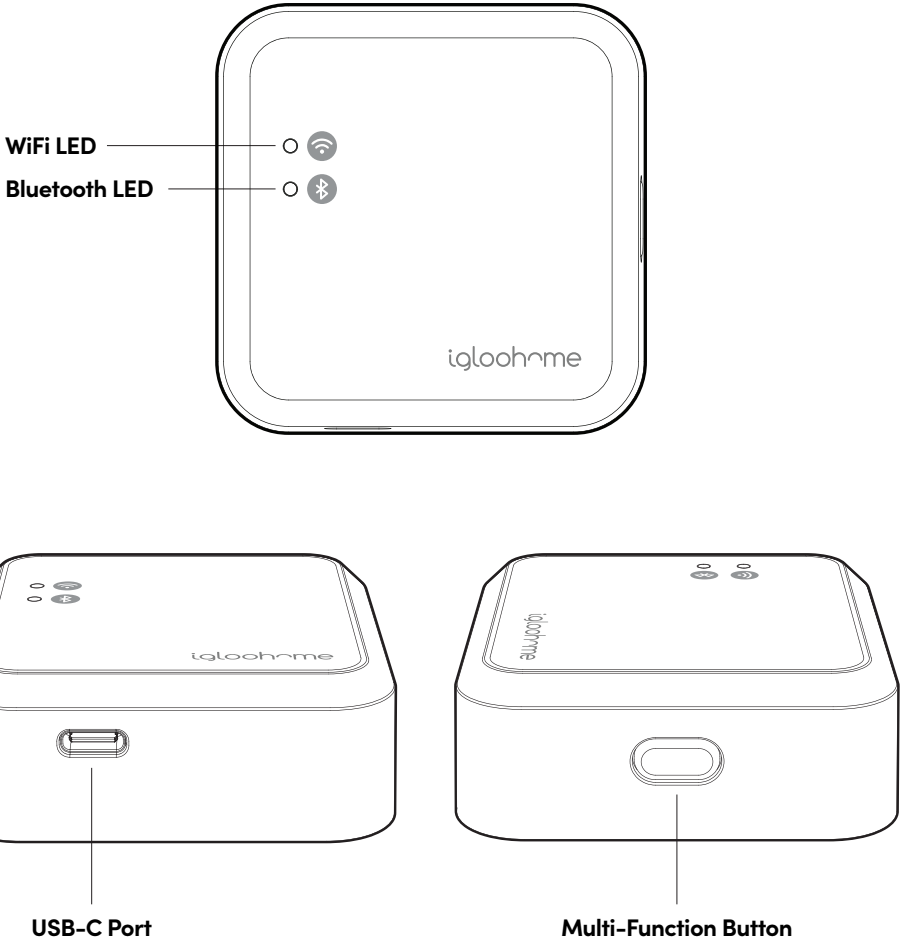
Model	EB1
Power Type	USB-C
Operation Temp	0°C to 40°C
Storage Temp	-25°C to 70°C
Body Material	PC
WiFi	802.11 b/g/n [2.4GHz only]
Weight	Net: 40g, Gross: 154g

Front **Side**



⚠ For damage resulting from incorrect use of Bridge, use of Bridge in potentially explosive environments, or use of Bridge outside of stipulated specifications, the customer bears sole responsibility. igloohome accepts no liability whatsoever.

Bridge Anatomy



Features

Remote Access

Lock & Unlock from Anywhere

Access your lock from anywhere in the world with an internet connection. Lock & Unlock as and when you want to.

Activity Logs

View your lock's activity logs from anywhere.

Create and Revoke access remotely

Create, edit and delete PINs as well as revoke different types of access.

Connects to your home's WiFi

Compatible with 2.4GHz WiFi.

Others

Compatible across multiple locks

The Bridge is compatible with selected igloohome locks and devices.

**Selected lock models are listed on the next page.*

Link up to 10 Devices

You can link up to 10 devices with one Bridge.

Hassle-Free Configuration

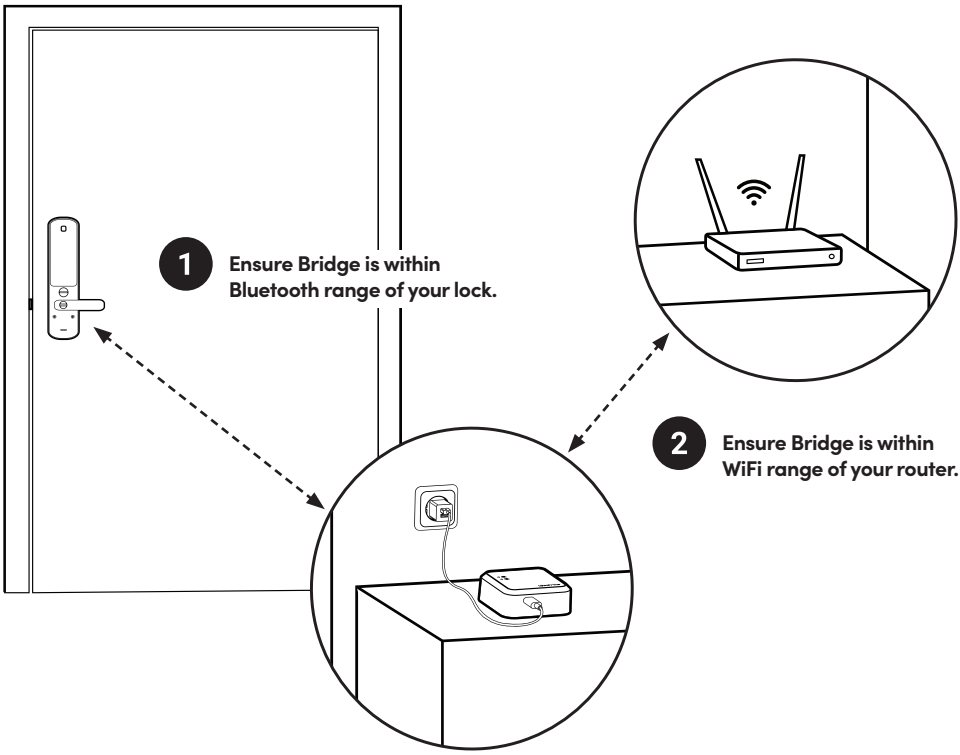
Set up easily via the igloohome app, Step-by-step instructions on how to get started on our intuitive igloohome app.

Compatible igloohome Locks

Compatible Devices	Maximum Bridge to Device distance*
Deadbolt 2S Metal Grey	Less than 17m
Mortise 2/2+	Less than 18m
Push-Pull Mortise	Less than 19m
Lever Mortise	Less than 17m
Metal Gate Rim Lock	Less than 15m
Glass Door Rim Lock	Less than 18m
Keybox 3	Less than 14m
Padlock	Less than 13m
Other Devices	Newer devices will be launched from time to time. For latest Bridge compatibility, go to **go.igloohome.co/EB1Support**

*NOTE: The distance stated above are for reference only and are for line of sight between the Bridge and the device. The actual distance will vary based on actual operating conditions such as physical obstacles and interference from other electronic devices.

Placement of Bridge



NOTE: The Bridge functions best when locks are within close proximity to the Bridge. Please refer to the table on the previous page for the maximum distance between the Bridge and the igloohome device. The Bridge also needs to be placed within WiFi range of your router.

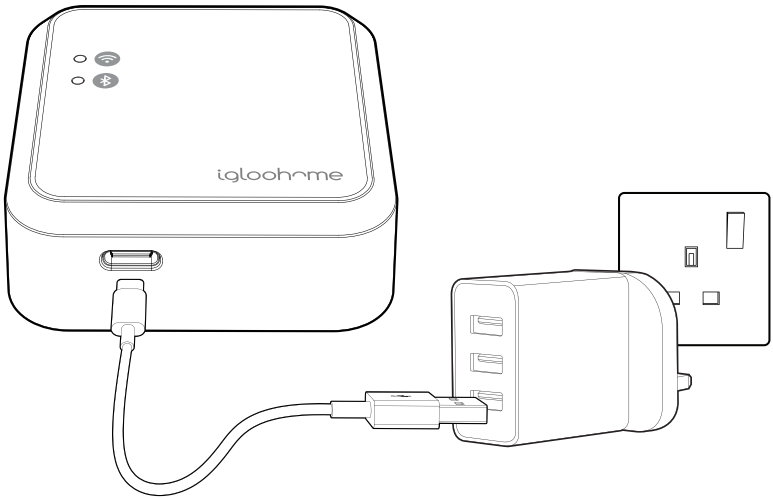
Power Up

1. **Plug in the USB-C cable into the USB-C port and power adapter.**

2. **Bridge will turn on and go into “Ready to Pair” mode with both WiFi and Bluetooth LEDs blinking.**

3. **Bridge will stay in this mode for 10 mins after turning on.**

   If the Bridge is not configured after 10 minutes, both LEDs will stop blinking. Press the Multi-function button once to put the Bridge back into “Ready to Pair” mode.



App Onboarding

1 Register as a Lock User

a) Download the igloohome app from the App Store / Play Store

b) Create an account and login

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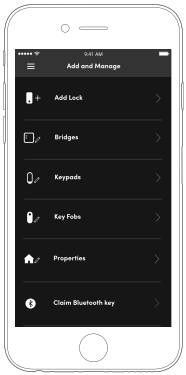
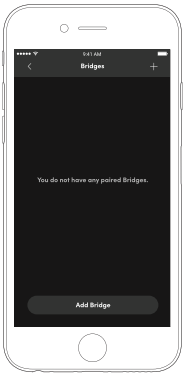
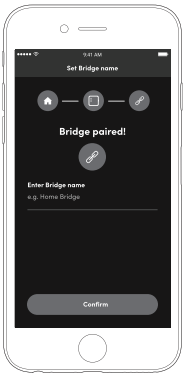
2 Pairing the Bridge

Go to **[Configuration]**, select **[Manage Bridge]**, and select the **[+]** sign at the top right corner. Select **[Next]** when the Bridge is in **[Ready to Pair]** mode with both WiFi and Bluetooth LEDs slowly blinking. Wait for the pairing to complete.
Once Bridge is paired, create a name for the Bridge.





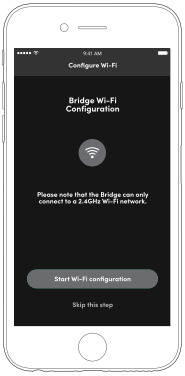


3 Connect the Bridge to your WiFi Network

a) Select **[Start WiFi configuration]**

b) If your phone is already connected to a WiFi network and you would like the Bridge to connect to the same WiFi network, please enter the password for that WiFi network.

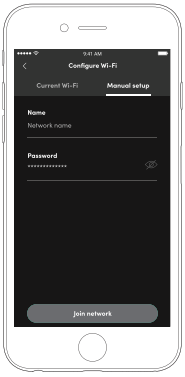
Note: the Bridge can only connect to a 2.4GHz WiFi network. 5GHz is not supported.



If your WiFi is not turned on, please turn it on to continue the WiFi configuration. Select **[Go to WiFi settings]** to be redirected to your phone's settings to turn on WiFi. Connect your phone to the WiFi network that you want the Bridge to connect to and return to the igloohome app and enter the password for that network.

Or, select **[Other network]** tab above and type in the WiFi name manually.

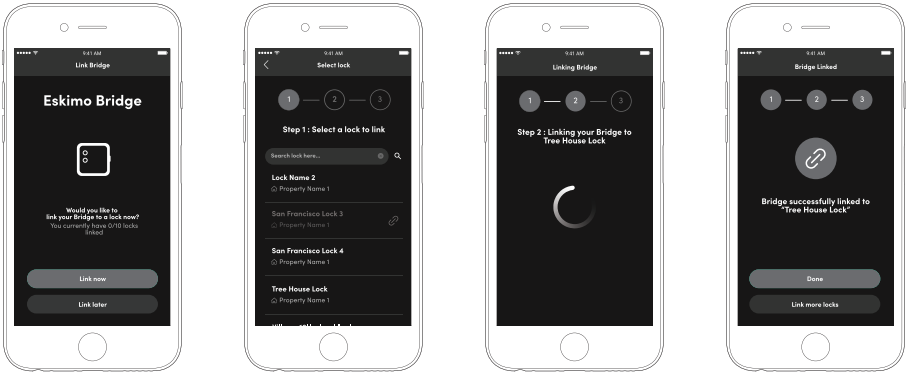
Note: the Bridge can only connect to a 2.4GHz WiFi network. 5GHz is not supported.



4 Add / Link the Lock to your Bridge

a) Select **[Link now]**

b) Select a lock to begin linking, wait for the linking to complete. Select **[Done]**.



Managing Locks/Devices in App

a Link more Locks to your Bridge

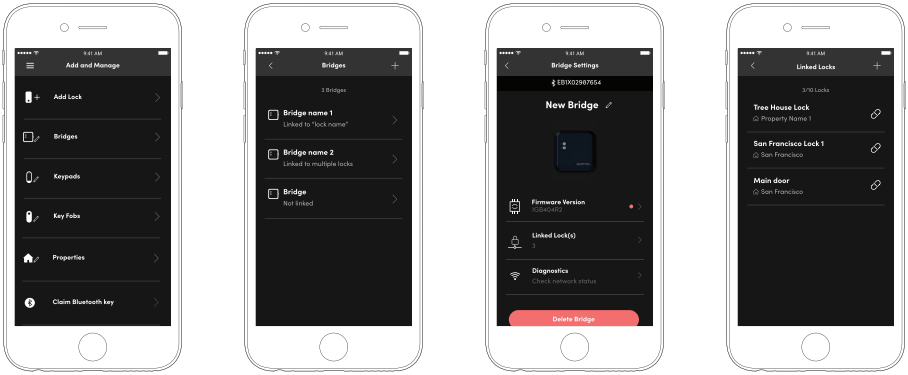
1. Pair your lock to the igloohome app first

2. Select **[Manage Bridge]** in the Configuration Menu

3. Select the Bridge you want to link to

4. Select **[Linked Lock(s)]**

5. Select **[+]** icon on the top right hand corner

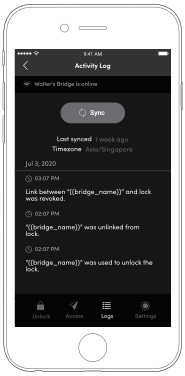


b Unlink Locks from your Bridge

To Unlink locks, **repeat steps 2 & 3**. Select the bridge you want to unlink the locks from and click the **unlink icon** to the right of the lock.

Retrieving Activity Logs

Activity Logs



To retrieve activity logs from your lock, go to the Activity Log view in the App. If your lock is from the latest batch or has the latest Firmware update, the Bridge will automatically retrieve activity logs from the lock.

If your lock is from an earlier batch, the activity logs will not be automatically retrieved by the Bridge. You will have to upgrade the Firmware on the lock in order for the Bridge to automatically retrieve activity logs from the lock. Please check the availability of a Firmware update for your lock.

There are 3 steps to retrieving Activity Logs

1. Go to Home

2. Select the lock you want to view the activity logs for

3. Select the **[Logs]** tab from the bottom of the screen

Note: Users may need to select on the **[Sync]** button to view the activity logs if the logs are not automatically updated.

Bridge & Linked Device Status

a Bridge Status

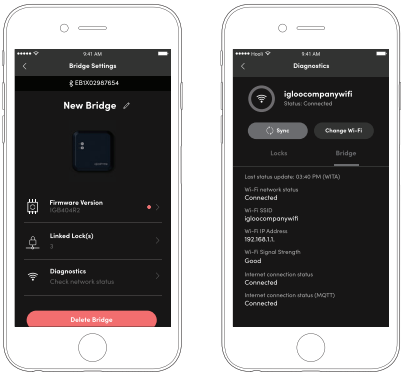
Here are the steps to check the status of your Bridge as well as all of your locks

1. Select on **[Diagnostics]** under Bridge Settings

2. Select on **[Sync]** to update the parameters for the Bridge and any linked devices

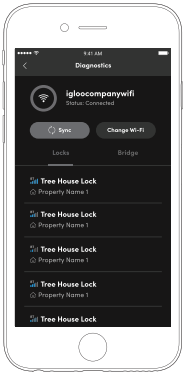
Under the Bridge tab, the 2.4Ghz WiFi connection information will be displayed. Here, you can check if your Bridge is connected to your WiFi network, the WiFi signal level and connection to the internet. Ensure that the signal level is strong enough to get optimal performance from the Bridge.

The WiFi connection can be changed any time by Selecting on the “Change Wi-Fi” button.



b Lock/Device Status

Under the Locks list, all of the linked locks will show up with their respective Bluetooth signal level. Place the Bridge and lock in close proximity to ensure reliable Bluetooth communication between them.



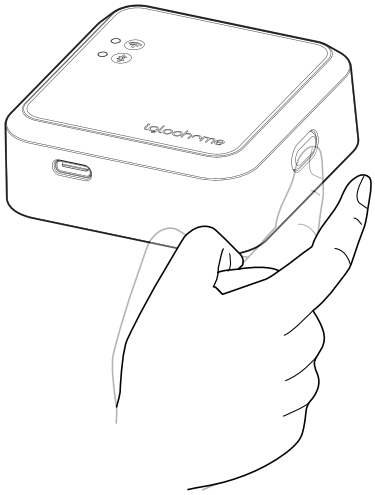
c Heartbeat

The Bridge will perform a “Heartbeat” automatically every 24 hours (12am local time). The Heartbeat allows the Bridge to update its own status as well as the status of its linked devices. This will ensure that the WiFi status of the Bridge as well as the individual locks’ status, battery level as well as the Bluetooth signal strength gets automatically updated.

Etiquette Mode

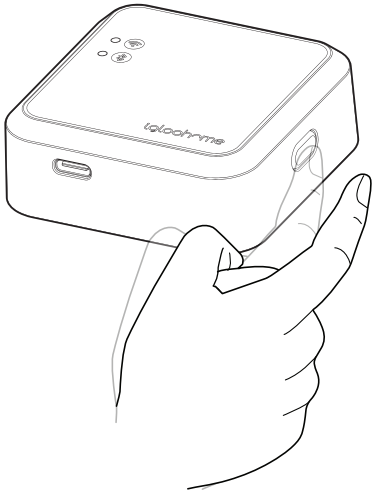
a **Activate**

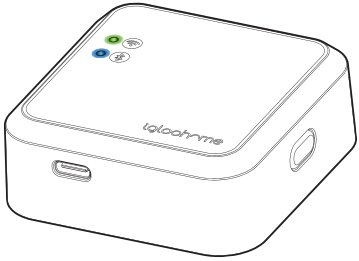
The Etiquette Mode is to turn off the Bridge's status indicator lights to ensure they do not disturb the user at night time. The Etiquette Mode can be activated by pressing the Multi-function button twice in quick succession.



b **Deactivate**

To deactivate Etiquette Mode, press the Multi-Function button twice.

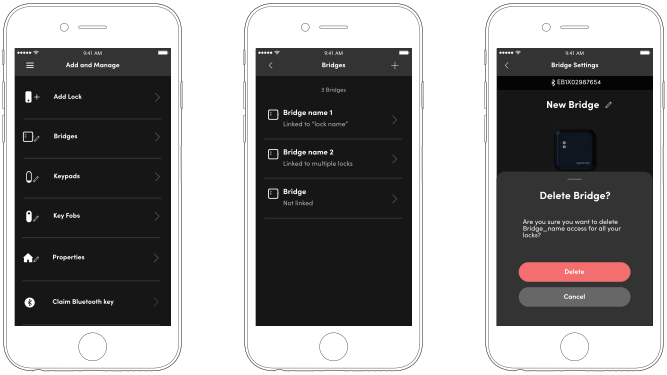




Unpairing the Bridge

To remove the Bridge from your account

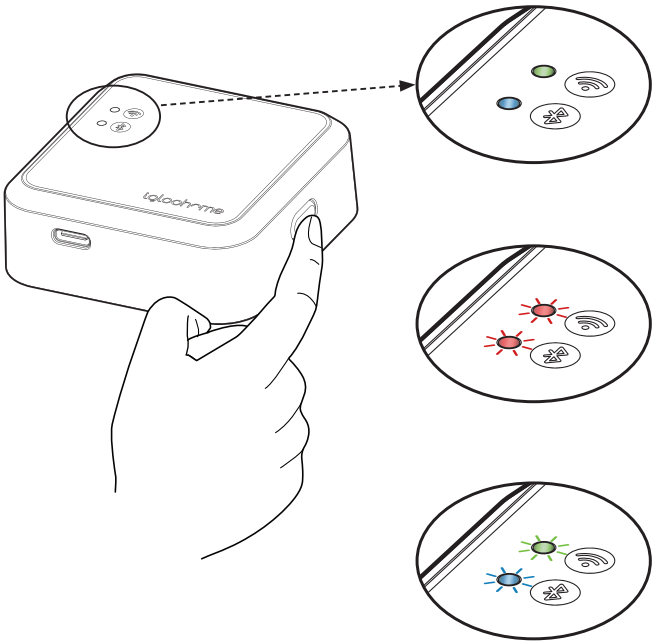
1. Go to **[Configuration]**, select **[Manage Bridges]**
2. Select on the Bridge you want to remove
3. Select on the **[Delete Bridge]** button



Note: This Bridge will be unlinked from all your linked locks automatically and unpaired from your igloohome account. This Bridge can now be paired to another igloohome account.

Hard Reset

Press and hold the Multi-Function button for at least 10 seconds. After the first 5 seconds of pressing the button, the WiFi and the Bluetooth LEDs will start blinking red. Continue pressing the button until the WiFi LED (green) and the Bluetooth LED (blue) blinks slowly.



First 5 seconds

Solid Green LEDs

Next 5 seconds

Blinking Red LEDs

Hard Reset Complete

Blinking Green/Blue LEDs

⚠ Hard reset will result in all settings and data being reset from the Bridge. The Bridge will not be able to be deleted from the igloohome account when the Bridge is hard reset and the user will have to contact igloohome customer support to remove the Bridge from their account. If you wish to hard reset the Bridge, remove the Bridge through the igloohome app before hard-resetting the Bridge.

Please refer to the next page for instructions on how to remove the bridge from your app.

LED Status Indicators

WiFi LED	Bluetooth LED	Bridge State
Slow blinking Green (synchronised with Bluetooth LED)	Slow blinking Blue	Bridge powered on, "Ready to pair" state
Solid Green	Solid Blue	Pairing complete
Solid Green	N/A	WiFi connection established / stable
Blinking Green	N/A	Bridge powered on and attempting to connect to WiFi network
Blinking Green	N/A	WiFi activity (data transfer)
Blinking Red	N/A	WiFi connection / internet connection failed
N/A	Blinking Blue	Bluetooth activity (data transfer)
N/A	Blinking Blue	Linking a new Bluetooth Device
N/A	Blinking Blue	Unlinking a linked Bluetooth Device
N/A	Blinking Red for 5 secs	Bluetooth connection / command failed
Off	Off	"Etiquette" mode enabled
Off	Off	Bridge is unpaired and dormant
Blinking Red when button pressed for more than 5 seconds	Blinking Red when button pressed for more than 5 seconds	Multi-function button pressed (Bridge will hard reset when button pressed for 10 seconds)

Troubleshoot

Can't connect to WiFi while setting up

- Ensure the device is connecting to a 2.4GHz WiFi network, not a 5GHz network
- Move the Bridge closer to the WiFi Access Point/Router for better WiFi reception

Can't remotely access lock

- Check that the WiFi LED is solid green (unless in Etiquette mode. To turn on/off Etiquette mode, double press on the Multi-function button)
- Ensure that the Bridge is within Bluetooth range of the locks. Refer to page 8 for recommended maximum distances
- Check the connection status of the Bridge and the linked lock. Refer to pages 15-16 for more details
- Check that the locks have not run out of battery
- Check that your phone has an active internet connection

WiFi signal strength is very weak

- Move the Bridge to a power outlet that is closer to the WiFi router
- Consider moving the router closer to the Bridge
- Consider installing a WiFi range extender or repeater

Bluetooth signal strength is very weak

- Move the Bridge to a power outlet that is closer to the lock
- Check that the lock is not low in battery

Bridge is offline

- Check the diagnostics settings to troubleshoot the problem. Diagnostics can be accessed in the igloohome app via **[Configuration]** → **[Manage Bridge]** → **[Bridge Settings]** → **[Diagnostics]**
- Ensure that the WiFi router has an active internet connection
- If your WiFi network credentials have been changed, please reconfigure the Bridge's WiFi settings.
- Unplug and plug back the Bridge from the power outlet
- Restart the igloohome app, go to Diagnostics page and press the **[Sync]** button

Can't link a new device to the Bridge

- There is a limit of 10 devices that can be linked to the Bridge
- Ensure that the device is paired to the same igloohome account that the Bridge is paired to

Can't pair the Bridge

- Ensure that the Bridge is not already paired to another igloohome account
- If a hard reset has been done on the Bridge, please contact igloohome Customer Support in order to re-pair the Bridge

My WiFi offers both 2.4GHz and 5GHz network

- First, please check if your WiFi name indicates both the 2.4GHz or 5GHz frequency. If it does, connect to the2.4GHz WiFi during setup.
- Sometimes, only the 5GHz is indicated while the 2.4GHz is not. In this case, connect to the non-5GHz WiFi network.

Compliance

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.

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.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.
To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).

For enquiries go to:
igloohome.co/support