

Installers &  
User guide  
**Keybox 3.**

# Welcome!

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



Like us on Facebook



Visit our Youtube

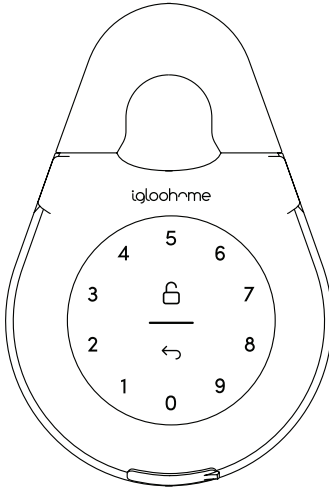


As our igloohome app is frequently updated, there may be changes to this manual.  
Please refer to our website [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

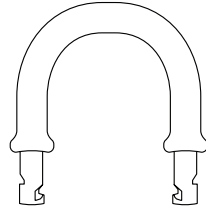
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# What's Included



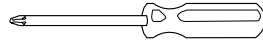
**Keybox 3**



**Slim Shackle**



**Mounting Seal Rings x2**



**Screwdriver**



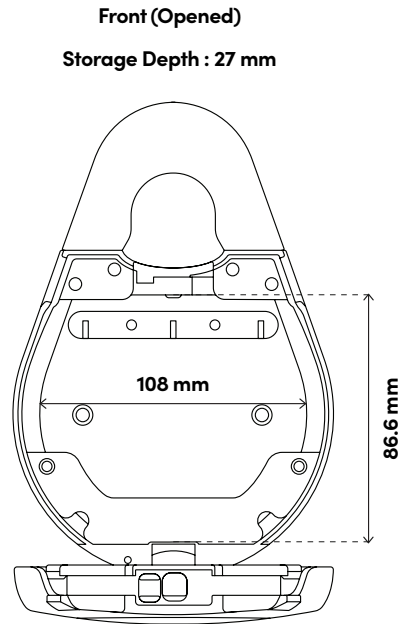
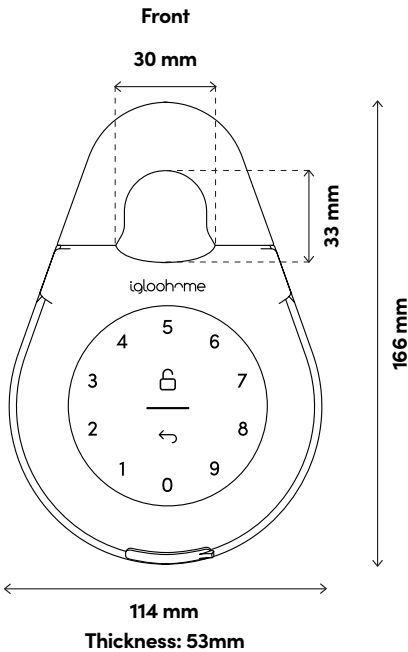
**Mounting Screws x2**



**Screws Anchors x2**

# Specifications

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

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### Master PIN Code

The Keybox 3 unlocks with a permanent Master PIN Code.



### Bluetooth Master Key

The Keybox 3 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

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### Battery Life

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



### 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.



### 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.

# Features

## Security

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### Security Lockout

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



### Decoy PIN Code

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



### Auto Lock

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

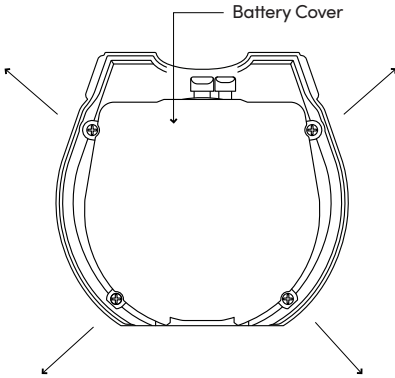


### Weather Resistant

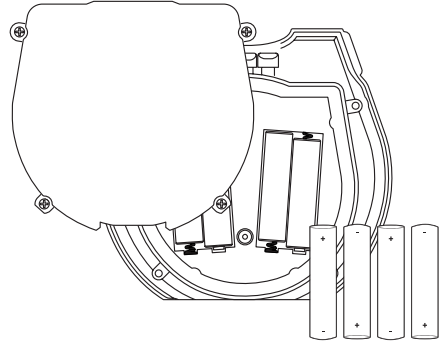
The Keybox 3 is able to withstand weather conditions with protection against dust and water (IP66).

# Quick Start Guide

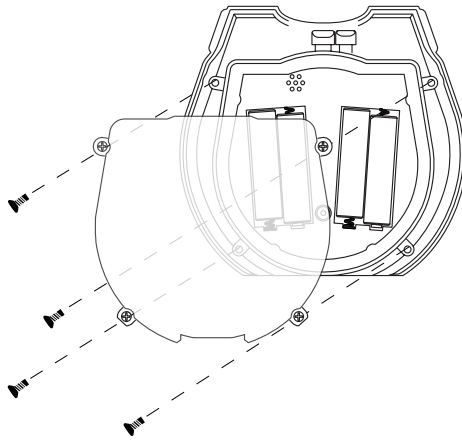
- 1** Loosen the 4 screws and remove battery cover




- 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** 

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## 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 Code]** by editing it.

# Managing Access in App

## 1 Creating PIN Codes

PIN codes can be generated on the app under **[Access]**, tap on **[+Access]** and choose either One-Time, Permanent, Recurring or Duration PIN codes.

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]**, tap on **[+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:

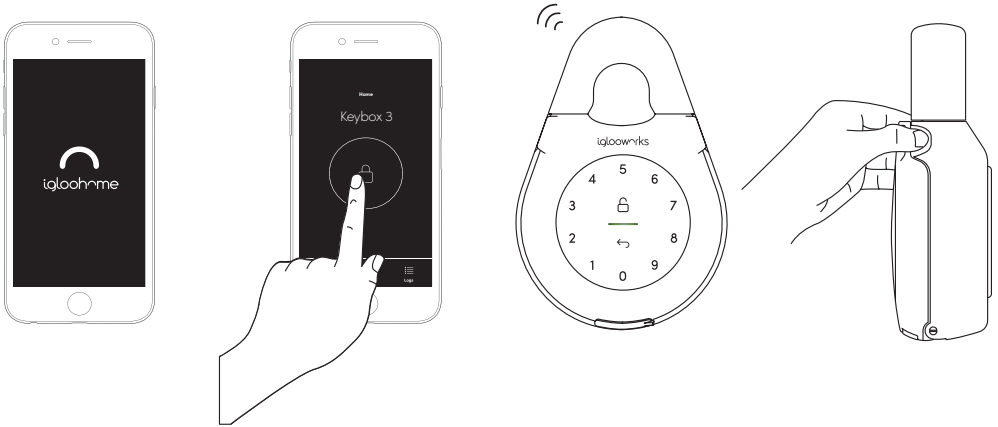
- The owner can revoke the Bluetooth Key in App.
- Bluetooth Key must be accepted within 1 hour generation before it expires.

# Unlocking

**a**


## Bluetooth Unlock

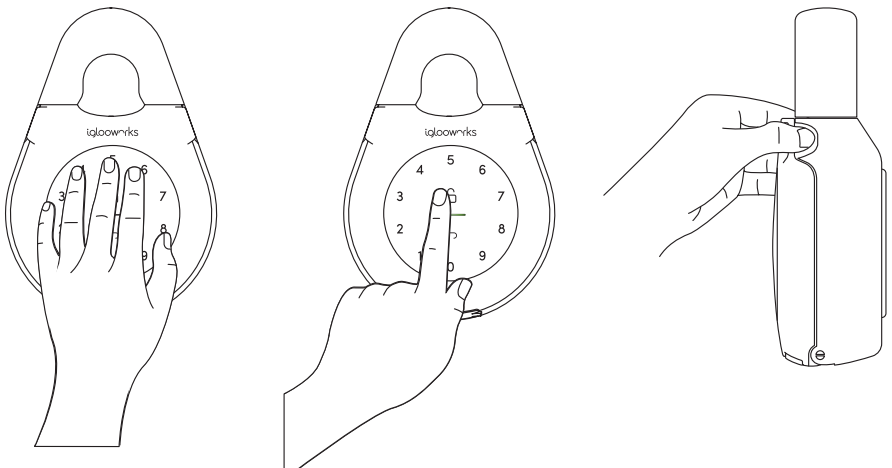
1. Open your igloohome app
2. Tap on  icon
3. The LED Indicator will flash green twice with 4 short ascending tone once unlocked.



**b**

## PIN Code

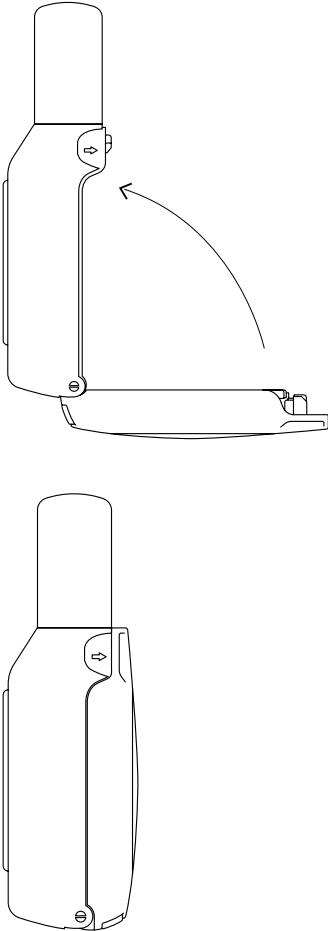
1. Press any button on the keypad to wake device up
2. Key in a valid PIN code (with or without decoy digits) followed by the  icon
3. The LED Indicator will flash green twice with 4 short ascending tone once unlocked.




# Locking

## a Auto Lock

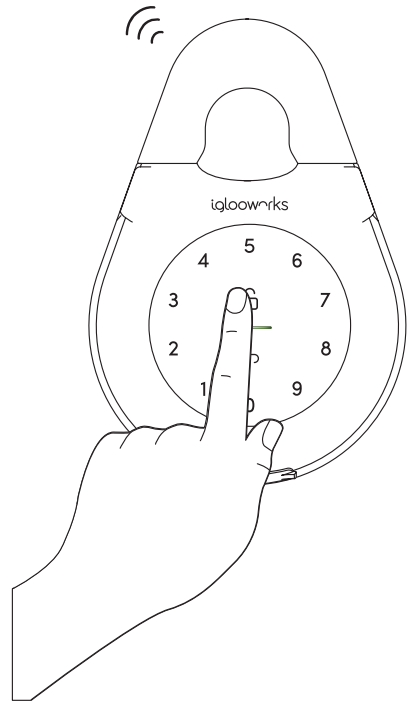
Simply close the keybox in place and LED Indicator will show green with a long beep.



## 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.

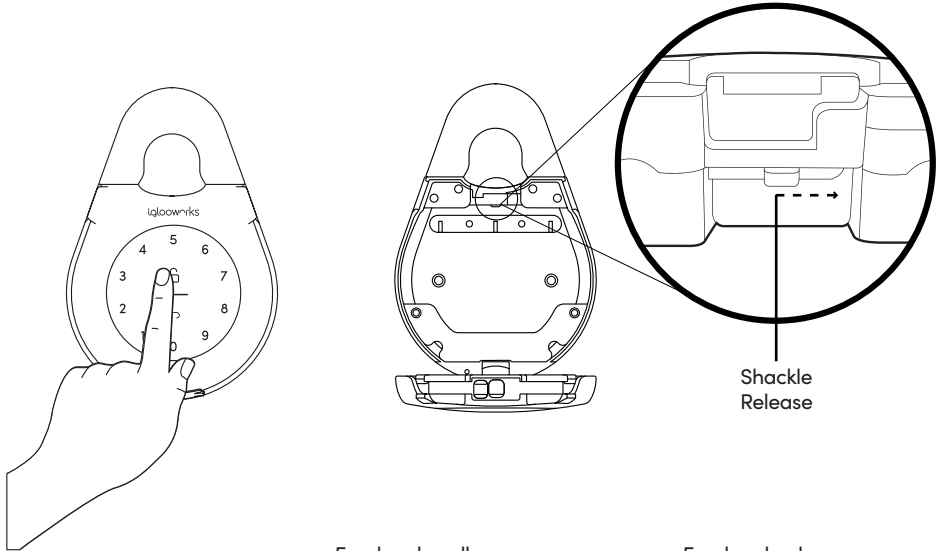
Note: Used when Auto Lock is "Off"



# Lock Installation

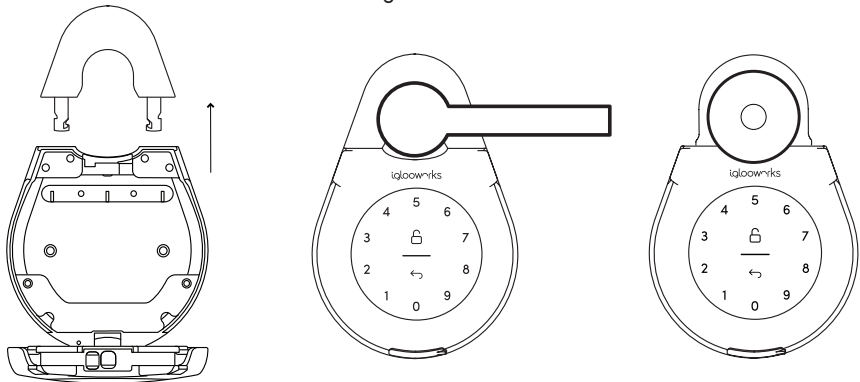
## **a** Secure Keybox E on a handle or knob

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

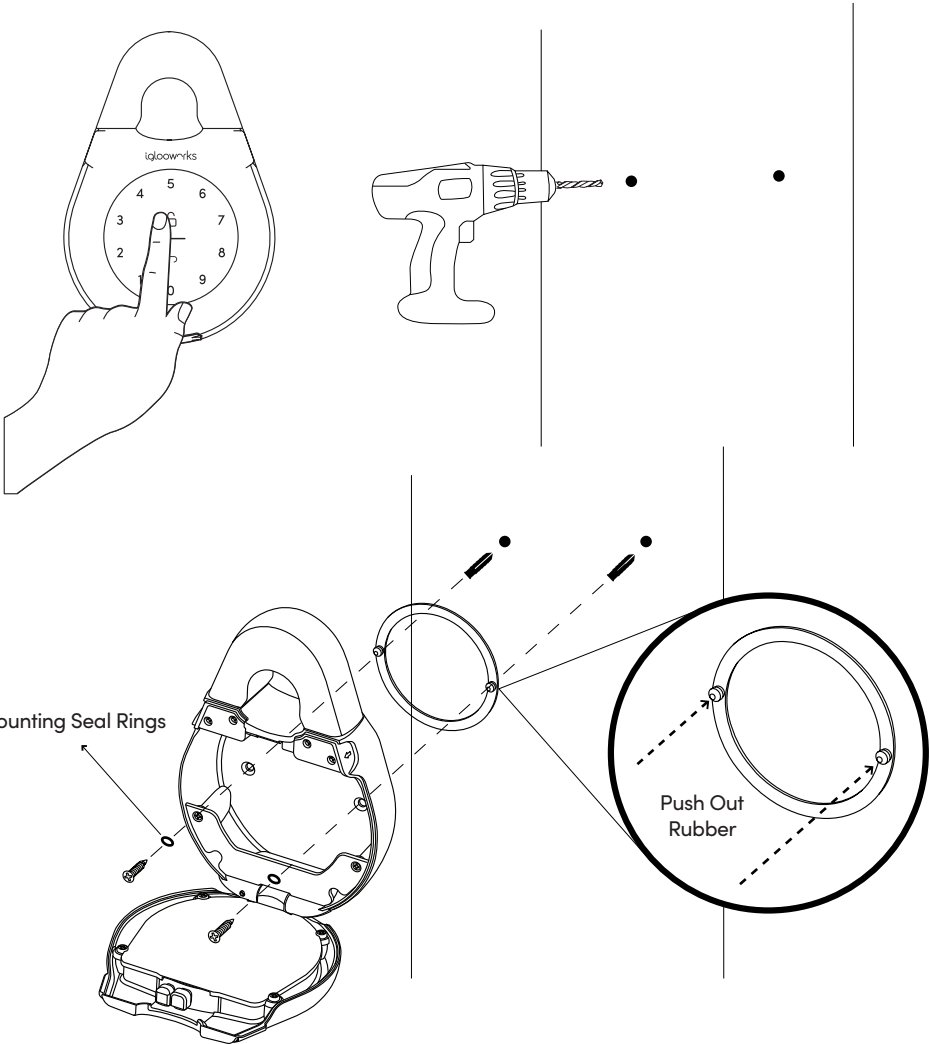
For door knobs,  
use Slim Shackle



**b**

**Mount on a surface**

- 1. Unlock the Keybox 3
- 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

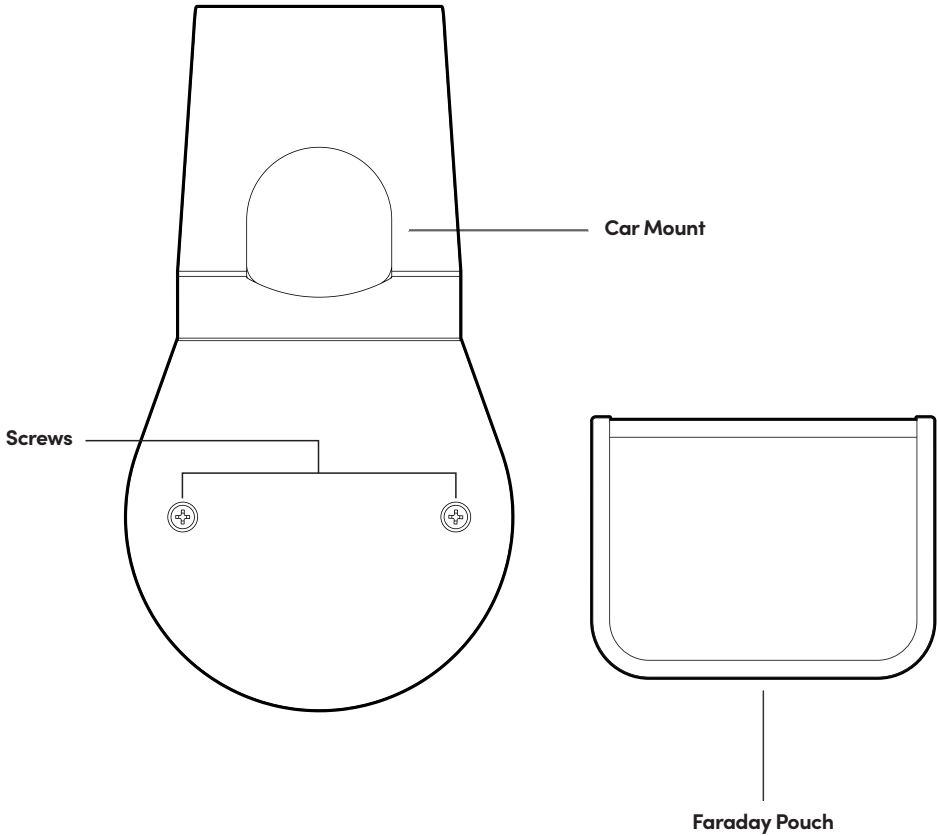


# Car Sharing Kit

The Keybox 3 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.

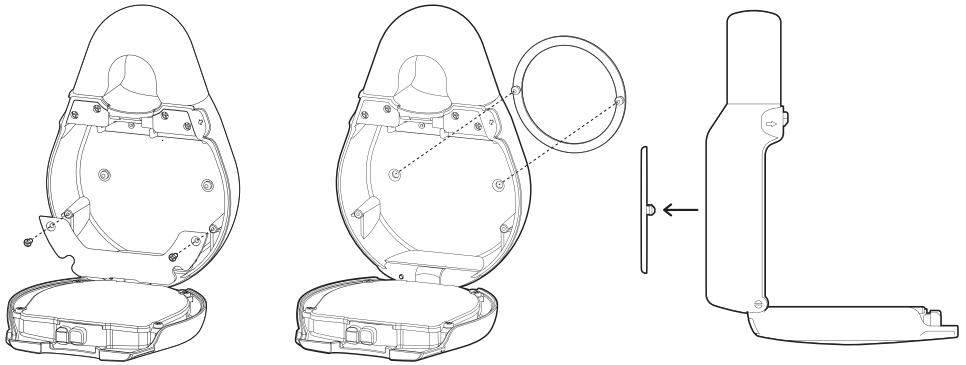
## What's Included



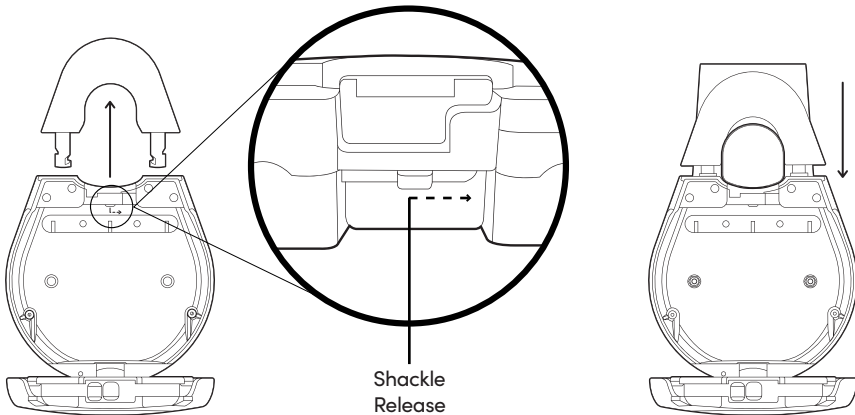
# Car Sharing Kit Set-Up

## 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** 



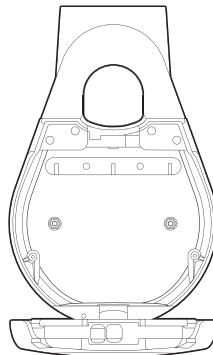
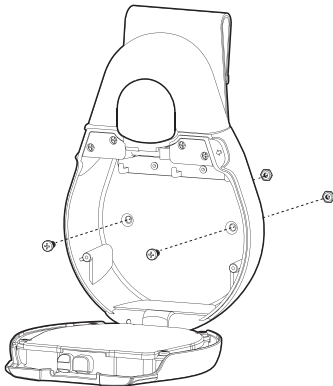
NOTE: The Car Sharing Kit is sold separately.



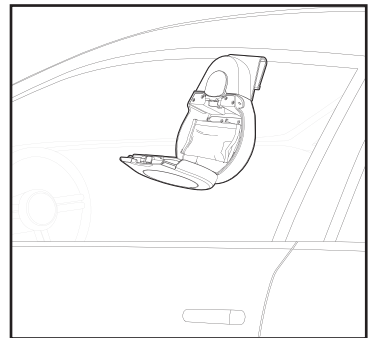
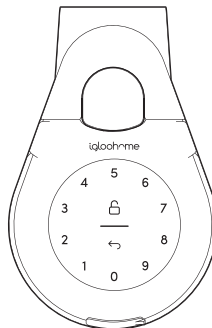
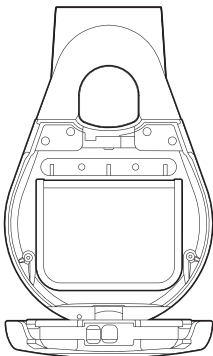
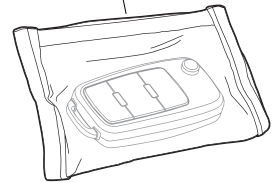
**b****Installing the Keybox on the Car Mount for use**

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.

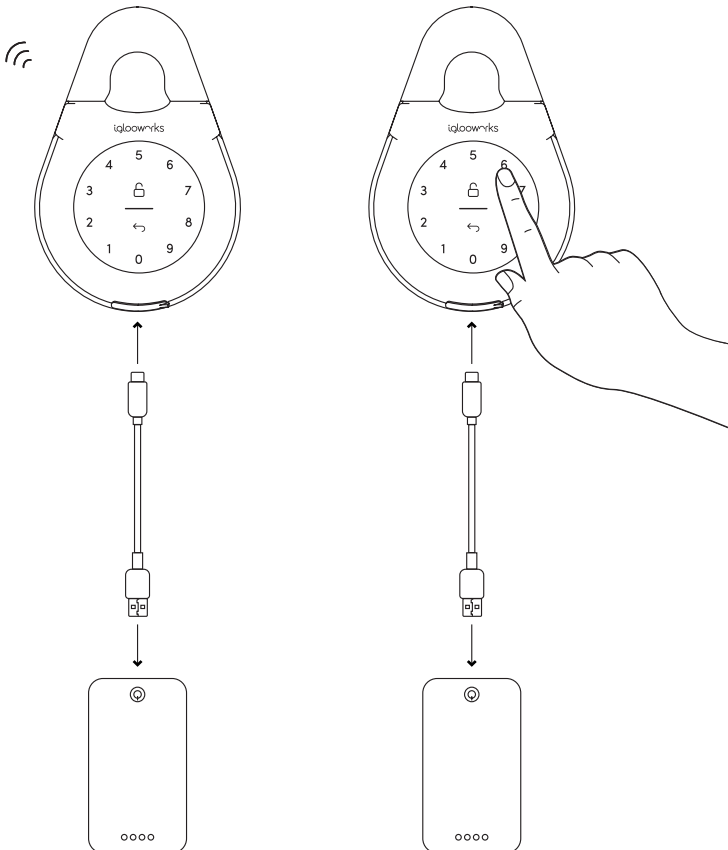
Security Lockout	
<b>Triggered by</b>	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
<b>Disable By</b>	After 1 / 5 / 10 Minutes or Master / Guest Bluetooth Unlock
<b>Behaviour</b>	Keypad LED flashes White once and LED Indicator shows Red when keypad is triggered.
<b>Duration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

# 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

# Connect with Airbnb

## 1 Connect with Airbnb

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

**Here are the steps to activate it**

### Step 1: Connect to your Airbnb

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

### Step 2: Connect to Airbnb listings

Under **[Reservations]**, tap the **[+]** icon to select a home to connect to. Select Airbnb Listing and the Check-in and Check-out times 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.

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## 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 3.

- 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 3.
- 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 3'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 3 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 3 but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Keybox 3 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 3 to replace the batteries.
- Refer to page 8 for steps on battery replacement.

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

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

# FCC 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. This equipment complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna(s) must not be co-located or in conjunction with any other antenna or transmitter.

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# IC Caution

RSS-Gen Issue 5 "à" RSS-Gen numéro 5

## English :

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

## French:

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences.
- (2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Tout changement ou modification non expressément approuvé par la partie responsable de la conformité pourrait annuler l'autorité de l'utilisateur à utiliser l'équipement.

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