

Congrats on
your shiny new
smart keybox.

Quick-start guide

Test your Keybox

Tap 1234 to unlock the Keybox. Your Keybox is now ready for set up!

Set up your Keybox as shown in the section 'Using keybox on app'

To unlock Keybox

- Key in generated PIN code, or
- Use Bluetooth Unlock on app

To lock Keybox

- Close the Keybox and it will lock automatically after 1 second

App Programming

1. To change Master PIN code:

Home > Select Lock > Lock Info > Second tab on bottom (PIN) > Master PIN > 'Edit' icon > Enter PIN code (6-8 digits) > Re-enter PIN code > Confirm > Press any key on your lock

2. To create custom PIN code:

Home > Select Lock > One-Time PIN or Duration PIN > Choose Duration(for Duration PIN) > Enter visitor name > 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

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.

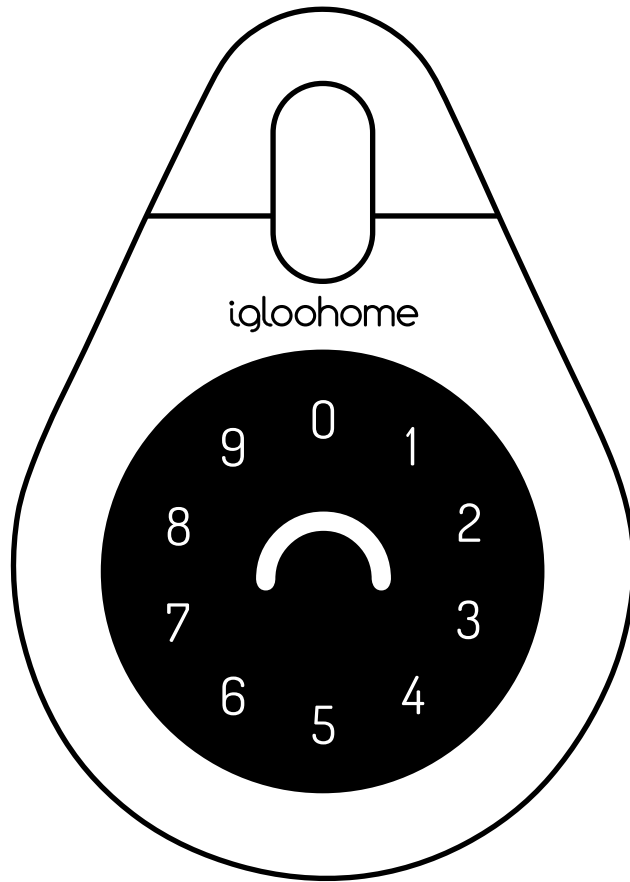
Keybox programming

1. To change generated ad hoc PINs to 6 digits of your choice:

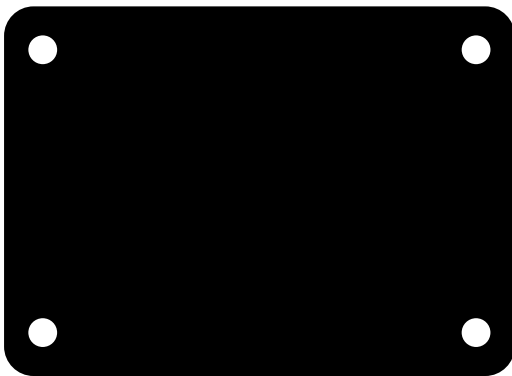
On Keybox, key in Ad hoc PIN and press  for 2 seconds > 1 0 and tap  > Ad hoc PIN and tap  > New user PIN (6 digits) and tap  > Repeat new user PIN (6 digits) and tap 

Note: PIN change will not be reflected on app

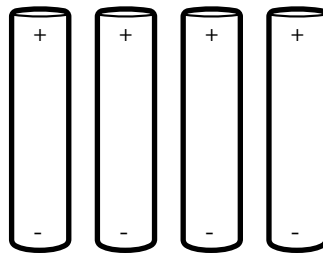
Package



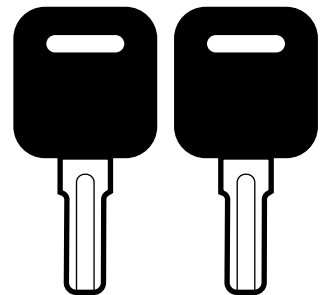
Keybox



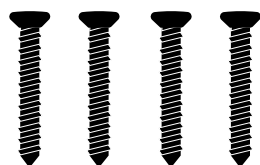
Rubber Mount



Batteries
(sold separately)



Keys



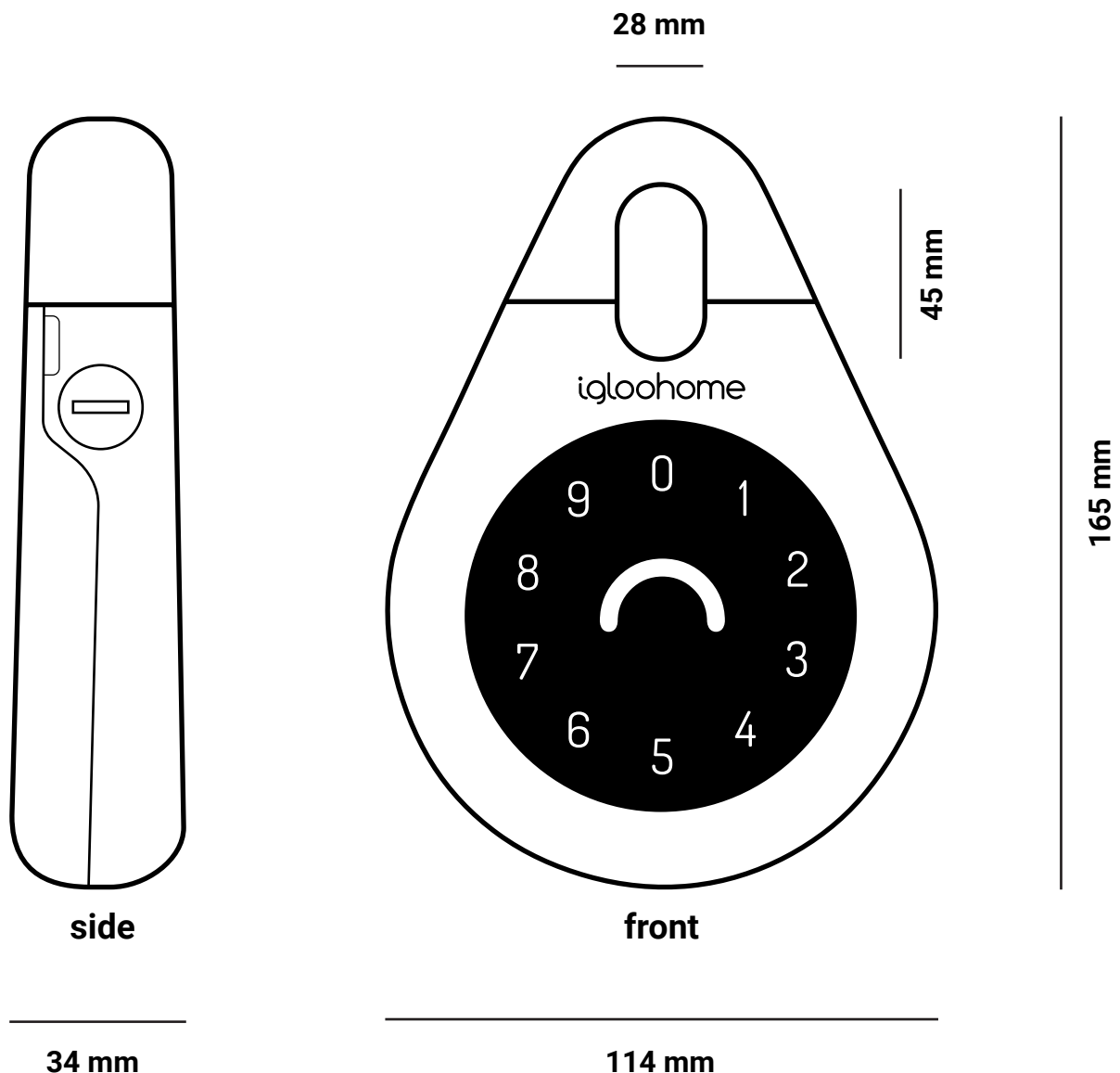
Screws



Screws Anchors

Specifications

Model	igloohome Smart Keybox v1.1
Dimensions	114.28(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



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

Access

Master PIN Code Set a Master PIN code via the igloohome app which is permanently active. This can be used to unlock keybox via keypad.

User PIN Code Generate up to 285 custom PIN codes, each with selected duration, which can be used to unlock keybox via keypad.

Up to 100 PIN codes can be valid at the same time. Choose between one-time, permanent or duration PIN codes.

Master Bluetooth Key Open the keybox via Bluetooth Key on the app.

User Bluetooth Key Generate Bluetooth keys via the app, each with selected duration. They can be sent to other app users to open keybox via Bluetooth. Bluetooth Keys can be temporarily disabled or deleted.

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.


Locking

Simply close the keybox, and it locks automatically after 1 second.

Unlocking

PIN Code

Key the PIN code (generated from app) on the keypad, and the Keybox unlocks. Open the Keybox by placing fingers at the neck of the Keybox (as shown by the arrows in the diagram on the right), then pulling the front panel of the Keybox towards you.

If you tap in a wrong digit, you can press the  key to restart. Alternatively, you can just re-tap in your PIN code. If your last 8 digits are correct and the total number of digits tapped does not exceed 16 digits, the Keybox will unlock.

Bluetooth Key

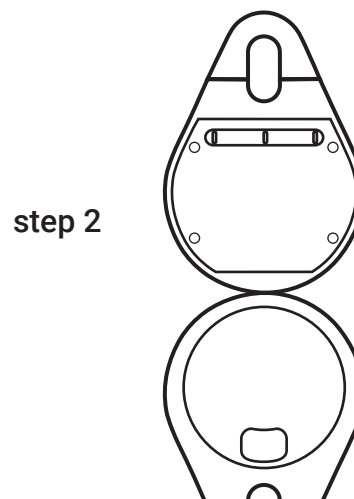
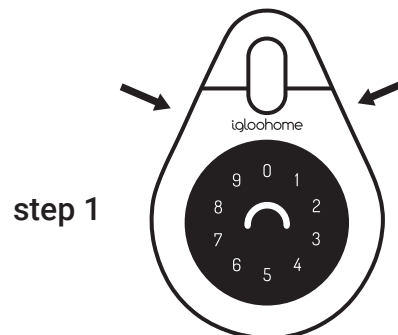
Basic Unlock

Run the igloohome app and select the Bluetooth Key tab. Press unlock on the app. Approach the Keybox and it will unlock once it is within range (about 1 metre). Open the Keybox as per diagram.

Easy Unlock (optional)

Leave the igloohome app running throughout the day. Tap the keypad of the Keybox for it to light up, and it will unlock. Open the Keybox as per diagram.

The app must be running front-end. Easy unlock will not work if your phone OS shuts the app down.



Security

Security Lock-out 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.

Automatic Re-lock

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

Security Alarm

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

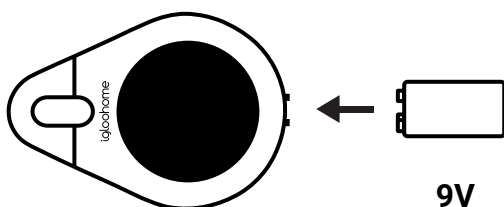
Decoy Code Up to 8 decoy digits can be entered prior to the actual PIN code to deter guessing of the PIN code.

Battery

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

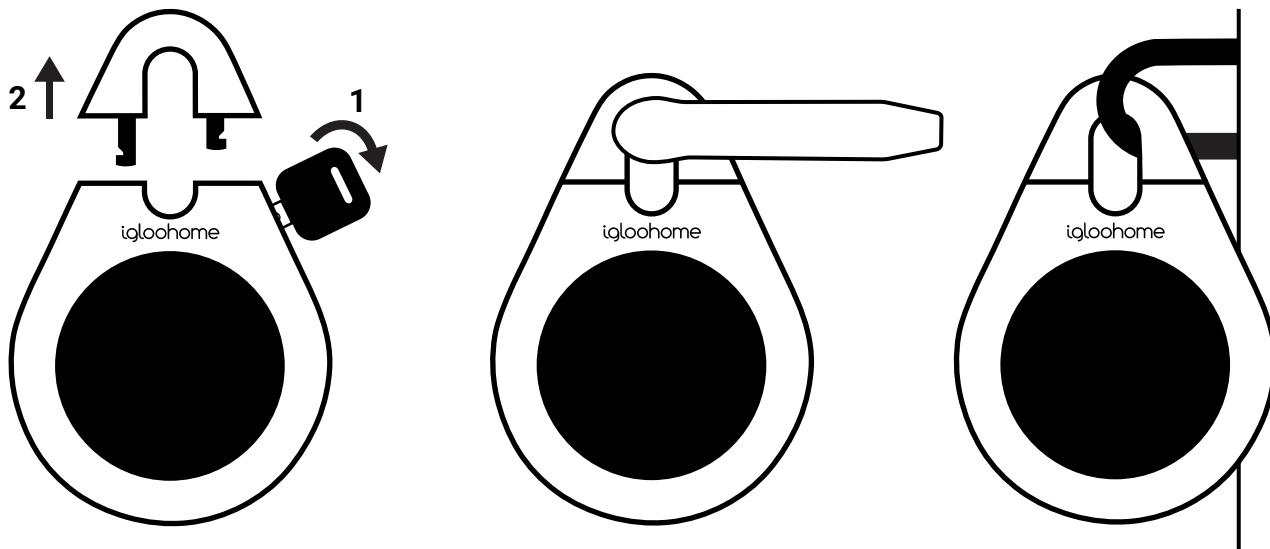
Low Battery Indicator LED light changes to red breathing light when battery life is below 20%. The battery level can also be monitored on the app and is updated during Bluetooth Unlock.

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.

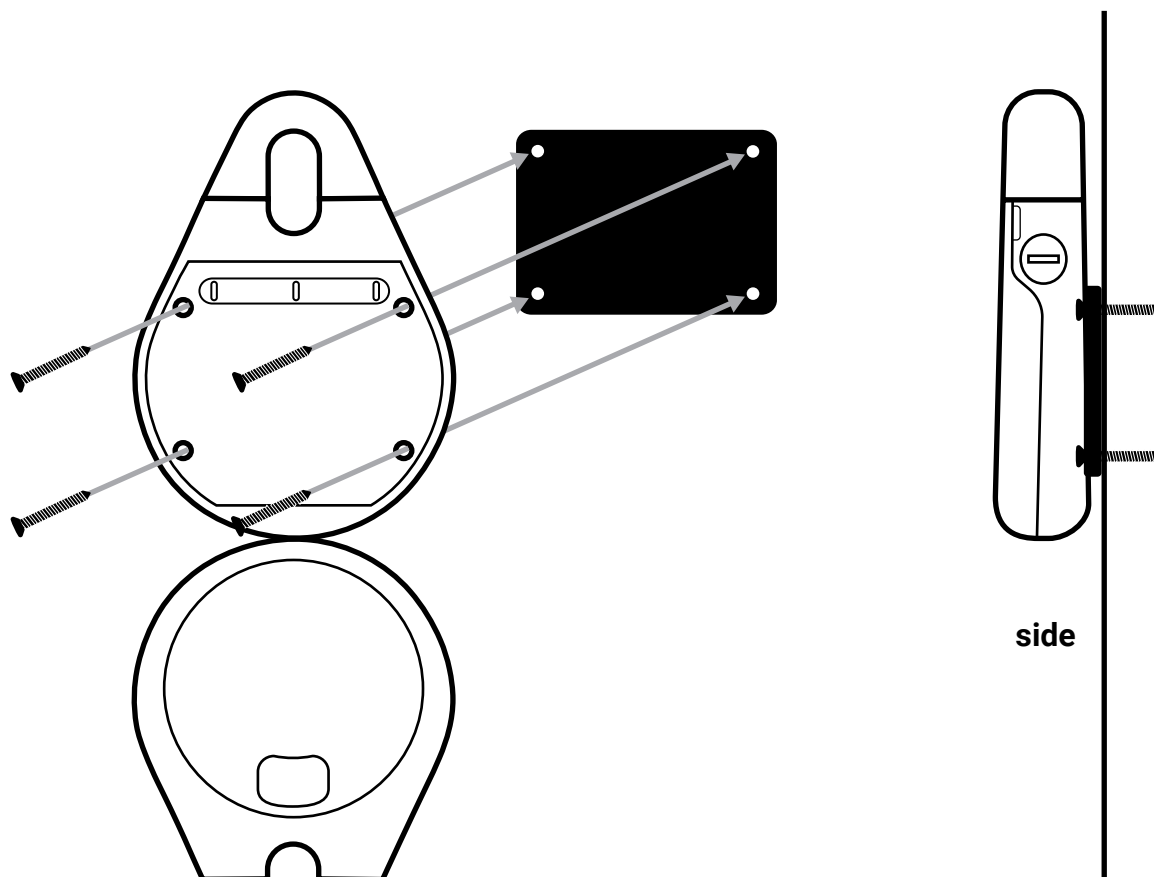


Installation

Secure it on a handle or latch



Mount it on a surface



Using keybox on app

1. Set up keybox on app

Download igloohome app from App Store/Google Play

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

Pairing

Ensure that the Keybox is kept open for this section

Select Select Menu > Set Up Home > Choose Your Product > Add New Lock to New Home (or Existing Home for existing user) > If new home, create a New Home before proceeding

Tap on the Keybox keypad to light it up, then click on 'next' in the app.

Choose the Keybox from the list to initiate pairing

App will show "Connecting to device"

Name your lock and associate to home

2. Check that Keybox has been paired successfully

Select Menu > Home (ensure that the keybox is currently locked)

Tap on Unlock icon next to Keybox name

Press any key on your keybox

Keybox unlocking indicates that it 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
- Switch to brand new batteries

3. Set Master PIN

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

Go to the **PIN tab**, (second tab on **Lock Info** page) tap on **Master PIN**. Click on the **edit icon**.

Enter the new Master PIN code, between 7-10 digits. **Re-enter** it > **Confirm**

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

Keybox will lock to indicate that Master PIN code has been set successfully.

4. Adding new User PIN

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

Click on Create PIN code, select One Time PIN, Permanent PIN, or Duration PIN.

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








Note: One Time PIN - must use within 8 hours of PIN creation.






Permanent PIN - must use within 24 hours of PIN creation.

Duration PIN - must use within 24 hours of PIN start date.

5. 6-Digit User PIN

If you would like to change a generated ad hoc PIN to a 6-digit PIN of your choice, follow the following steps. Once ad hoc PIN is generated, user must key this PIN onto keybox to activate the code before proceeding.

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 

For example, if the generated custom PIN code is 1234 5678, and user would like to change it to 010101, Press  for 2 seconds > Key 1 0  > 1234 5678  > 010101  > 010101 

Note that master PIN codes cannot be changed via this method. Also, the new user PIN code will not be reflected on the app.

6. Removing used PIN

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

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

Click on “...” next to the PIN code and select ‘Remove from List’

The user code will be removed from your app view.

Note Unused codes cannot be deleted from the Keybox unless the Keybox is reset

7. View access logs

Go to the Lock Info page > Bluetooth Unlock tab > Access Logs icon (top right corner).

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

Do note that only successful Keybox unlocks will be logged.

Do note that access logs for PIN codes will only be updated each time the Master owner uses a bluetooth key - they will not be updated remotely.

8. Bluetooth Key Sharing

To send and share 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 a Bluetooth key
(b) go to Home > Lock info > Third tab on the bottom > Click on “...” > Share via QR code or link

To receive a Bluetooth Key
(a) Download the igloohome app
(b) For new users: Register for an account; For existing users: Logiin to your account
(c) To receive key via QR code, go to ome > 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 Bluetooth and internet connections are active
(b) go to Home > Visits > Tap on green circle to unlock

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. Reset keybox

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

Go to the status tab (fourth tab on the lock info page). Click on **Clear PIN list**.

Note that once keybox has been reset, all user codes previously generated are no longer valid. Master PIN code remains unchanged.

9. 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,

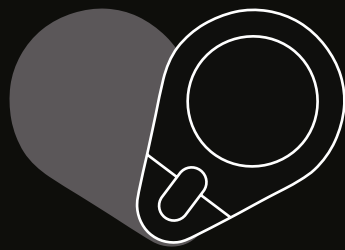
Step 1: Go to Airbnb website (for Hosts) > Account > Connected Apps > Select igloohome App and Disconnect.

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

App instructions may change as we update our app interface.

For the full updated app guide, visit <http://bit.ly/iglooappManual>.

For FAQs, visit <http://bit.ly/iglooFAQ>



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

For enquiries

Call us (sg) +65 3159 1352
(us) +1 929 2240688
Email us support@igloohome.co