Installers & User guide **Keypad.**

igloohome

Version 0.2 08/22 EK1

Hi there!

We're so glad you've decided to join us on this journey to create a world without keys. You're officially an igloohomie!

In this guide, you'll find everything you need to get started with your lock. We hope that we've been as comprehensive and informative as possible. Afterall, we're here to make life easier for you (at least when it comes to your home's access).

If you do not find what you're looking for, we're working on updating it. Or... you could reach out to us at support@igloohome.co because we love interacting with you! Speaking of interaction, let's stay connected regardless. Why don't you join the community of igloohomies worldwide?

Follow us on Facebook

Watch us on YouTube

Or stalk us on Instagram

Maybe network with us on LinkedIn

We're always updating our guides because we want to keep things fresh! You can visit igloohome.co/support periodically to view the latest version, unless, this is the latest version. Hello you, igloohomie from the future, wow!

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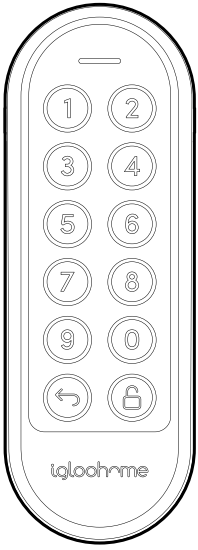
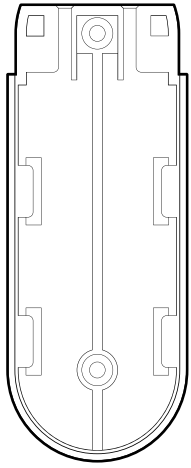
What's Included

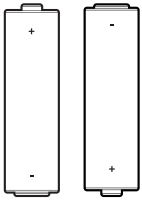


Keypad

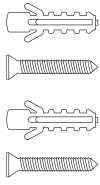


Mounting Plate (with adhesive tape)

Torx Screwdriver



AA Alkaline Batteries x2



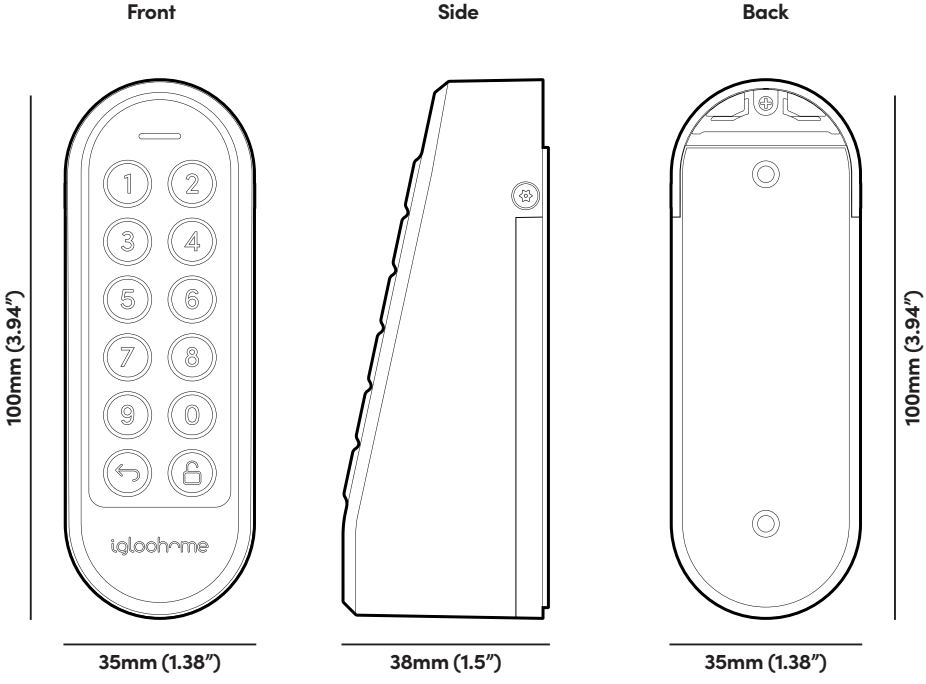
Mounting Screws and Anchors

Torx Screws x2

Battery Cover Screw x1

Specifications

Model	EK1
Weight	Net: 0.1kg, Gross: 0.2kg
Material	ABS, PC, Silicone
Modes of Access (Entry)	PIN codes
Modes of Access (Exit)	N. A
Power Type	2 AA alkaline batteries
Battery Life	Up to 12 months
Emergency Power	N. A
Battery Operating Temp.	-10°C to 50°C / 14°F to 122°F
Operation Temp.	-20°C to 50°C / -4°F to 122°F
Certifications	IP66, CE, UKCA, FCC
Protocols	Bluetooth 5.0
Usage	Advised to be installed under sheltered areas, not to be exposed to wet weather conditions.

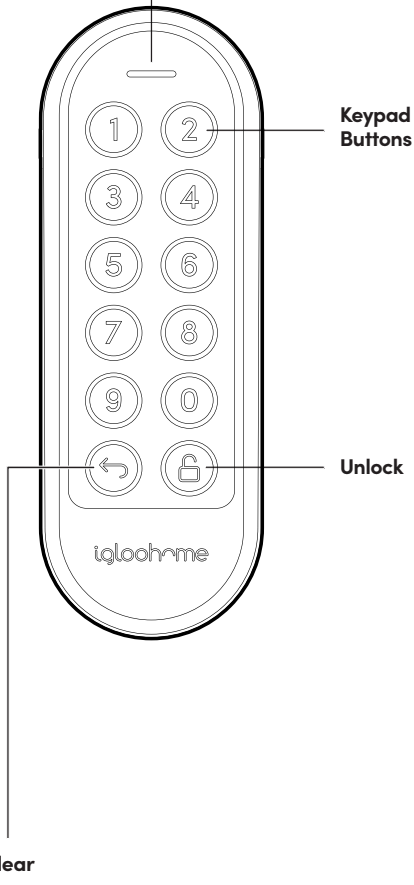


* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell, Energizer and Panasonic alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the keypad.

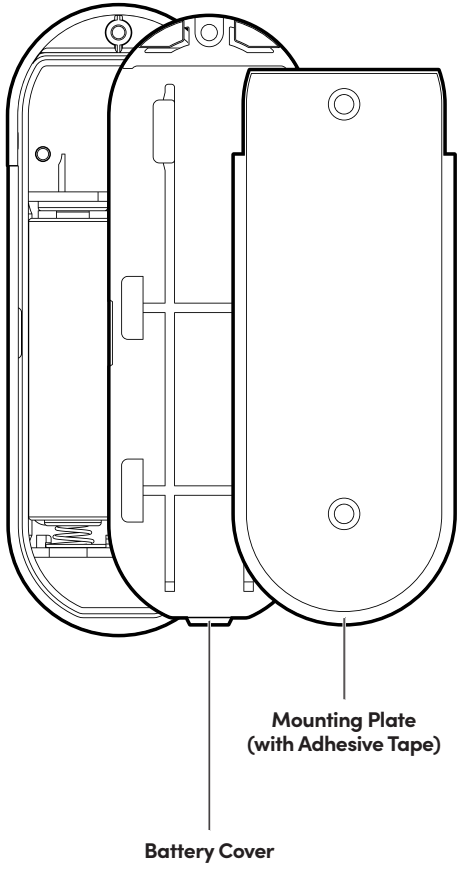
User Guide

Keypad Anatomy

Front



Back



Features

Lock / Unlock

Master PIN Code

The Keypad unlocks with a permanent Master PIN Code.

User PIN Code

The igloohome mobile app can generate multiple types of User Pin codes, e.g. One-Time, Permanent, Recurring & Duration.

Manual Relock

User can press and hold the “unlock” icon on the keypad to trigger manual locking on all linked locks.

Battery

Low Battery Alert

An intuitive audio and LED alert will prompt you to change the batteries when it runs low.

Features

Security / Alarms

Security Lockout

Keypad is disabled after several incorrect access attempts to ensure your property is always secure. User can configure number of incorrect attempts to trigger lockout.

Decoy PIN Code

Heighten security and throw off onlookers by entering random digits before your actual PIN code.

Activity Logs

PIN Code entries will be logged in the app. PIN Code activity logs are updated when the Keypad is synced with the app.

Others

Compatible with Smart Lock

The Keypad can pair with selected Igloo Smart Locks (Select 1).

**While the keypad is only compatible with 1 lock, Retrofit and Padlock Lite can be linked up to 2 Keypads.*

Volume Control

Volume is adjustable to your preference. Select from 0 (mute) to 5 (loudest).

App Onboarding

1 Download the igloohome app

The mobile app is available for free on the App Store and Google Play Store!

App Store

Google Play

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2 Register for an igloohome account

1) Launch the igloohome app and tap **[Create new account]**
2) Fill in the fields shown on the screen.
3) Accept the terms of services and privacy policy.
4) Tap **[Create account]**.
5) Enter the 6-digit OTP sent to your email address.
6) Tap **[Verify]**.
7) You now have a verified igloohome account!

If you have forgotten your password,

1) Visit the login page and select **[Forgot password?]**
2) Enter your registered email address.
3) Press **[Submit]**.

You will receive an email with a link and instructions on how to reset your password.

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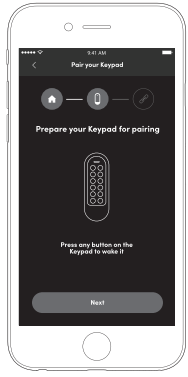
3 Pairing

The Keypad is designed to work with igloohome locks. Please ensure you have paired your locks to your igloohome account before starting the pairing process for your Keypad.



a) Create a property to associate your lock with.

1. Tap on ☰ and select **[Add and manage].**
2. Tap on **[Manage Properties].**
3. Tap the **[+]** icon.
4. Input the name and region of the property, and tap **[Submit]**.

b) Creating a link between the Keypad and lock(s)

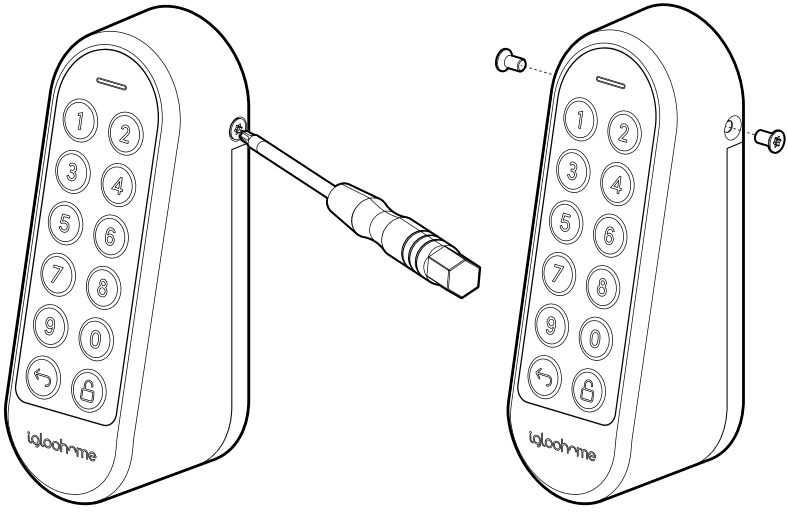
1. Follow the instructions on the screen after the pairing process is completed.

Alternatively,

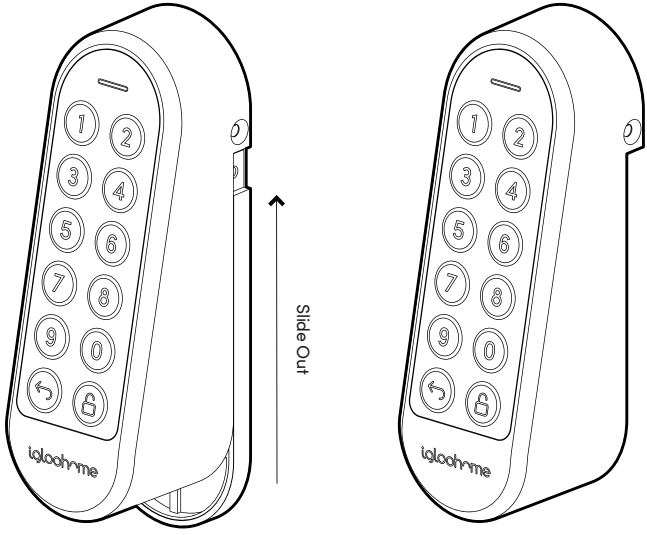
1. Go to **[Settings].**
2. Tap on **[Linked Locks & Devices].**
3. Tap the **[+]** sign to create a link between your Keypad and locks.

Installation Instructions

1 **Remove the Torx screws with the provided Torx screwdriver.**

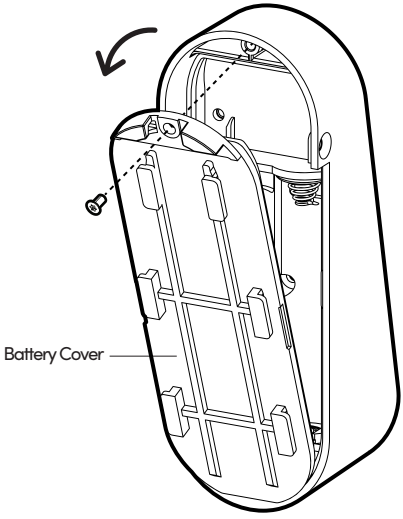


2 **Slide the Keypad unit off the mounting plate.**

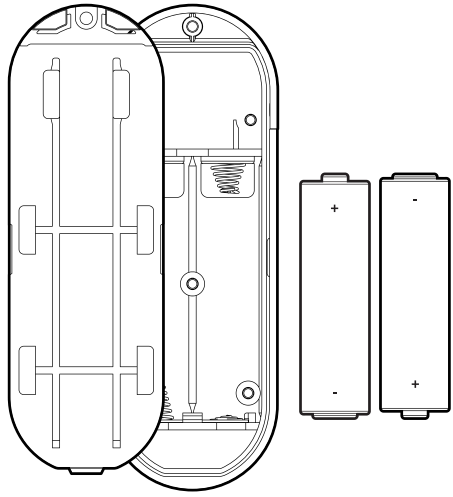


Installing/ Replacing Batteries

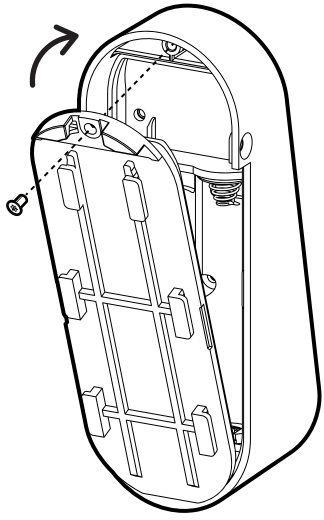
3a **Remove the torx screw with the provided Torx screwdriver and pull out the battery cover.**

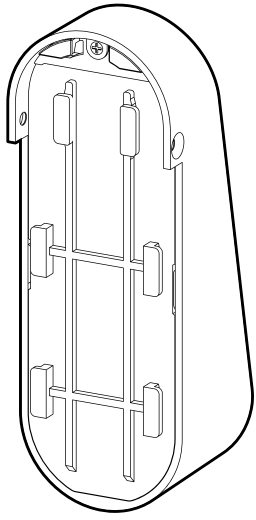


3b **Install or replace with 2 new AA alkaline batteries.**



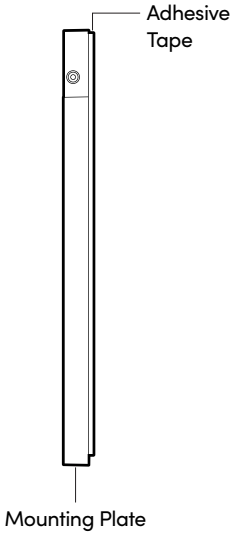
3c **Put the battery cover back and secure with the screw.**



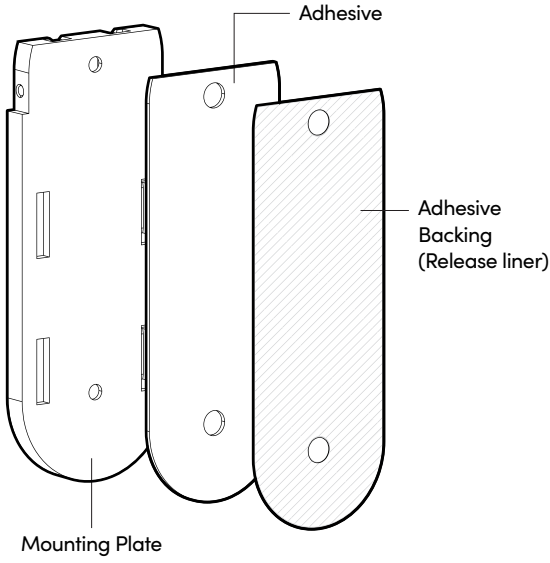


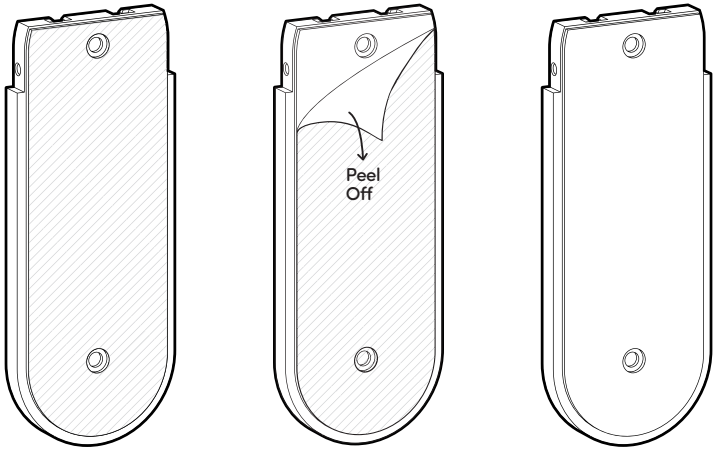
4 **Peel off the backing of the adhesive on the back of the mounting plate.**

Side View



Exploded View

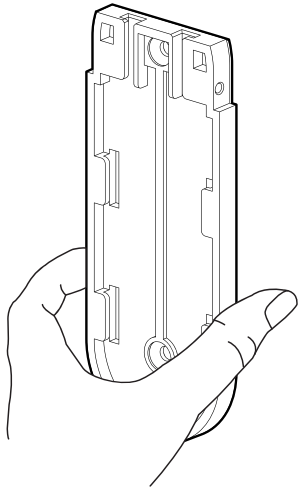




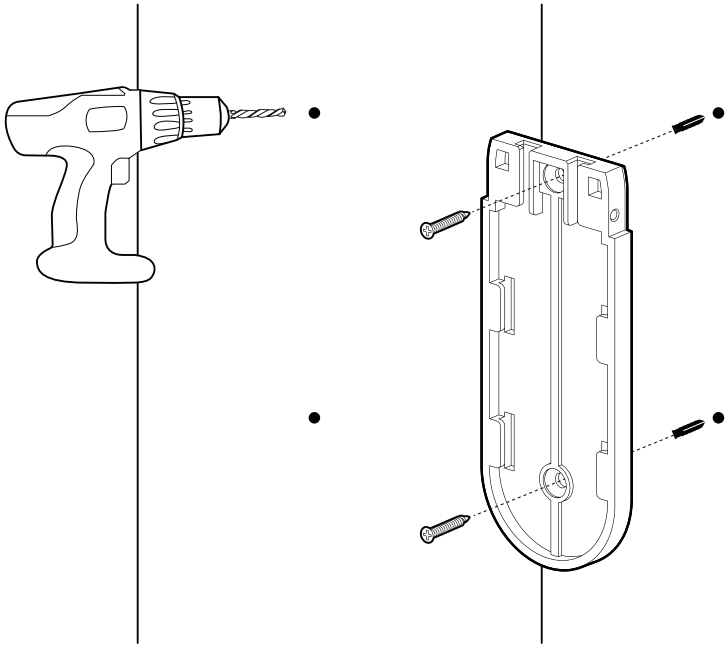
5 Mounting the Keypad

Press the mounting plate against the wall/surface where you want to install the Keypad. Ensure the location is within Bluetooth range of the locks you intend to pair it with.

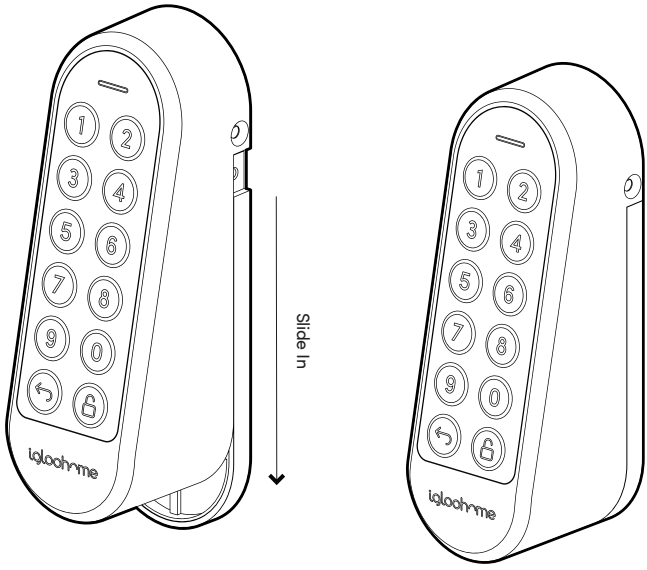
*Before mounting, it is recommended that the Keypad is paired and tested with the locks you want to link to, at the desired installation location.



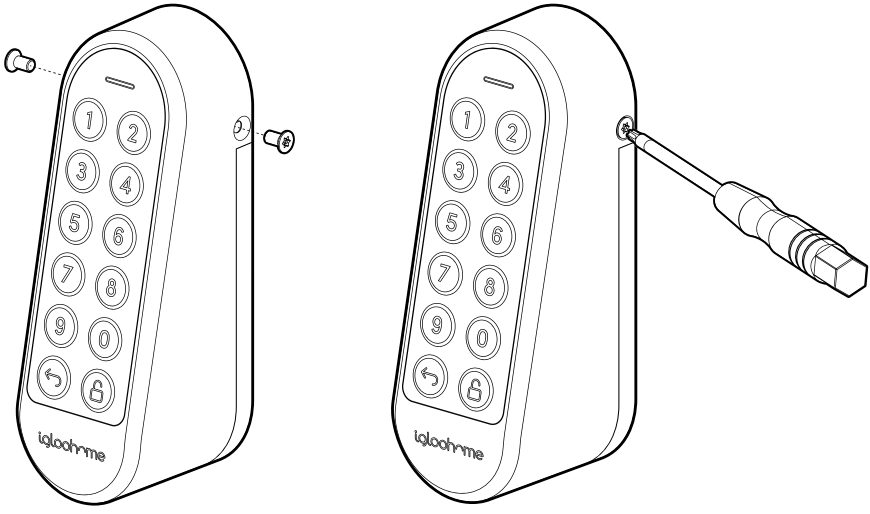
6 Drill the mounting plate onto the wall with the provided screw and screw anchor.



7 **Slide the Keypad onto the mounting plate.**



8 **Secure the Keypad to the mounting plate with the Torx screws and Torx screwdriver provided.**

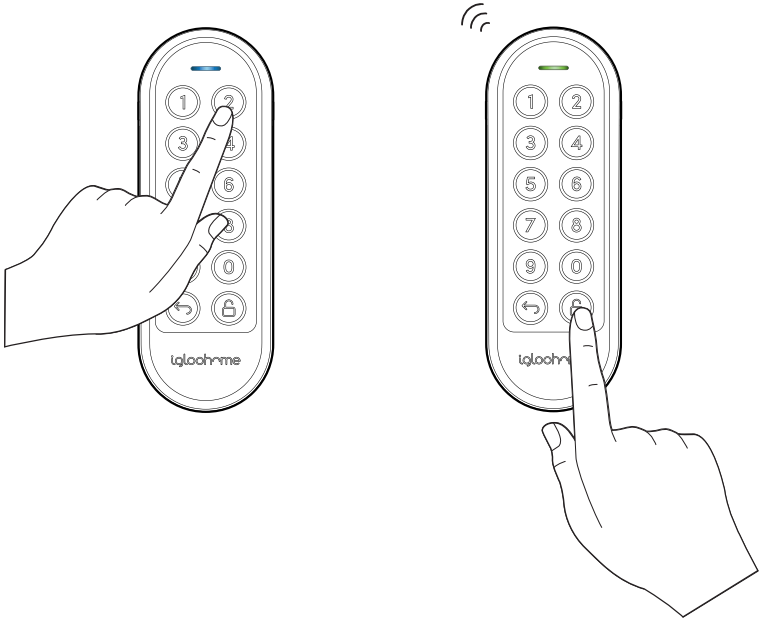


Modes of access

Modes of access (Entry)	PIN codes
Modes of access (Exit)	N. A

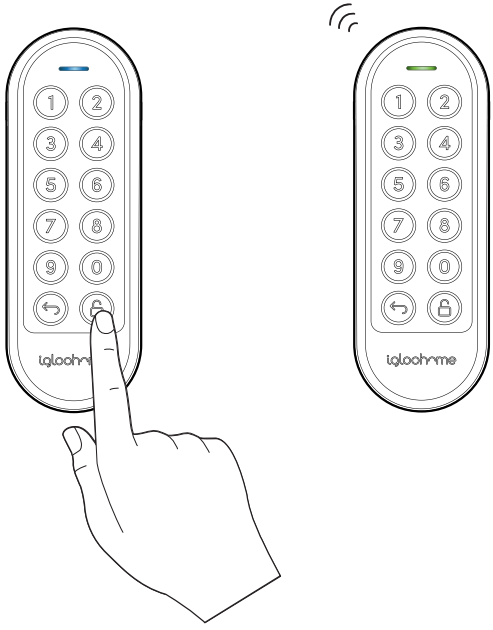
a **Unlock**

1. Key in a valid PIN code (with or without decoy digits), followed by the 🔓 button. LED indicator will start flashing blue.
2. Paired lock(s) within Bluetooth range (up to 5) will unlock, and LED Indicator will turn green with 4 short ascending tones.



b **Lock**

1. Press and hold the 🔓 button on the Keypad until LED Indicator starts flashing blue.
2. Paired lock(s) within Bluetooth range (up to 5) will lock once the LED Indicator turns green with a single beep.



Manage Lock Features

<table>
<tr>
<td>Security Lockout</td>
<td>
You can configure the number of attempts before the Security Lockout mode is enabled:
*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.

1. On your igloohome app, tap on ⚙.
2. Select [Security Lockout].
3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely.
4. Tap [Apply].

Once this is set, the lockout will be triggered after you exceed the number of attempts set.

Your lock will reject any further unlocking attempts via the same mode you used. You can disable it by trying another valid access mode.
<table>
<tr><th>Triggered</th><th>Security Alarm</th><th>Security Lockout</th></tr>
<tr><td>1st Time</td><td>30 Sec</td><td>1 Min</td></tr>
<tr><td>2nd Time</td><td>60 Sec</td><td>5 Min</td></tr>
<tr><td>3rd and Consecutive Time</td><td>90 Sec</td><td>10 Min</td></tr>
</table>
</td>
</tr>
<tr>
<td>Decoy PIN Code</td>
<td>Key in up to 8 random digits before your actual PIN code, followed by 🔓 to unlock.</td>
</tr>
<tr>
<td>Volume Control</td>
<td>
To configure the volume of your lock:
*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.

1. On your igloohome app, tap on ⚙.
2. Select [Volume].
3. Select the volume level from 0 to 5 (softest to loudest).
4. Tap [Apply].
</td>
</tr>
</table>

Compatible igloohome Locks

Lock	Maximum Keypad to lock distance*
Retrofit Lock	Less than 30m
Deadbolt 2S Metal Grey	Less than 30m
Keybox 3	Less than 8m
Mortise 2/2+	Less than 10m
Push-Pull Mortise	Less than 30m
Rim Lock for Metal Gates	Less than 15m
Padlock	Less than 6m
Glass Door Lock	Less than 5m
Other lock models	Newer devices will be launched from time to time. For latest Keypad compability, please contact our support team.

*NOTE: The distances provided are for reference only and will vary based on actual operating conditions such as physical obstacles and interference from other electronic devices.

Audio and LED Indications

Actions	Indications
Bluetooth Connection	LED Indicator flashes Blue
Successfully unlock/ lock all paired locks	Ascending 4 fast tones and flash Green LED 2 times
Unsuccessful unlock/lock of all paired locks / Error	Descending 4 short tones and solid Red LED for 4 seconds
Incorrect PIN Code	4 short beeps and flash Red LED 2 times
Security Lockout Alarm	Low-high siren for 30 /60 / 90 seconds
Security Lockout Deactivated	2 long beeps
Low Battery Alert	When Keypad is woken up: If battery is below 20% – 2 sets of 2 short beeps with pulsing Red LED If battery is below 10% – 4 sets of 2 short beeps with pulsing Red LED
Hard Reset / Unpair	Descending 3 slow tones
Successful Pairing	Ascending 3 fast tones

Troubleshoot

Paired locks are not unlocking when valid PIN Code is used

- Check that the locks you are unlocking are linked to the Keypad in the app.
- Ensure Keypad is within Bluetooth range of the locks with minimal obstruction between devices.
- Check battery levels of the locks you are unlocking.

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.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

For enquiries go to:
igloohome.co/support