

# Installers & User guide **Smart Mortise.**

# Welcome!

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



Like us on Facebook



Visit our Youtube

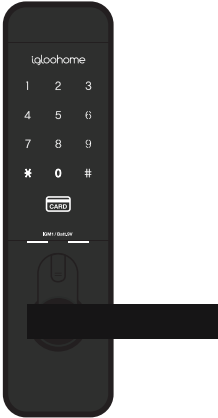


As our igloohome app is frequently updated, there may be changes to this manual. Please refer to our website [igloohome.co/support](https://igloohome.co/support) for the latest version of the manual.

# Table of Contents

What's Included	4
Specifications	5
Installation Guide	
Requirements	6
Installation Type	7
Prepare the door	8
Installation Instructions	10
User Guide	
Lock Anatomy	13
Features	15
Unlocking	16
Locking	17
App Onboarding	18
Managing Access in App	19
Lock Tutorial	20
Lock Behaviour	21
Airbnb Connect	23
Troubleshooting & Safety	24

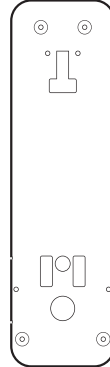
# What's Included



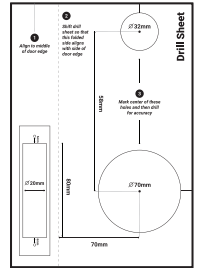
**Front Assembly**



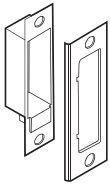
**Back Assembly**



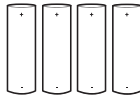
**Back Plate**



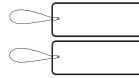
**Drill Sheet**



**Strike Plate**



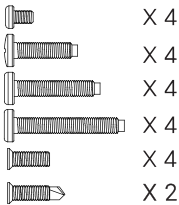
**AA Batteries x4**



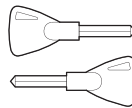
**Key Cards x2**



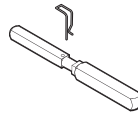
**Key Stickers x2**



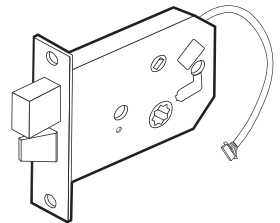
**Screws**



**Emergency Keys**



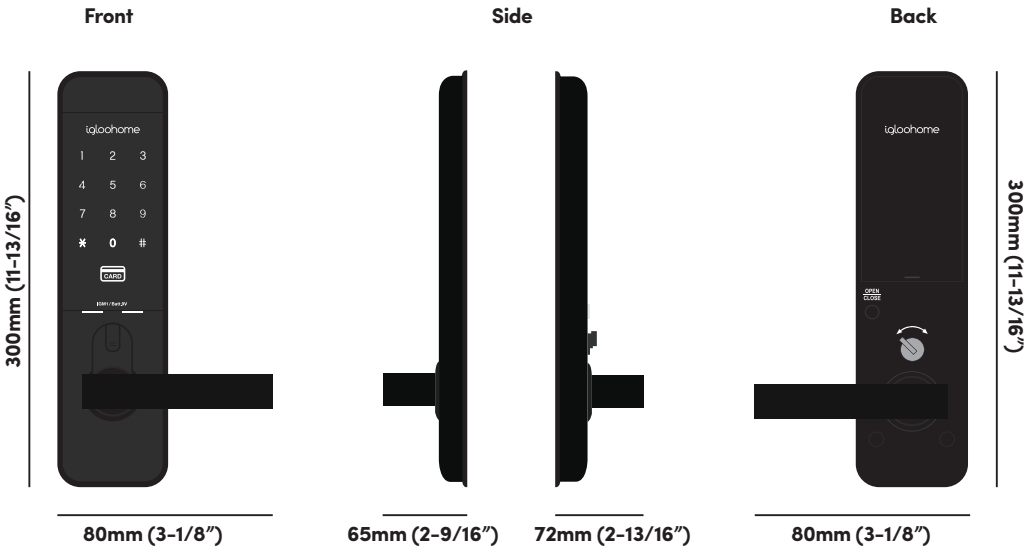
**Mortise Shaft + Pin**



**Mortise Assembly**

# Specifications

<b>Model</b>	igloohome Smart Mortise Lock
<b>Material</b>	Lock AI, ABS
<b>Batteries</b>	4 x AA* Alkaline
<b>Battery Life</b>	Up to 1 year
<b>Unlock Mechanism</b>	Bluetooth, PIN code, Key cards, Key Stickers, Open/Close Button, Handle, Thumbturn, Physical Keys

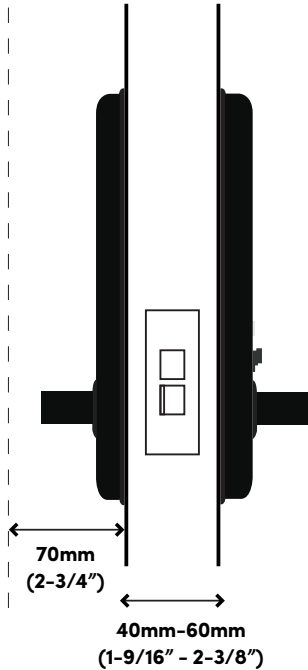


\* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell & Energizer alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the lock.

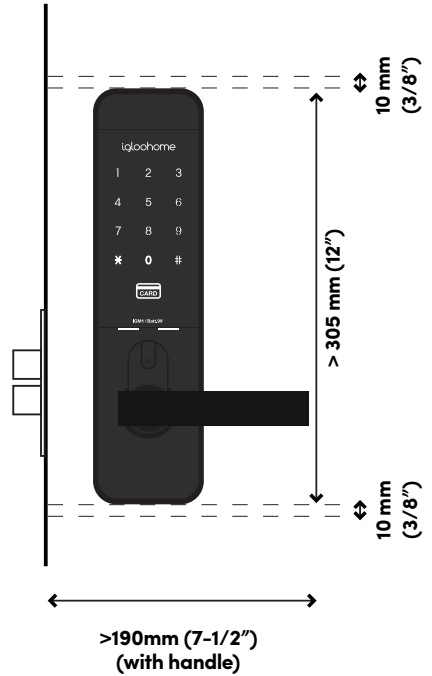
# Installation Guide

## Requirements

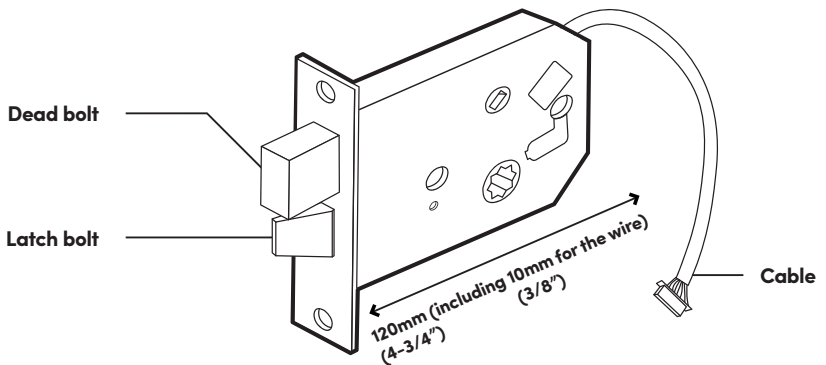
### Door Thickness



### Clearance



### Mortise Assembly Length



# Installation Type

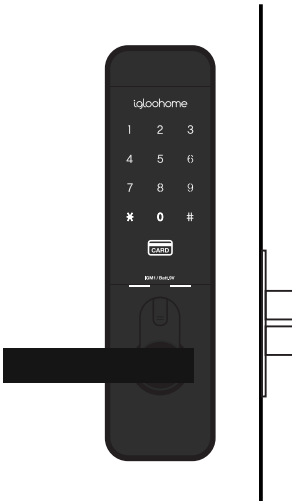
## Screws

Quantity: 4 each

- **06mm**  
(1/4")
  - **20mm**  
(13/16")
  - **30mm**  
(1-3/16")
  - **40mm**  
(1-9/16")
  - **12mm**  
(1/2")
- 
- For doors with thickness 40 - 45mm  
(1-9/16" - 1-3/4")
- For doors with thickness 45 - 50mm  
(1-3/4" - 1-15/16")
- For doors with thickness 50 - 60mm  
(1-15/16" - 2-3/8")

## Door Type

### Right Installation

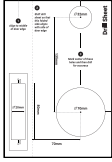


### Left Installation



# Preparing the Door

## Items needed:



**Drill Sheet**



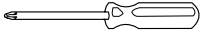
**Drill**



**32mm (1-1/4")  
Hole Saw**



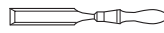
**70mm (2-3/4")  
Hole Saw**



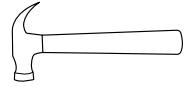
**#2 Phillips Screw Driver**



**20mm (13/16")  
Spade Bit**



**20mm (13/16")  
Chisel**



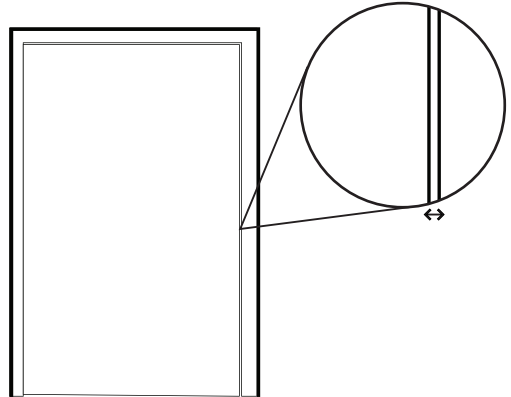
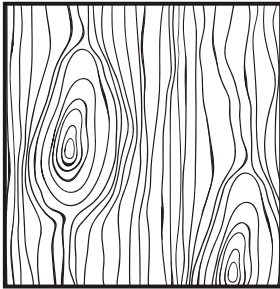
**Hammer**

## **Recommended**

Door and door frame material : **Wood**

## **Recommended**

Gap between door and door frame: **<3mm (1/8")**



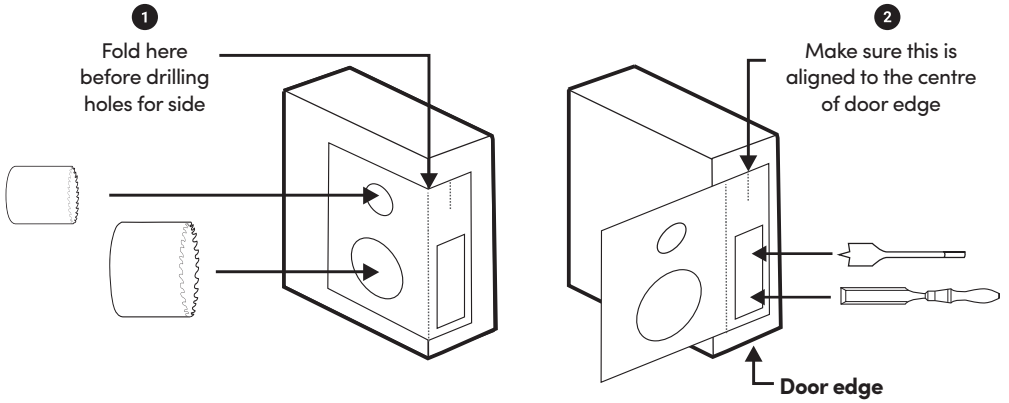
**\* Not for: metal gates, glass doors or sliding doors.**

If you are unsure if your door is suitable, send us web links to your door pictures to [support@igloohome.co](mailto:support@igloohome.co)

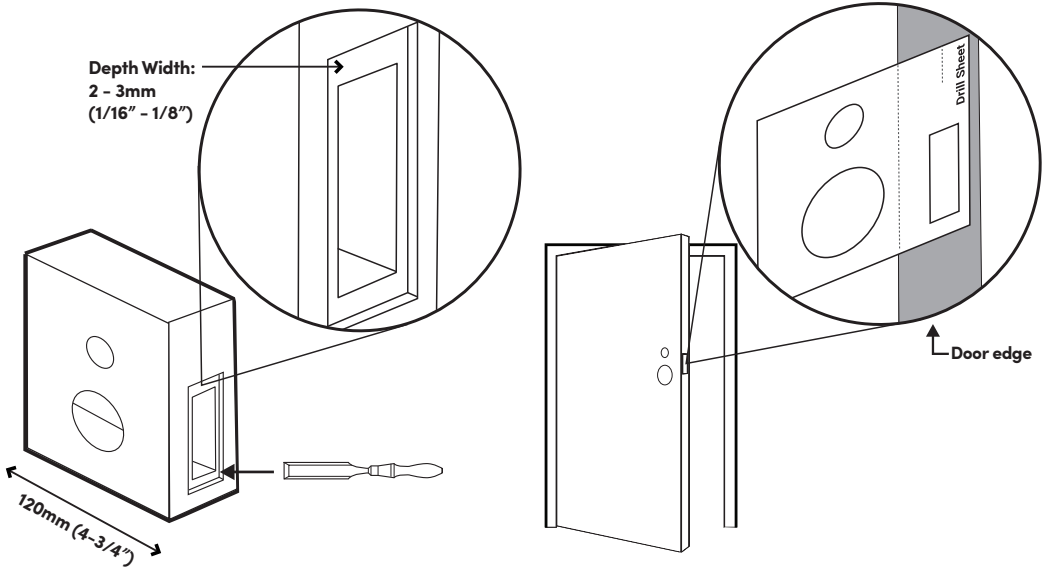


# How to use the Drill Sheet

## Drilling (Door)



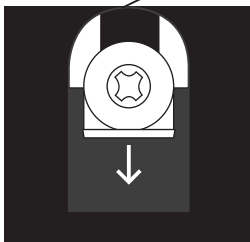
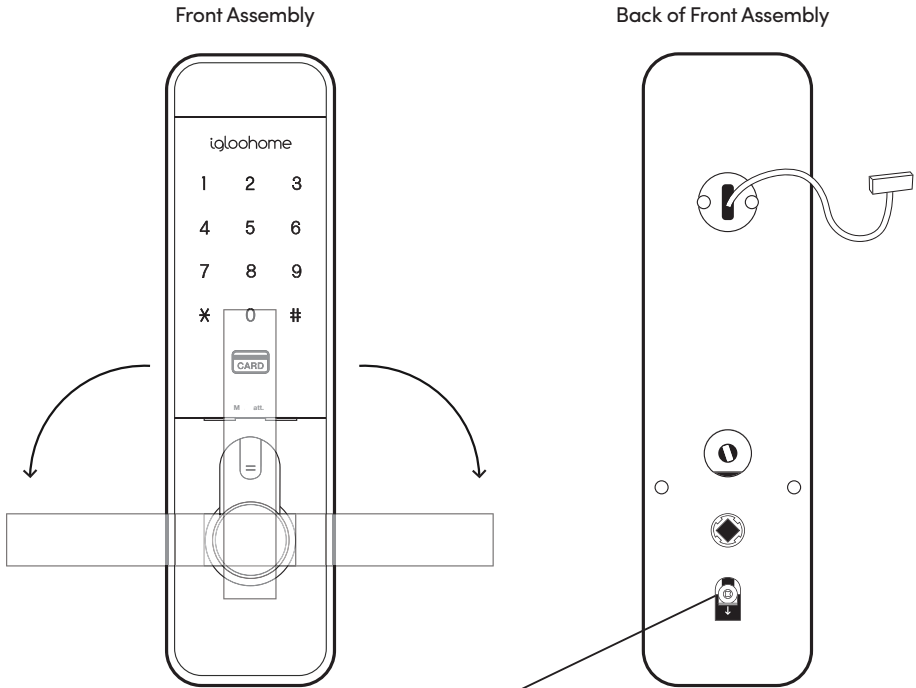
## Chiselling



⚠ Mark the center of the holes and then drill for accuracy.

# Installation Instructions

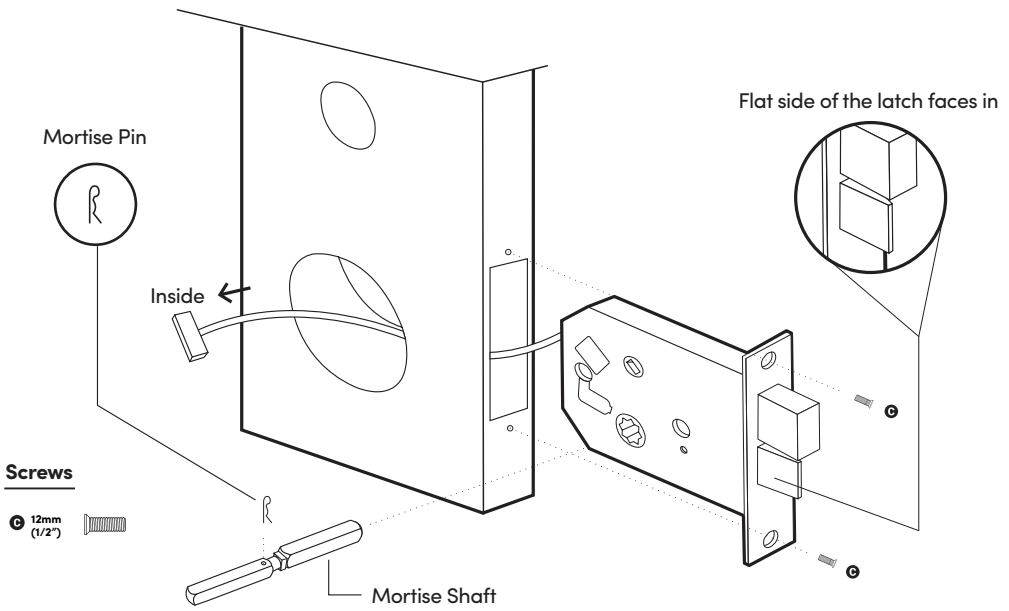
- 1 Determine the position of the door handle and pull until it clicks



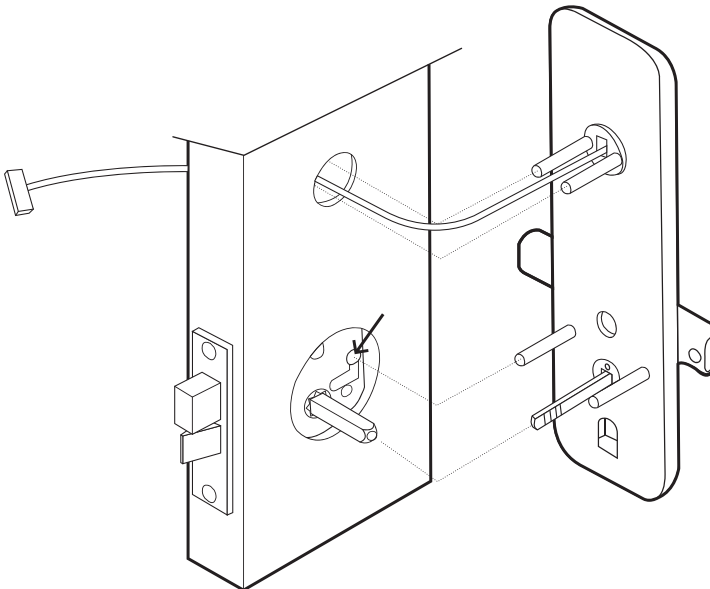
## Releasing of Catch

In case you have positioned the door handle wrongly, release the handle catch that can be found behind the front / back lock assembly.

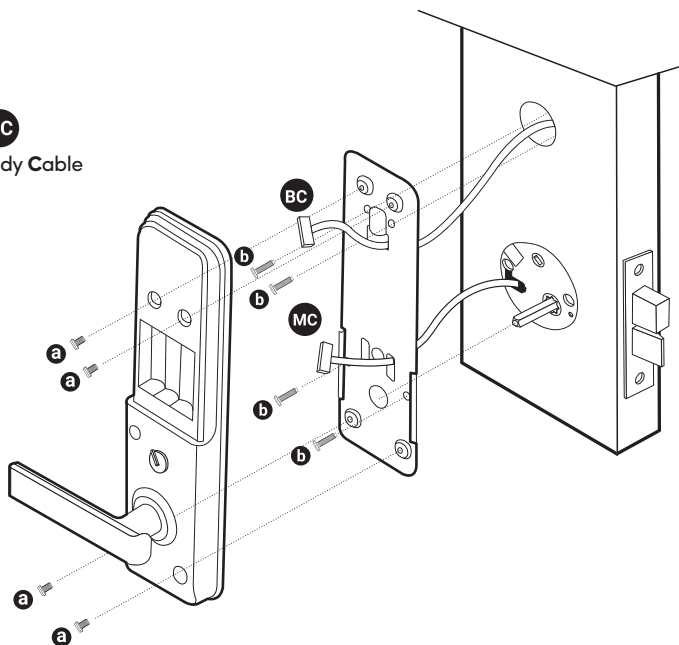
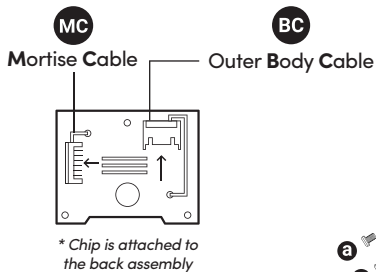
## 2 Install Mortise



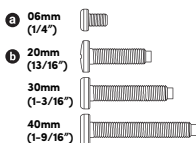
## 3 Install Outer Body



## 4 Install Inner Body

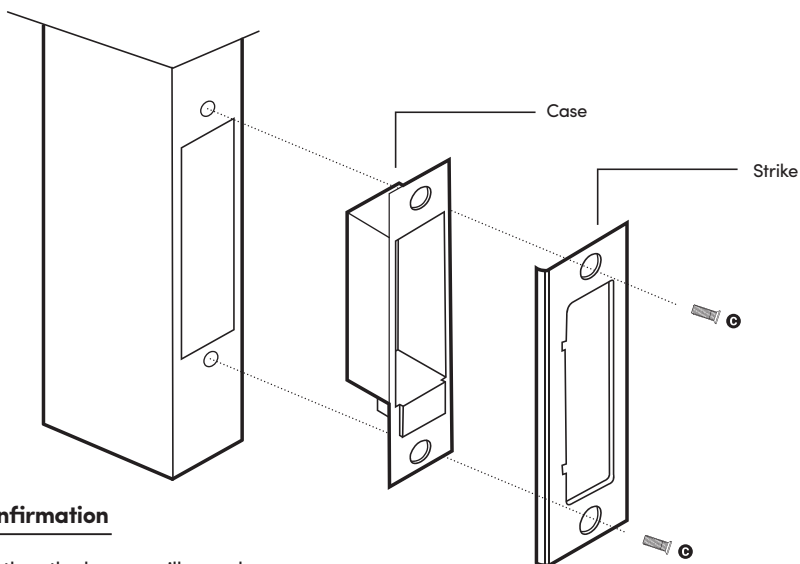


### Screws

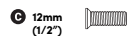


## 5 Install Strike on the door frame.

Ensure to chisel appropriately to the correct measurements.



### Screws



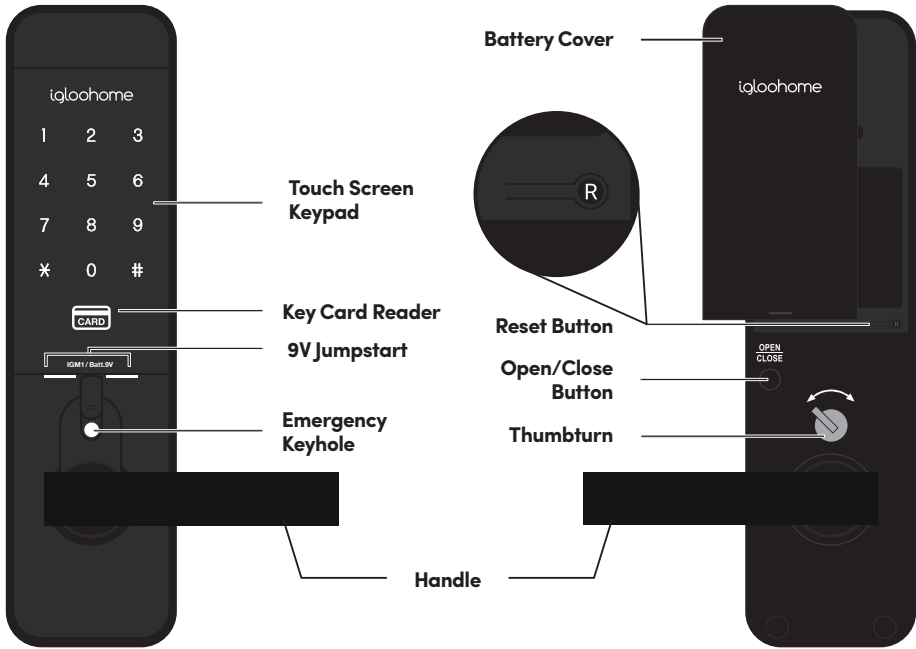
### Installation Confirmation

1. Insert batteries then the buzzer will sound
2. Lock the door by pressing and holding '#'
3. Unlock the door with \*1234567890#

# User Guide

## Lock Anatomy

### Outer Body



# Features

## PIN / Bluetooth Unlock



### **Bluetooth Master Key**

The igloohome Mortise unlocks with Bluetooth via the app.



### **User PIN Code**

The mobile app can generate user PIN codes, with validity duration from One-Time, Permanent, or a Duration based on Date-time.



### **Master PIN Code**

The igloohome Mortise unlocks with a permanent Master PIN Code.



### **Bluetooth Guest Key**

Bluetooth keys based on duration can be generated and shared with guests.

## Lock / Unlock



### **Sensor Re-lock**

When the lock senses that the door is closed, the bolt will automatically re-lock.



### **Key Card Unlocking**

The igloohome Mortise is able to register up to 16 key cards.



### **Timer Re-lock**

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

## Battery



### **Emergency Jump-Start**

If battery power is drained, an external 9 Volt battery can be used to provide emergency power. The 2 contact points of the battery must be aligned with the 2 contact points on the Mortise.



### **Low Battery Indicator**

When battery power is low (i.e. below 20%), a red low battery indication will flash when you tap the keypad. 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.

## Others



### **Volume Adjusting Function**

There are 6 volume levels, including mute.

# Features

## Security / Alarms



### Fire Detection Alarm

When the sensor on the inside of the door detects a temperature between 50°C - 70°C for a sustained period of time, the door will unlock automatically with a loud alarm sound to allow you to exit. To disable fire detection alarm, remove one battery.



### Tamper Alarm

The lock will sound if intruders try to cut the cable of the lock.



### Keypad Lockout Mode

Activate this from indoors to prevent entry from outsiders. Physical key and Bluetooth Unlock can be used to unlock in this state.



### Security Lockout Mode

After 5 consecutive unsuccessful attempts at entering a PIN code, the igloohome Mortise will sound an alarm and be unresponsive for 5 minutes. Physical key and Bluetooth Unlock can be used to unlock in this state.



### Obstruction Alarm

Will keep ringing when the Mortise lock is unable to lock/unlock fully. This happens when the lock is low in battery, or the mortise alignment is off. If the warning sound continues, please change the batteries or close the door fully. To disable the alarm: tap on keypad, or press Open/Close button.



### Activity Logs

Entry via PIN codes and Bluetooth Key will be logged in the app.

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

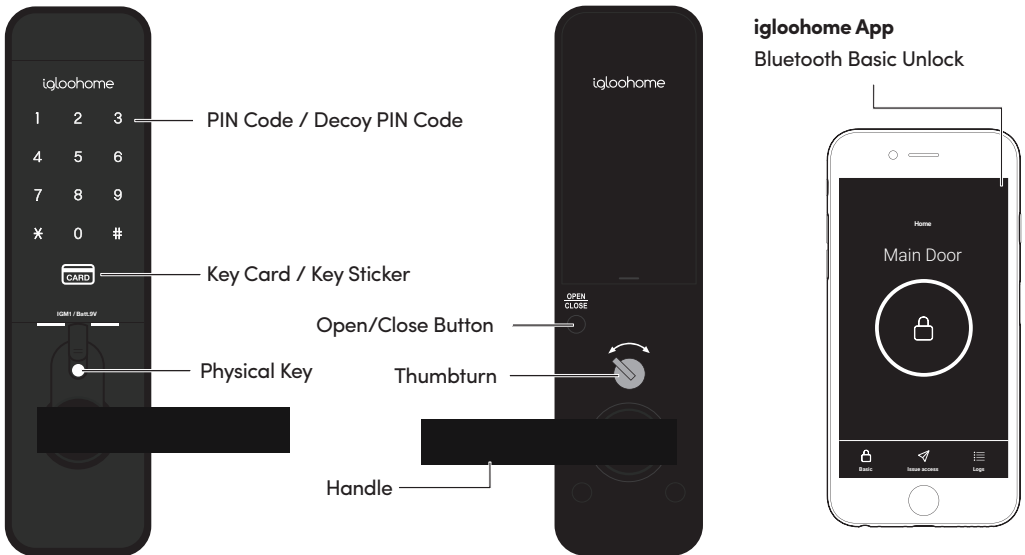


### Decoy PIN Code

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

# Unlocking

## To unlock the door



### Legend



#### **PIN Code**

Key in your PIN code and press '#'



#### **Decoy PIN Code**

Key in up to a total of 16 digits, including the PIN code, followed by '#'



#### **Bluetooth Basic Unlock**

On your app, click on the Bluetooth Unlock button and tap on your lock



#### **Handle**

Turn handle to unlock



#### **Thumbturn**

Use thumbturn at the back of lock



#### **Bluetooth Guest Key**

Refer to lock tutorial - Step 13



#### **Key Card / Key Sticker**

Tap your key cards on the reader



#### **Open/Close Button**

Press Open/Close Button at the back of the lock



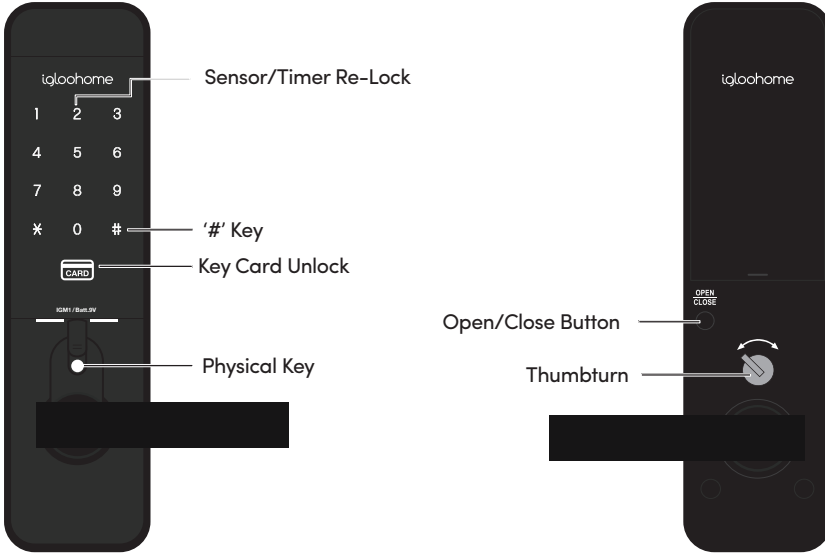
#### **Physical Key**

Use the physical key to unlock the door



# Locking

## To lock the door



### Legend



**'# Key**  
Press and hold '#'



**Sensor Re-Lock**  
Refer to Lock Tutorial - Step 8



**Timer Re-Lock**  
Refer to Lock Tutorial - Step 9



**Open/Close Button**  
Press Open/Close Button at the back of the lock



**Physical Key**  
Use the physical key to lock the door



**Thumbturn**  
Use thumbturn at the back of lock

# App Onboarding

---

## 1 Test Factory PIN Unlock

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

---

## 2 Register as a Lock User

a) Download *igloohome* from App store / Play store.

b) Create an account and login.

---

## 3 Pairing

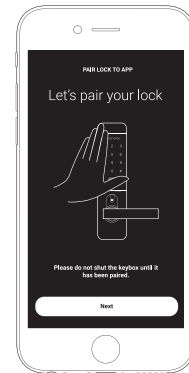
a) Select **[Add new igloohome lock]**

Note: For existing users with other paired locks, go to **[Configuration]**, select **[Manage Locks]** followed by the **[Add]** icon.

a) Select **[igloohome Mortise]**

b) Place your palm over keypad to wake device up

c) Press **[Next]** and select the lock to pair with



## 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]** by editing it.

---

# Managing Access in App

---

## 1 Creating PIN codes

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

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	6 hrs of generation
Permanent PIN	24hrs of generation
Duration PIN	24hrs from 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 Shared Bluetooth Key

- Under **[Access]**, create **[New Key]** 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.
  - Scanning the QR code under **[Visits]**.
- Guest can now use the Bluetooth Key under **[Visits]** whenever he 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.

## 3 Adding Key Card

- Under **[Access]**, select **[New Key]** followed by **[Key Card Holder]**.
- Follow instructions on the app and select **[Done]** to complete the process.

## 4 Resetting PIN codes

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

Go to Home > Select Lock Name > **[Settings]** > Reset Pins

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

# Lock Tutorial

---

## 1 Edit PIN codes

Once PIN code is generated, user must key the generated code onto the keypad followed by # to activate the code before proceeding. To change the PIN, enter:

Press \* > **Key 10** and tap # > **Current PIN** and tap # > **New 4 - 9 digit PIN** and tap # > **New 4 - 9 digit PIN** and tap #

Current PIN Code	1234 5678
New PIN Code	010101
On Keypad	Press * > <b>Key 10</b> # > <b>1234 5678</b> # > <b>010101</b> # > <b>010101</b> #

Notes:

- Editing of codes can also be done in app
  - PINs must be used once before it can be edited.
- 

## 2 Adjusting Volume

To Adjust	* <b>3 0</b> # <Master PIN> # <3/6 repeatable> #
To increase the volume	Select key 3
To decrease the volume	Select key 6

Notes:

- To mute, decrease the volume to minimum. Keypad will blink on mute to indicate key press.
  - If the volume does not change further then that is the maximum or minimum.
- 

## 3 9V Jumpstart Feature

Step 1 - Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps

Step 2 - While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by '#' to unlock

# Lock Behaviour

## 4 Enabling & Disabling Sensor Re-lock\*

To Enable	* 2 2 # <Master PIN> #
To Disable	* 2 3 # <Master PIN> #

Note: By default, Sensor Re-lock is activated

## 5 Enabling & Disabling Timer Re-Lock\*

To Enable	* 2 0 # <Master PIN> # <duration (between 5-120 seconds)> #
To Disable	* 2 1 # <Master PIN> #

Note: By default, Timer Re-lock is enabled and set at 60 seconds

Behaviour	Sensor Re-lock Activated	Timer Re-lock Activated
Mortise will lock upon door closure. Should the door be kept open after Timer is up, door will not lock until door is closed. Should the door be kept closed after unlocking, door will lock after Timer is up.	ON	ON
Mortise will lock upon door closure only.	ON	OFF
Mortise will lock when Timer is up, regardless of whether door is open or closed.	OFF	ON
Manual lock mode: Door will not re-lock automatically	OFF	OFF

# Lock Behaviour

## 1 Security Lockout Mode

After 5 consecutive unsuccessful attempts at entering a PIN code, the igloohome Smart Mortise will be unresponsive for 5 minutes.

Note: Physical key and Bluetooth Unlock can be used to unlock in this mode.

## 2 Keypad Lockout Mode

Keypad Lockout Mode prevents others from using PIN code or keycards to unlock while you are inside the property.

Note: Physical key and Bluetooth Unlock can be used to unlock in this mode.

To activate/deactivate Keypad Lockout Mode, press and hold the Open/Close button.

A series of beeps will sound off when Keypad Lockout Mode is activated/deactivated.

	Security Lockout Mode	Keypad Lockout Mode
Activated by	5 consecutive invalid PIN or key cards	Open/Close button
Disable By	Bluetooth Key Physical Key Open/Close Button Thumbturn Handle	Bluetooth Key Physical Key Open/Close Button Thumbturn Handle
Alarm	Sounds alarm	No alarm
Behaviour	Only 'Close' lights up	Both keypad and 'Close' light up
Duration	Unresponsive for 5 minutes	Unresponsive until Keypad Lockout Mode is disabled

# Airbnb Connect

---

## 1 Airbnb Connect

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

**Here are the steps to activate Airbnb Connect**

### Step 1: Connect to your Airbnb

Under **[Account Settings]**, select **[Connect with Airbnb]**

### Step 2: Connect to Airbnb listings

Under **[Reservations]**, click the **[Add]** icon to select a home to connect to. Select Airbnb Listing and PIN Time 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 **[Configuration]**, select **[Manage Homes]** 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.

---

## 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

## Pairing is unsuccessful

- 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 app on your mobile device
- Switch to a new set of batteries

## Keypad does not light up

- Use a 9V battery to jumpstart and switch to a new set of batteries

## Keypad is flickering

- The mortise is low in battery. Switch to a new set of batteries

## Generated PIN codes do not work

- Make sure that the generated PIN codes are activated within the given hours
- Do a Bluetooth Unlock to refresh the app
- PIN codes may have been customised or expired

## Changing Batteries

- To open the battery compartment, slide the cover upwards and replace all four batteries

## Lock is not working when battery level is not 100%

- Do a Bluetooth unlock to refresh the battery level on the app
- Battery level shown in the app may not be accurate
- Use Alkaline batteries only
- Do not use: Heavy Duty, Eveready, GP, or rechargeable batteries

\* Using high quality batteries will improve the performance and lifespan of the lock

## Bluetooth Key is not working

- Restart the Bluetooth and internet connection on your mobile device
- Check on the timezone of the home listing against your phone time
- Check if the Bluetooth Key is expired. It must be accepted within 1 hour of generation
- Update your igloohome app to the latest version
- Switch to a new set of batteries

## Re-lock is not working

- Check battery level of the lock
- Make sure you have enabled sensor or timer re-lock

## Keypad lights up on touch only

- Check if the mortise is in keypad lockout mode or security lockout mode
- Check that your lock is not muted
- Refer to pg. 22





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