Installers &
User guide
Smart Mortise.

igloohome

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Back Assembly

Back Plate
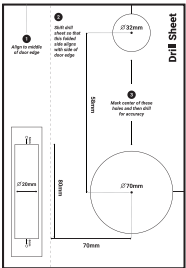
Drill Sheet
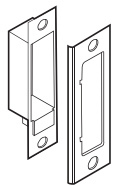
Strike Plate
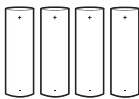
AA Batteries x4
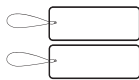
Key Cards x2

Key Stickers x2

X 4
X 4
X 4
X 4
X 4
X 2
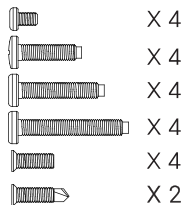
Screws
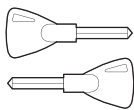
Emergency Keys
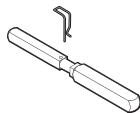
Mortise Shaft + Pin
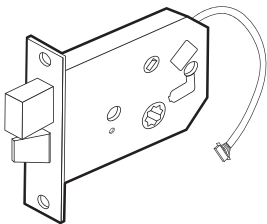
Mortise Assembly

Specifications

Model	igloohome Smart Mortise Lock
Material	AI, ABS
Batteries	4 x AA Alkaline (Non - Rechargeable)
	(DO NOT USE: Eveready/ Super Heavy Duty)
Unlock Mechanism	Bluetooth, PIN code, Key cards, Key Stickers, Open/Close Button, Handle, Thumbturn, Physical Keys

Front

Side

Back

300mm

80mm

65mm

72mm

300mm

80mm
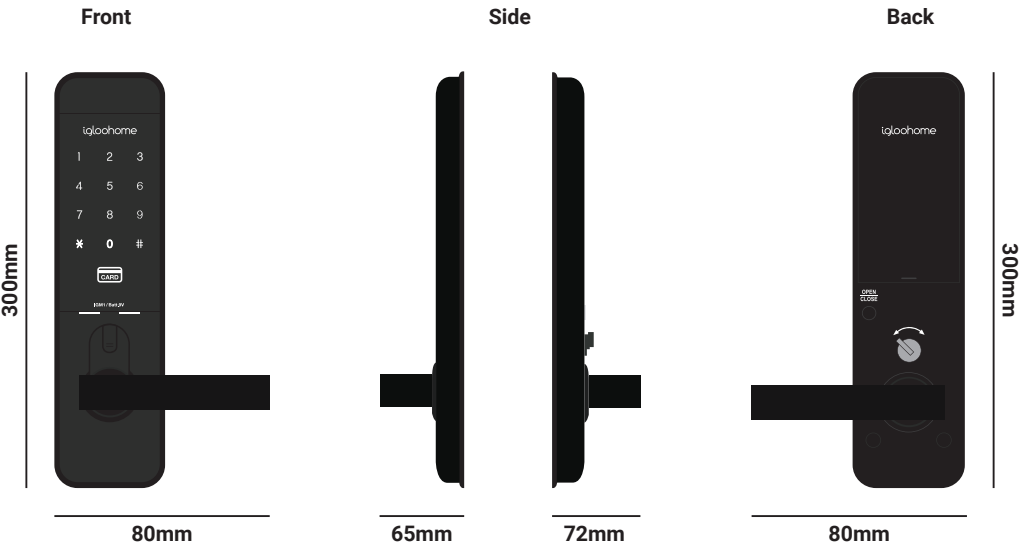
Requirements

Door Thickness

70mm

40mm-60mm

Clearance

10 mm

> 305 mm

10 mm
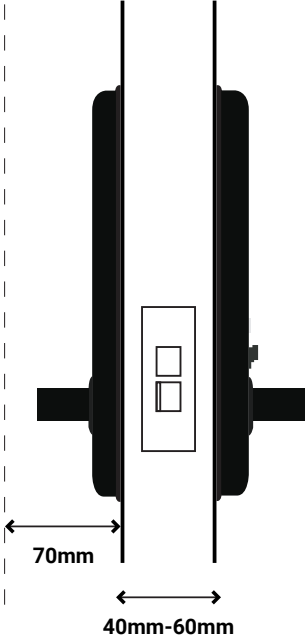
>190mm (with handle)

Lock Anatomy

Outer Body

igloohome

1	2	3
4	5	6
7	8	9
✳	0	#

CARD

IGM1 / Batt.9V

Touch Screen Keypad

Key Card Reader

9V Jumpstart

Emergency Keyhole

Battery Cover

igloohome

R

OPEN CLOSE

Reset Button

Open/Close Button

Thumbturn

Handle

Mortise Assembly

Dead bolt

Latch bolt

120mm (including 10mm for the wire)

Cable
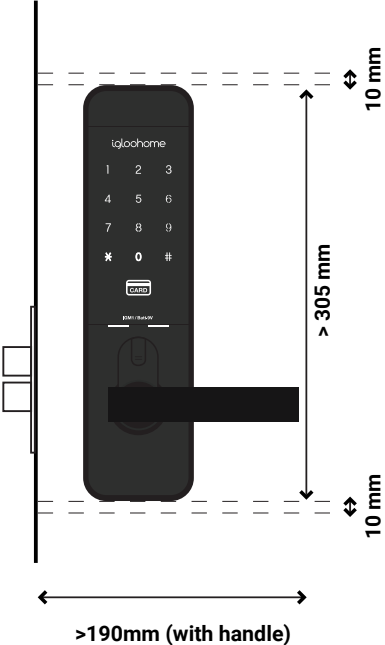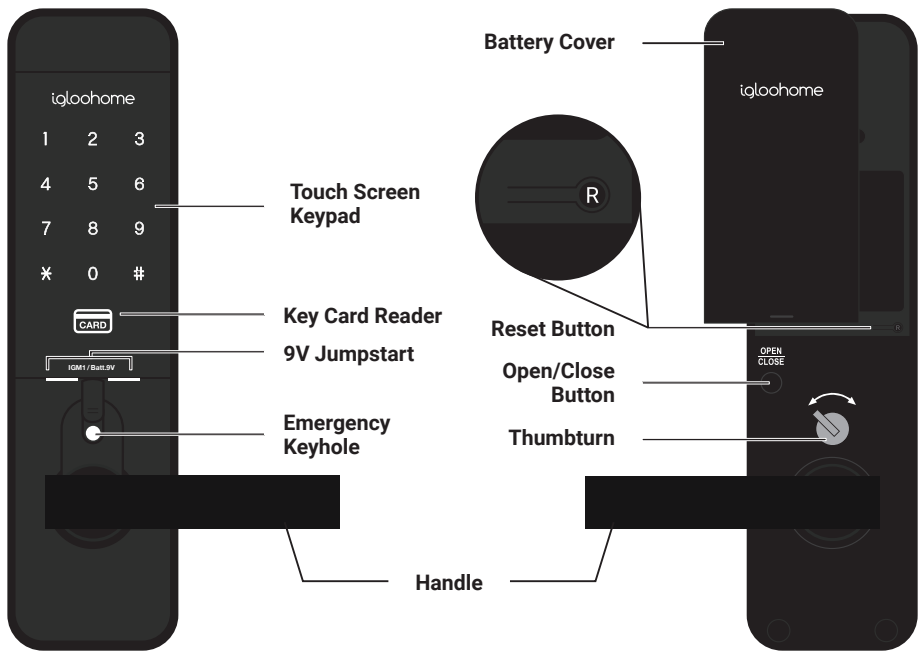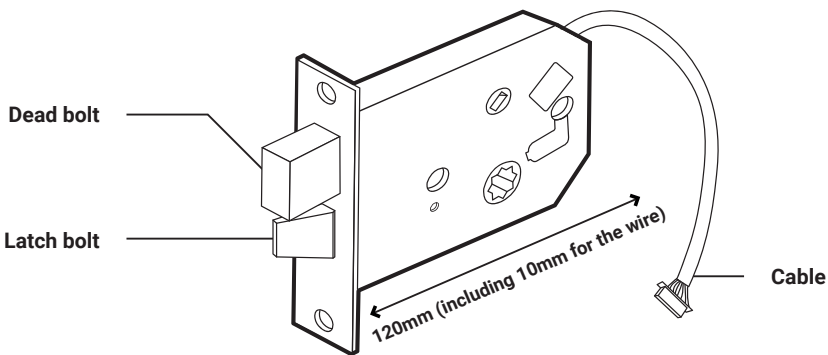
Installation Type

Screws
Quantity: 4 each

• **06mm**

• **20mm** ——————— For doors with thickness 40 - 45mm

• **30mm** ——————— For doors with thickness 45 - 50mm

• **40mm** ——————— For doors with thickness 50 - 60mm

• **12mm**

Door Type

Right Installation

Left Installation

Preparing the Door

Items needed:
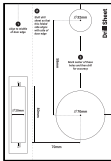
Drill Sheet	**Drill**	**32mm Hole Saw**	**70mm Hole Saw**
#2 Phillips Screw Driver	**20mm Spade Bit**	**20mm Chisel**	**Hammer**
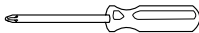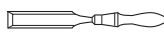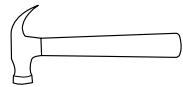
Recommended
Door and door frame material : **Wood**
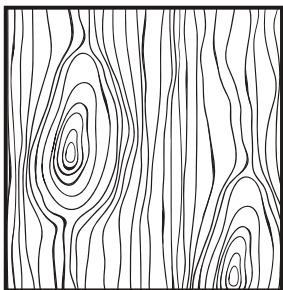
Recommended
Gap between door and door frame: **<3mm**
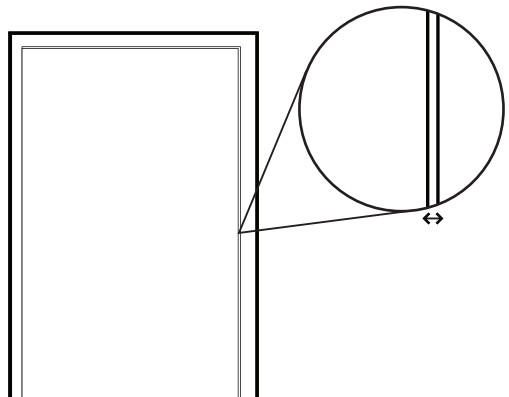
* *Not for: metal gates, glass doors or sliding doors.*
If you are unsure if your door is suitable, send us web links to your door pictures to *support@igloohome.co*

How to use the Drill Sheet

Drilling (Door)

1

Fold here
before drilling
holes for side

2

Make sure this
is aligned to the
centre of door edge

Door edge

Chiselling

**Depth Width:
2 - 3mm**

Drill Sheet

Door edge

120mm
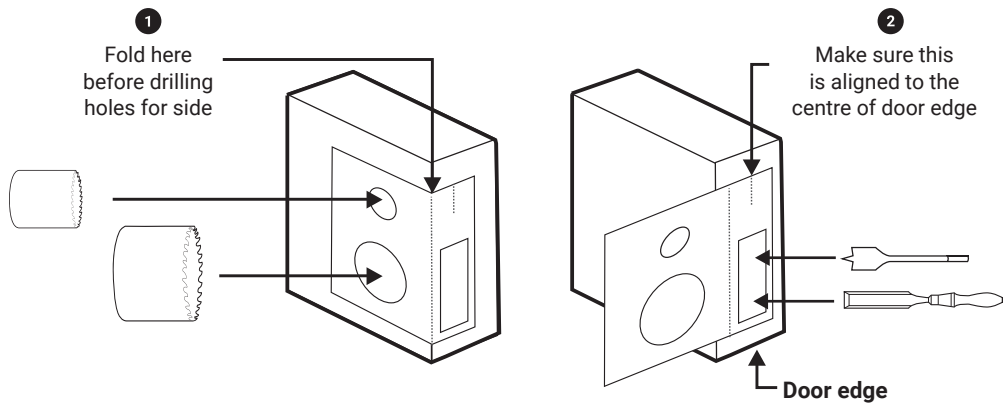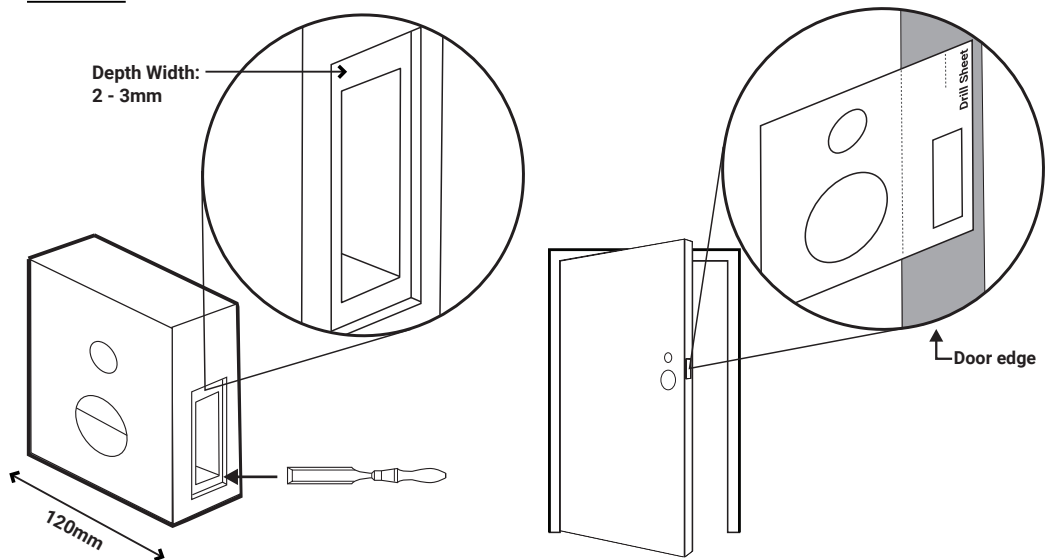
* Mark the center of the holes and then drill for accuracy.

Installation Instructions

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

Front Assembly

Back of Front Assembly

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

Flat side of the latch faces in

Inside

Screws

C 12mm

C

C

C

C
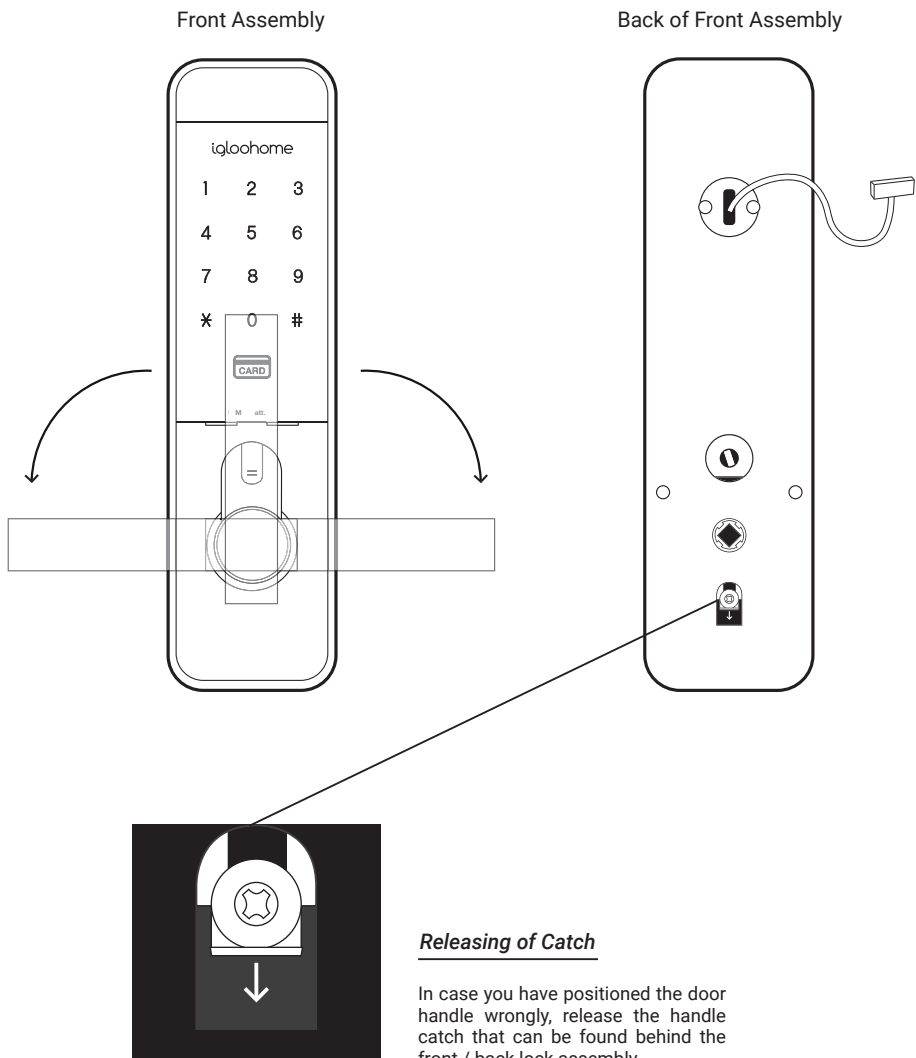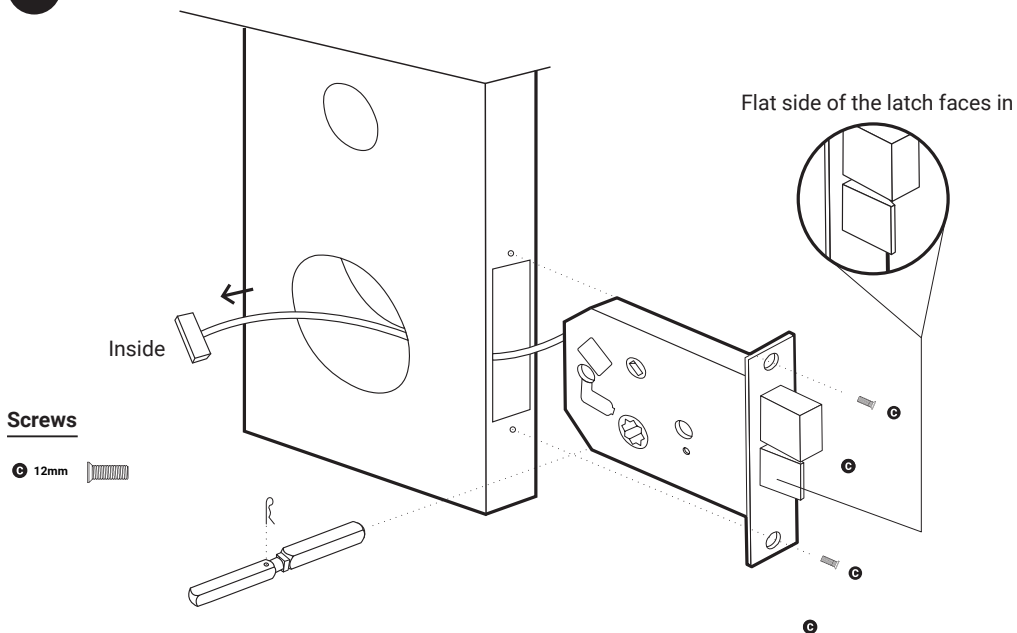
3 Install Outer Body

4   Install Inner Body

MC

Mortise **C**able ——— Outer **B**ody **C**able   **BC**

* Chip is attached to the back assembly

BC

MC

Screws

ⓐ 06mm

ⓑ 20mm

30mm

40mm

ⓐ
ⓐ
ⓑ
ⓑ
ⓑ
ⓑ
ⓐ
ⓐ
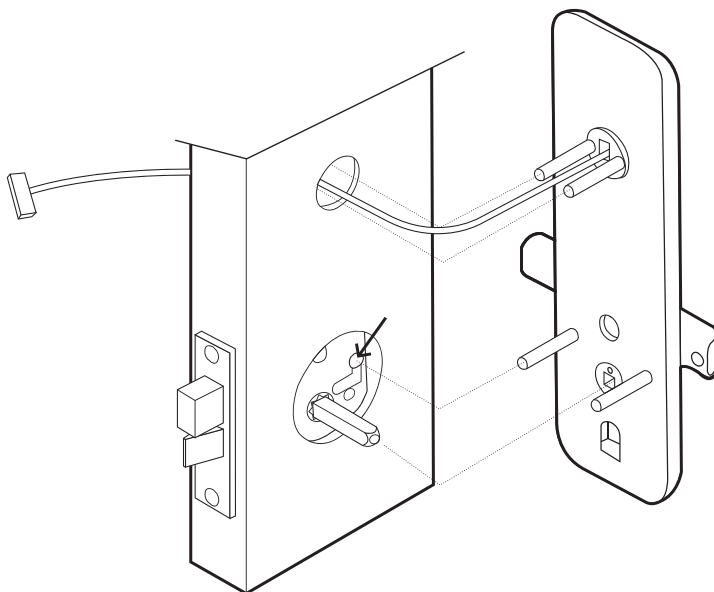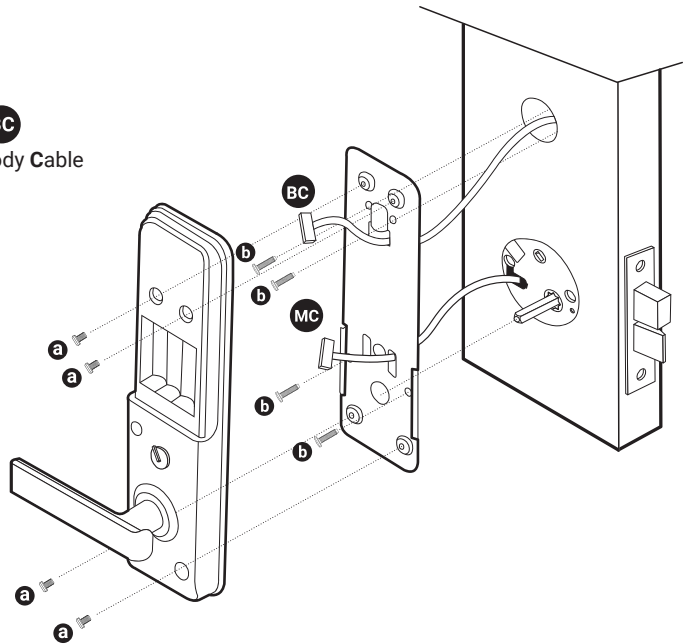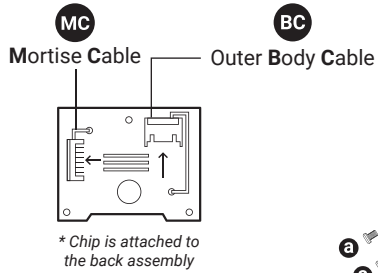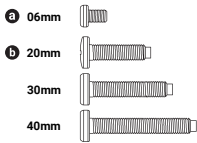
5   **Install Strike on the door frame.**
Ensure to chisel appropriately to the correct measurements.

Case

Strike

ⓒ

ⓒ

Screws

ⓒ 12mm
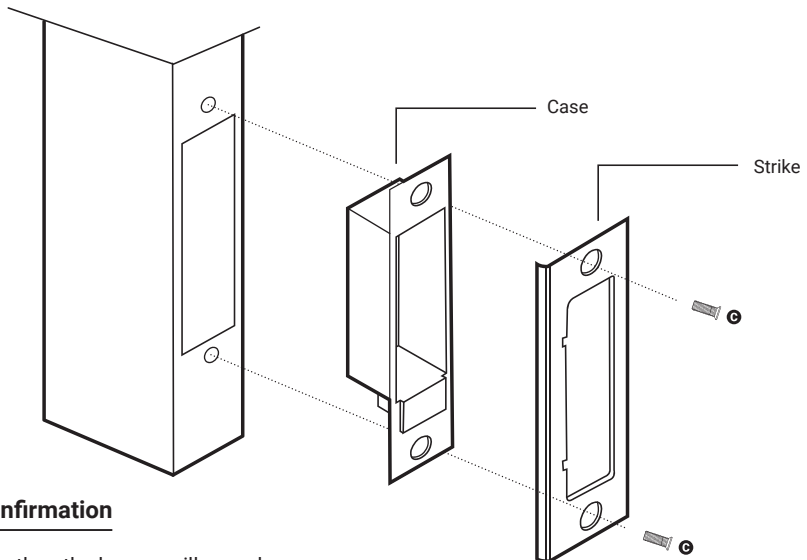
Installation Confirmation

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

Pairing

Download igloohome app
from App Store/Google Play

Register a new
account or,

Login with an existing
account on app

New users

1. Upon **Login** > **Add a new igloohome lock** > **Select your Product**

1.1 Pairing Option 1
Upon **Scan QR Code** > Scan (completed) > **Tap on lock** > Press **Next** to
complete pairing > *Lock Paired!*

1.2 Pairing Option 2
Select **manual pairing** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth
Lock** > (*Series of beeps will sound on successful pairing*) > *Lock Paired!*

Follow **Steps for
Pairing Lock To App**

2. **Enter your lock name** > Confirm > **Create New Home** > Name Your Home > Submit >
Successfully Added!

Mortise

Pairing

Current users

1. Ensure that you have an existing home listing through **Menu** > **Configuration** > **Add Home** - Proceed if your home is listed.

2. Go to **Menu** > **Configuration** > **Add Lock** > **Select your Product** >

    2.1 **Pairing Option 1**
Upon **Scan QR Code** > Scan (completed) > **Tap on lock** > Press **Next** to complete pairing > *Lock Paired!*

    2.2 **Pairing Option 2**
Select **manual pairing** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth Lock** > (*Series of beeps will sound on successful pairing*) > *Lock Paired!*

Follow **Steps for Pairing Lock To App**

3. Add lock to a new or existing home.

    3.1 **Enter your lock name** > Confirm > **Create new home** > Name Your Home > Submit > Successfully Added!

Mortise

    3.2 **Enter your lock name** > Confirm > **Add lock to existing Home** > **Select Home** > Successfully Added!

Mortise

Features

PIN / Bluetooth Unlock

Bluetooth Master Key

The igloohome Smart 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.

Bluetooth Guest Key

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

Master PIN Code

The igloohome Smart Mortise unlocks with a permanent Master PIN Code.

Decoy PIN Code

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

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 Smart Mortise is able to register up to 16 key cards.

Timer Re-lock

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

Alarms / Notifications

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.

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.

Features

Tamper Alarm

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

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.

Security

Security Lockout Mode

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

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.

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.

Others

Volume Adjusting Function

There are 6 volume levels, including mute.

Unlocking

To unlock the door

PIN Code / Decoy PIN Code

Key Card / Key Sticker

Open/Close Button

Physical Key

Thumbturn

Handle

igloohome App
Bluetooth Basic Unlock
Bluetooth Easy Unlock

Home

Main Door

Basic   Issue access   Logs
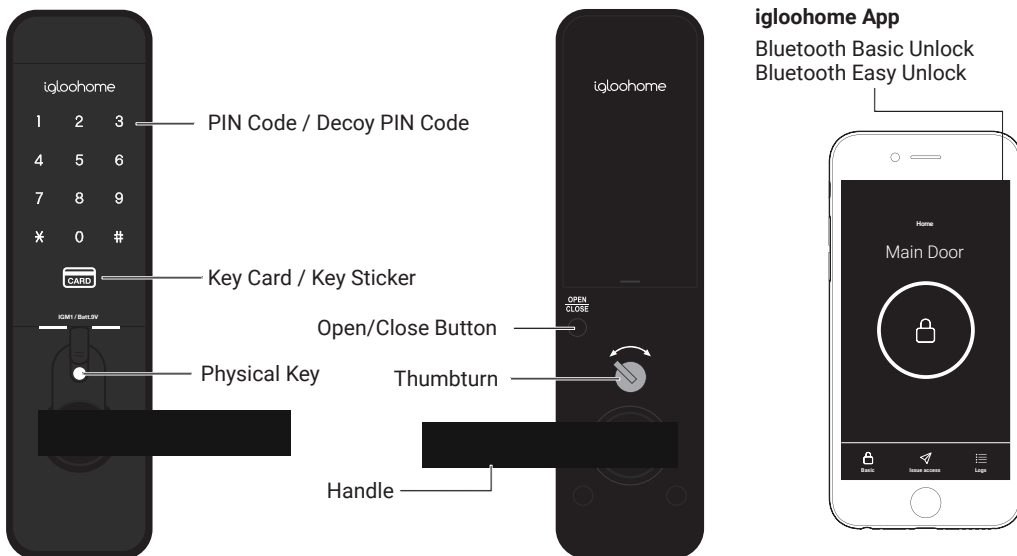
Legend

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

Sensor/Timer Re-Lock

'#' Key

Key Card Unlock

Physical Key

Open/Close Button
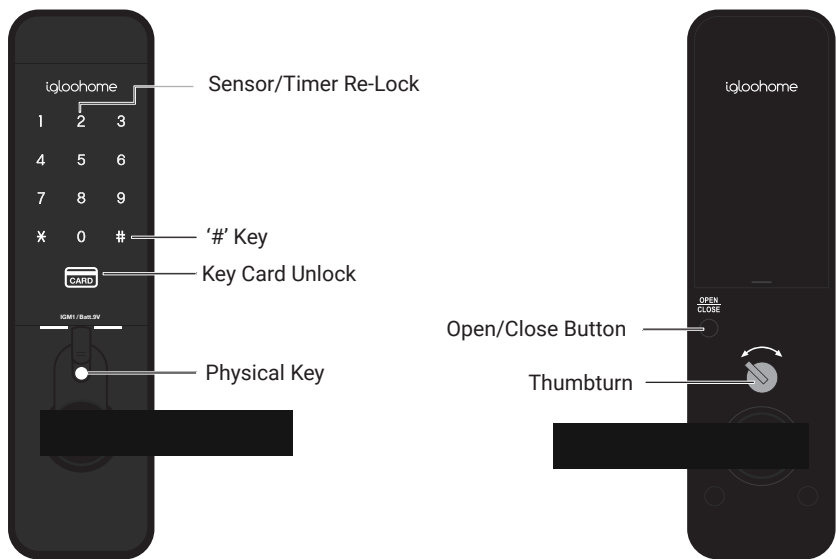
Thumbturn

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

Lock Tutorial

 - on igloohome App   - on Mortise Keypad

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1 ## Default factory PIN code

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

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2 ## Setting Master PIN code

Before proceeding, turn on your Bluetooth and ensure that you are within Bluetooth range of the lock.

Home > Select Lock Name >   > Master >   >

Enter 7-9 digit PIN   Repeat PIN

(**** ***)   >   (**** ***)

---

3 ## Adding new PIN code

New PIN codes can be added from

Home > Select Lock Name >   > (+) > Choose who to issue key to > Select Access

Type > Enter Access Details > (Create PIN)

PIN Type	Steps	Activate within*
One-Time PIN	Add description > OK	6 hrs of generation
Permanent PIN	Add description > OK	24hrs of generation
Duration PIN	Add description > Start, End Date and Time > Add duration PIN	24hrs from the start time

On your Lock Info page, under Ad hoc PINs you should see the new PIN code

*PIN code description can be changed by clicking on >   > Select PIN >   > Edit

---

4 ## Activity Logs

To View	Home > Select Lock Name >
To Update	Home > Select Lock Name > >

Lock Tutorial

5 **Editing & Deleting PIN codes** 📱

To Edit: Home > Select Lock Name > ✈ > Select PIN > ✏

To Delete: Home > Select Lock Name > ✈ > Select PIN > 🗑

* Before editing a PIN code, please make sure that it is used once.
* Editing and deleting PIN codes require you to be within Bluetooth range of the lock.
* Edited PINs can only be within 4 - 9 digits long.
* Deleted PINs will be reflected in 'INACTIVE' tab.
* Master PIN code cannot be changed via this method; refer to step 2.

6 **Removing used PIN codes from app view** 📱

Go to Home > Select Lock Name > ✈ > ' INACTIVE ' > Select PIN > 🗑

The PIN code will be removed from your app view.

* This does not permanently deactivate PINs. Active and unactivated PINs can still be used to unlock. To remove PINs from lock, refer to Step 7.

7 **Resetting PIN Codes** 📱

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

Go to Home > Select Lock Name > 🔒 > ⚙ > (Reset Lock)

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

Lock Tutorial

8   Enabling & Disabling Sensor Re-lock*

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

* By default, Sensor Re-lock is activated

9   Enabling & Disabling Timer Re-Lock*

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

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

10   Adjusting Volume

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

* 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.

11   Adding & Deleting Key Card

Home > Select Lock Name > 🔒 (Bluetooth Unlock) > ✈ > ⊕ >

🪪 > Follow steps to add ID Card

Lock Tutorial

12 ## Keypad Lockout Mode

To prevent others from using PIN code and key cards to unlock while you are inside the property. Note: Bluetooth keys can be used to unlock in this mode.

To Activate	With the door locked, press and hold the Open/Close button until you hear a series of beeps
To Disable without unlock	Press and hold Open/Close until you hear a series of beeps
To Disable and unlock	Keypad lockout mode will automatically be deactivated if any other mode of access is used to unlock the door. This includes: Bluetooth unlock, physical key, open/close button, thumbturn and handle.

13 ## Bluetooth Key Sharing (Bluetooth Guest Key)

Bluetooth sharing allows you to share a Bluetooth Key with other users for mobile access. It allows your guests to unlock the igloohome smart lock via Bluetooth.

To create a Bluetooth Key, Go to Home > Select Lock Name > ◁ > ⊕ > Choose who to issue key to > Access Type : Bluetooth Key > Enter Access Details > (Create Key)

To receive a Bluetooth Key, Download the igloohome app from iTunes or Google Play store and register/login to your account

(a) To receive key via QR code, go to Home > Visits > ⬚ or

(b) To receive a key via URL, click on the URL and follow the intructions

* Note: Bluetooth Key must be accepted within 1 hour of generation before it expires

To use a Bluetooth Key, Go to Home > Visits > Click on 🔒 to unlock the door

To delete a Bluetooth Key, Go to Home > Select Lock Name > ◁ > 'PENDING' > 🗑 > Ok

14 ## 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

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

* By default, the Sensor Re-lock is enabled and Timer Re-lock is set at 60 seconds.

	Security Lockout Mode	Keypad Lockout Mode
Activated by	5 consecutive invalid PIN or key cards	Press and hold the Open/Close button indoors until you hear a series of beeps.
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

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 Lock Tutorial - Step 12