

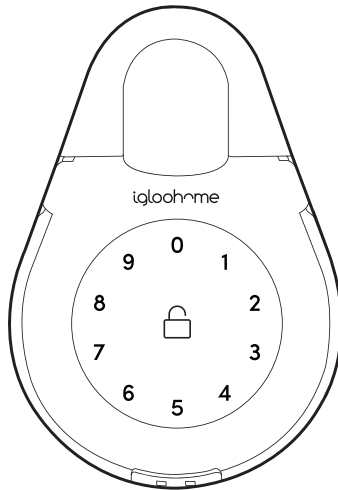
Installers & User guide **Keybox 2.**

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

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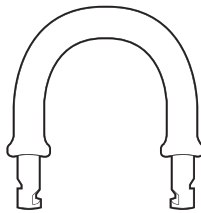
What's Included



Keybox 2



Mounting Seal Rings x4



Slim Shackle



Rubber Studs x6



Mounting Screws x4



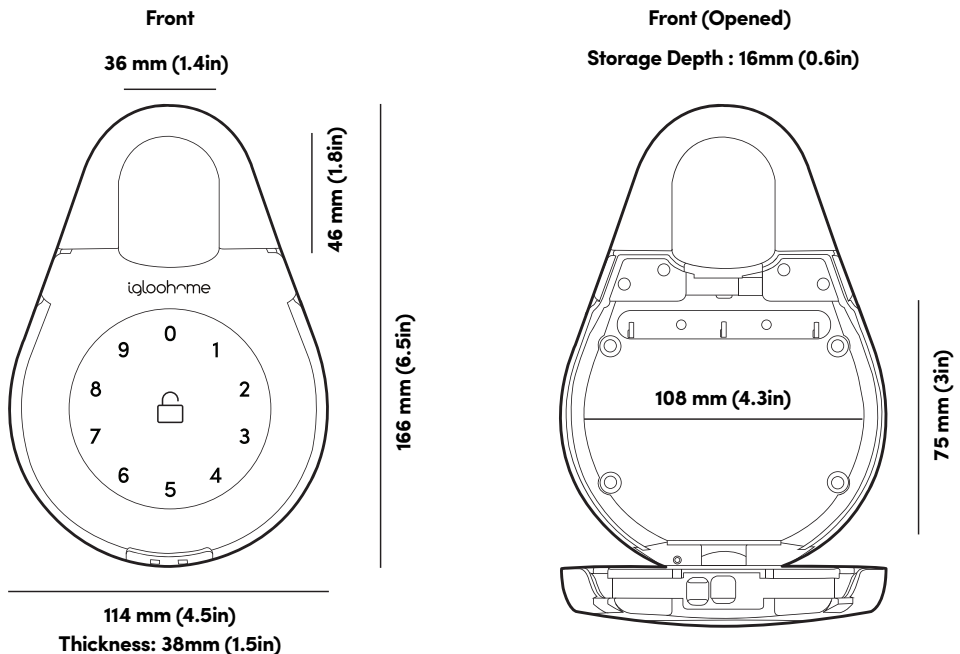
Screws Anchors x4



**Battery Cover
Spare Screws x4**

Specifications

Model	igloohome Smart Keybox 2
Dimensions	114mm (4.5 in) x 116mm (6.5 in) x 38mm (1.5 in)
Inner Shackle Width	36mm (1.4in)
Slim Shackle Inner Width	40mm (1.6in)
Inner Storage Space	108mm (4.3 in) x 75mm (3 in) x 16mm (0.6 in)
Material	Zinc Alloy, ABS, Hardened Steel
Net Weight	1kg (2.2lbs)
Wireless Protocol	Bluetooth 4.0
Current Rating (Standby)	~20uA
Current Rating (Active)	~20mA
Batteries	4 x AAA* (LR03) Alkaline Batteries
Unlock Mechanism	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.

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

PIN / Bluetooth Unlock



Master PIN Code

The igloohome Smart Keybox 2 unlocks with a permanent Master PIN Code.



User PIN Code

The igloohome mobile app can generate 3 types of User Pin codes (One-Time, Permanent or Duration).



Bluetooth Master Key

The igloohome Smart Keybox 2 unlocks with Bluetooth via the app.



Bluetooth Guest Key

The igloohome mobile app can generate and share Bluetooth keys (based on duration) with guests to unlock the Smart Keybox 2.



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.

Note: Multiple phones can log into the same account. To give admin control to another party, you may share with them your login credentials.

Battery



Battery Life

The Keybox 2 can last up to 9 months with 4 x AAA alkaline batteries.



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 Keybox as shown in page 17.



Low Battery Indicator

LED light changes to red light when battery level is low. The battery level can also be monitored on the app and is updated during Bluetooth Unlock.

Features

Security



Security Alarm

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



Decoy Code

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



Automatic Re-lock

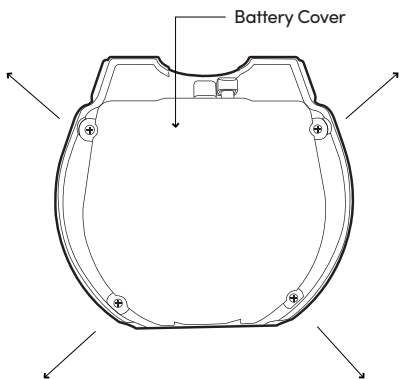
If Keybox is unlocked but remains un-opened for 60 seconds, it will automatically re-lock.

Lock Behaviour

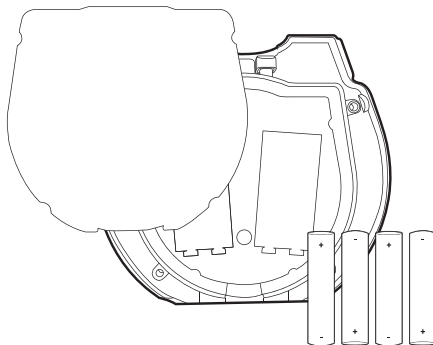
Security Lockout Mode	
Activated by	5 consecutive invalid PIN codes
Disable By	Wait for 5 Minutes or Bluetooth Unlock
Behaviour	Keypad is flickering
Duration	Unresponsive for 5 minutes

Quick Start Guide

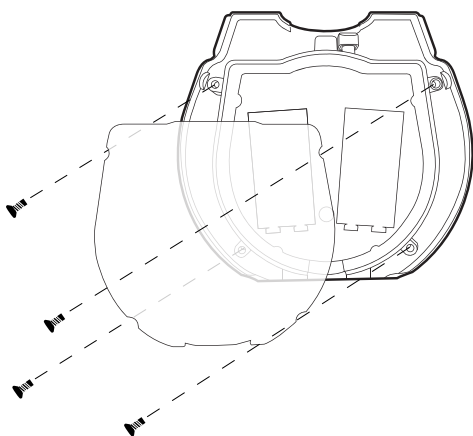
1 Remove 4 screws and battery cover



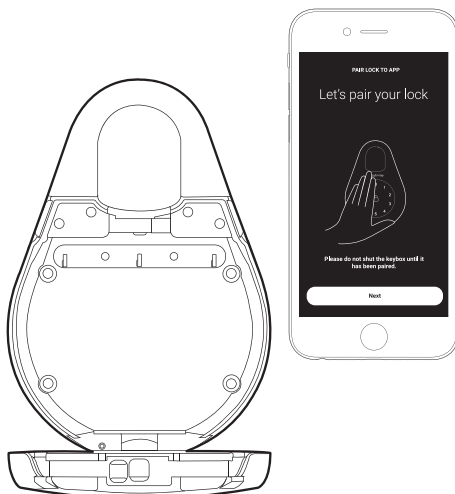
2 Insert AAA Batteries



3 Secure battery cover tightly with 4 screws



4 Leave the Keybox 2 open and pair with the igloohome app. In case the Keybox is closed, enter 1234 to unlock.



Pairing



Download igloohome app
from App Store/Google Play

Register

Register a new
account or,

Log in

Login with an existing
account on app

CHECKLIST

- Lock has not been paired
- The keypad stays awake during pairing
- Turn on your phone's Bluetooth and Internet connection
- Ensure that the Keybox is kept open during pairing

New users

1. Upon **Login** > **Add a new igloohome lock** > **Select your Product** > **Pair Lock to App** > **Next**



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



Current users

1. Go to **Menu** > **Configuration** > **Manage locks** > **Add** > **Select your Product** > Follow **Steps for Pairing Lock To App** > Select **Bluetooth Lock** > **Lock Paired!**



2. Add lock to a new or existing home.

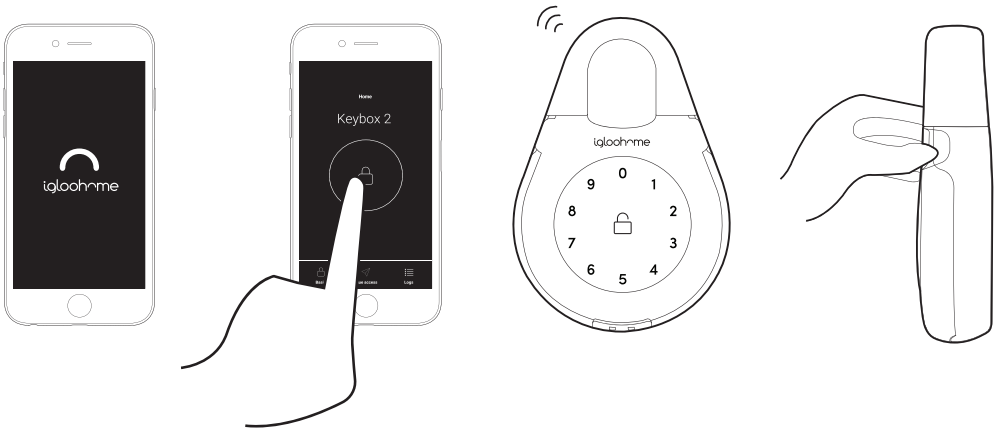
2.1 **Enter your lock name** > Confirm > **Create new home** or **Add lock to existing Home** > Name Your Home > Submit > Successfully Added!



Unlocking

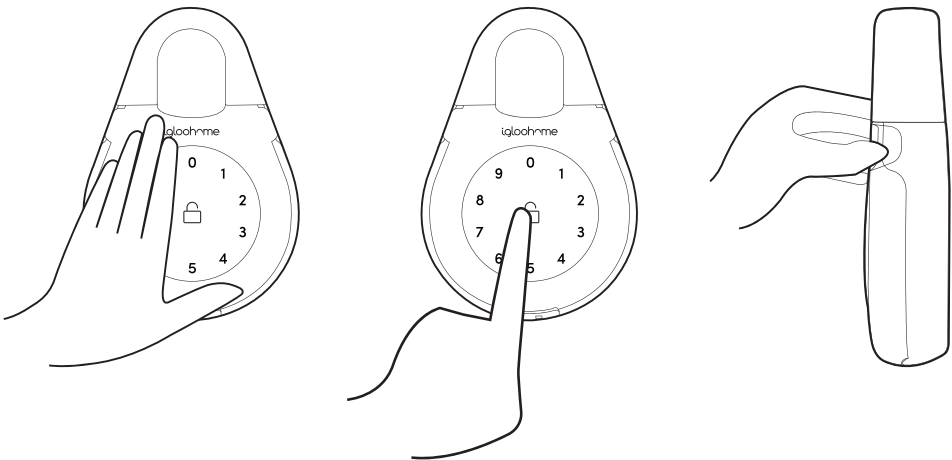
a Bluetooth Unlock

1. Open your igloohome app
2. Tap on the "Bluetooth Unlock" button
3. Wait for a long beep after 1 to 2 seconds
4. Pull the tabs of the side to open the lock (see image below)



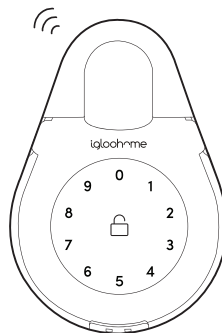
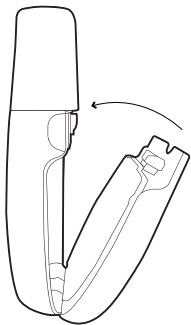
b PIN Code

1. Place your palm over keypad to wake device up
2. Key in a valid PIN code (with or without decoy pins) followed by the "Unlock Icon"
3. Wait for a long beep after 1 to 2 seconds and the LED to go off
4. Pull the tabs of the side to open the lock (see image below)



Locking

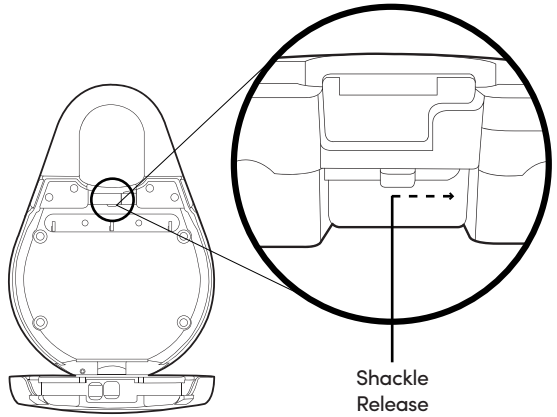
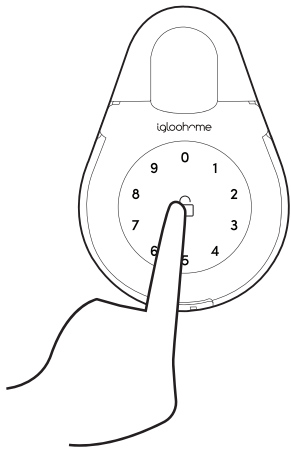
1. Simply close the keybox tightly
2. Wait for a long beep after 1 to 2 seconds



Lock Installation

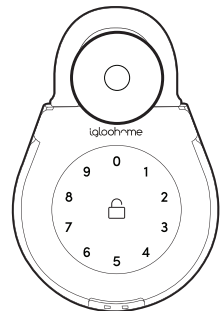
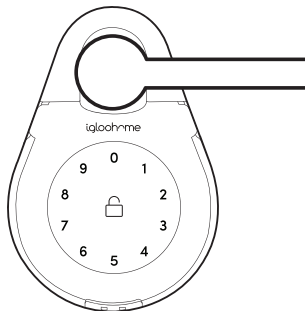
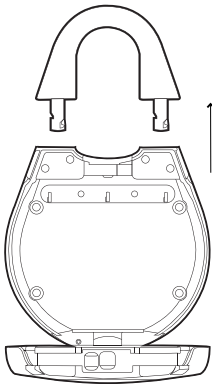
a Secure Keybox on a handle or knob

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
6. Insert the Rubber Studs in the holes



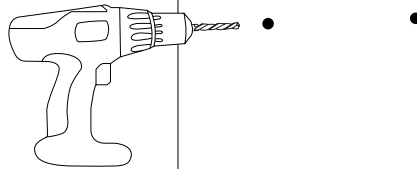
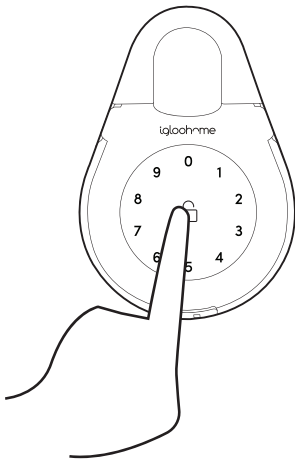
For door handles

For door knobs, use Slim Shackle

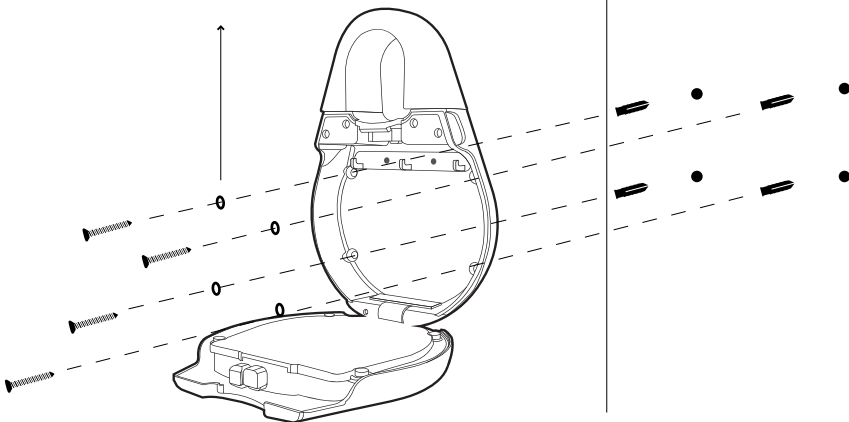


b**Mount on a surface**

1. Unlock the keybox
2. Drill holes on a wall
3. Hammer the screw anchors into the holes
4. Mount the Keybox 2 on the wall with the mounting seal rings and 4 screws



Mounting Seal Rings



Lock Tutorial



- on igloohome App



- on Keybox 2

1 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 PIN Code > >

Enter 7-9 digit PIN

Repeat PIN

**** *

**** *

2 Adding new PIN code



New PIN codes can be added from

Home > Select Lock Name > > > Select PIN Type

PIN Type	Use PIN within*
One-Time PIN	6 hrs of generation
Permanent PIN	24hrs of generation
Duration PIN	24hrs from the start time

One-Time PIN and Permanent PIN will appear under "Active" and Duration PIN will appear either under "Active" or "Pending" section, depending on the start and end time.

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

*PIN code will expire if it is not used by stated time.

3 Edit PIN



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

Press for **2 seconds** > **Key 1 0** 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 for 2 seconds > Key 1 0 > 1234 5678 > 010101 > 010101

* Only active Permanent and Duration PINs can be edited on the Keybox.

Lock Tutorial



- on igloohome App



- on Keybox 2

4

Removing used PIN



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

The PIN code will be removed from your app view.

Note: PINs under the ' ACTIVE ' tab cannot be deleted from the Keybox unless the Keybox is reset. See pg. 15 "Resetting PIN codes" for instructions.

5

View Access Logs



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

6

Bluetooth Key Sharing



Bluetooth sharing allows you to share a Bluetooth Key with other users for mobile access. It allows your guests to unlock the igloohome smart keybox 2 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 >

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 instructions

** 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

Lock Tutorial



- on igloohome App





- on Keybox 2

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 PINs](#)

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

8


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

Open the igloohome app > Menu >  > [Connect With Airbnb](#)

Step 2: Connect to Airbnb listings

Menu >  >  > Select Home to Connect > Select airbnb Listing and PIN Time to associate

Note: Emails with PIN code will be sent to the guest one hour before check-in time. PINs will only be valid between the check-in and check-out times.

Step 3: Change Check-in and Check-out time

Menu >  >  > Select Listing > Listing Details

Note: Changing your check-in/check-out time via the igloohome app affects the validity of the PIN codes shared with your guest. It does not change the check-in/check-out time on your listing on the Airbnb website.

Lock Tutorial



- on igloohome App



- on Keybox 2

9 Disconnect Airbnb



Should you prefer to generate PIN codes for your guests manually, you may disconnect your Airbnb listing from the igloohome home listing.

To do so, go to:


Menu >  > 

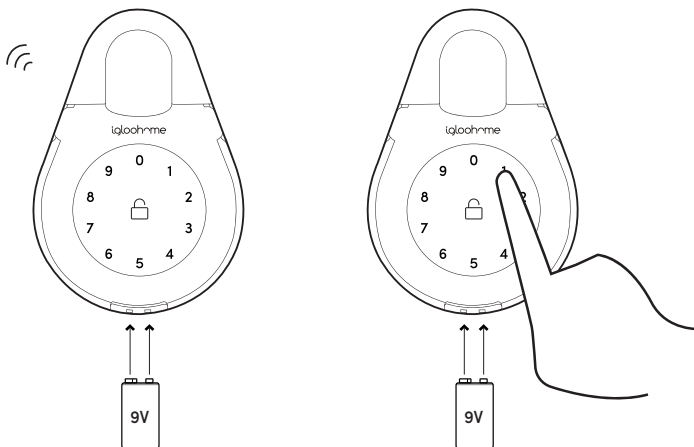
Should you wish to completely disconnect your Airbnb account from your igloohome account, make sure that all your Airbnb listings have been disconnected in the above step, **then go to:**

Go to **Airbnb Host Website** > Connected Apps > Select igloohome to disconnect

10 9V Jumpstart Feature



1. Touch and hold the battery contacts against the 9V jumpstart pin on the lock and you will hear a series of beeps
2. While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by  to unlock



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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Keypad is flickering

- The Keybox is low in battery. Switch to a new set of batteries
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Keypad lights up on touch but does not beep

- Check if the Keybox is in security lockout mode (See Pg. 7)

Lock is not working when battery level is not 100%

- Do a Bluetooth Key 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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

** 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
- Ensure that your Keybox has not been placed outdoors / exposed to weather elements

Re-lock is not working

- Check battery level of the lock
- Ensure you have installed the battery cover correctly
- Ensure 9V contact points are not damaged

Changing Batteries

- To open the battery compartment, unlock the keybox and twist the battery cover clockwise to loosen
- Replace all 4 batteries, and put the battery cover back on by twisting counterclockwise

For enquiries go to:
igloohome.co/support