Installers & User guide **Push-Pull Mortise.**

igloohome

Welcome!

This guide will get you up and running with your igloohome Push-Pull Mortise. In the meantime, you should follow igloohome on Facebook and Youtube!
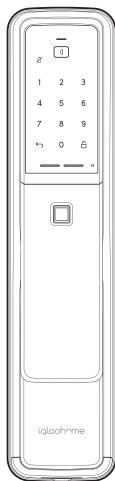
f **Like us on Facebook**

▶ **Visit our Youtube**

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Front Assembly

Back Assembly
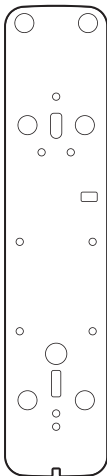
Back Plate
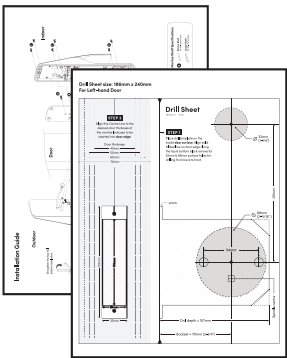
Drill Sheet & Installation Guide
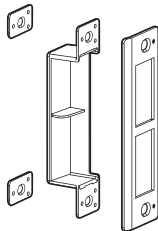
Strike Plates ①
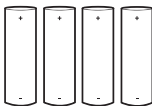
AA Batteries x4

RFID Tags x2

RFID Stickers x2

Screws

X 4
X 4
X 4
X 6
X 4
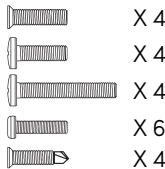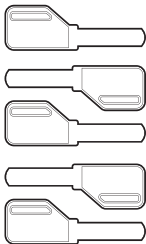
5 Physical Keys
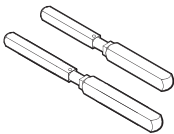
Mortise Shafts ②
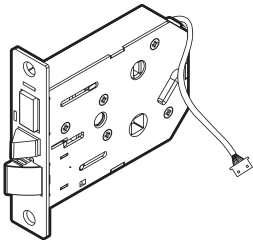
Mortise Assembly

Note: 1. For door frames with thickness of 40mm and above, it is recommended to use the strike plate with an extended curved lip;
2. For doors with thickness of 40mm – 50mm, please use the shorter shaft; for doors with thickness of 50mm – 70mm, please user the longer shaft.

Specifications

Model	igloohome Push-Pull Mortise
Battery Type	4 x AA* Alkaline
Battery Life	Up to 10 months
Emergency Power	9V Alkaline Battery
Operation Temp	–25°C to 55°C
IP Rating	IP54
Material	Zinc Alloy, ABS, Acrylic
Weight	Net: 3.9kg, Gross: 4.7kg
Unlock Methods	Fingerprint, Bluetooth, PIN Code, RFID Tags, RFID Stickers, Multi-Function Button, Handle, Physical Keys

Front   **Side**   **Back**

360mm (14.17")   360mm (14.17")

82mm (2.23")   71mm (2.80")   71.2mm (2.80")   82mm (2.23")
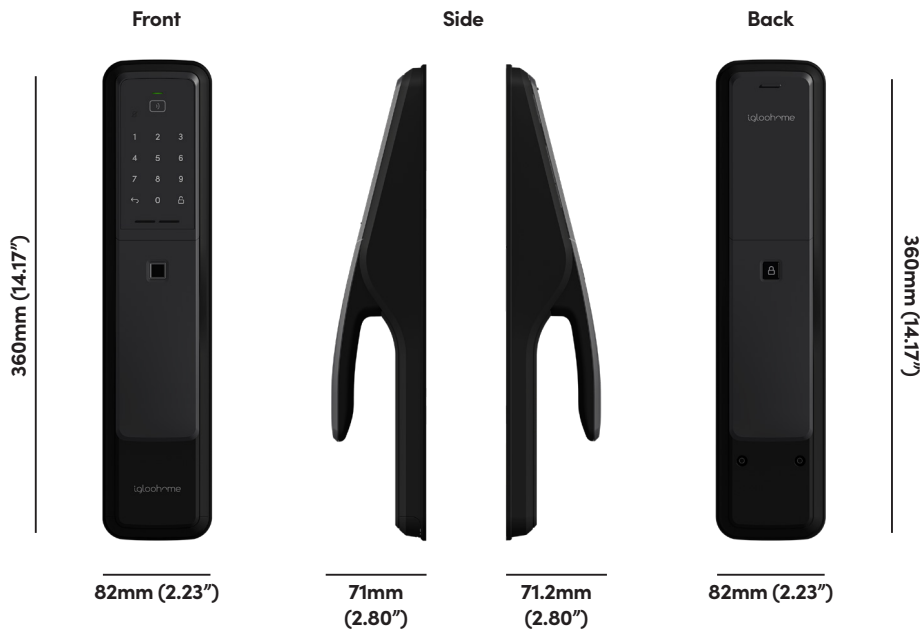
* **DO NOT USE:** Heavy Duty, Eveready, GP, or rechargeable batteries. Duracell, Energizer and Panasonic alkaline batteries recommended. Please note that using better batteries will improve the performance and lifespan of the lock.

Installation Guide
Requirements

Door Thickness

73mm
(2.87")

40mm–70mm
(1.57" – 2.75")

Clearance

10 mm
(0.39")

>360 mm (13.97")

10 mm
(0.39")
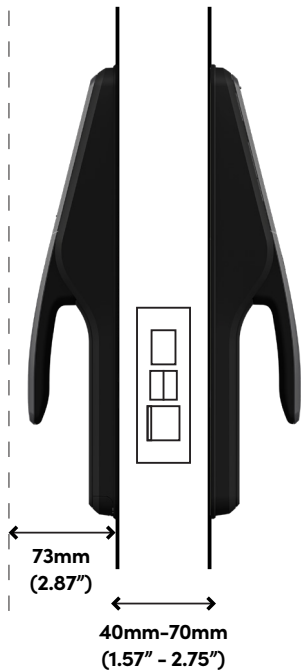
>190mm (7.48")
(with handle)
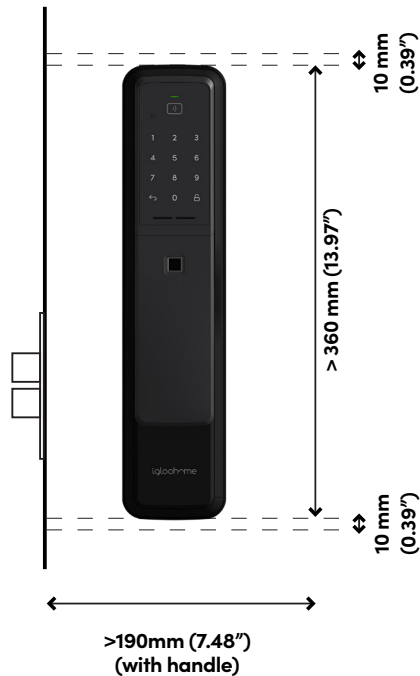
Mortise Assembly Length

Dead bolt

Sensor Latch

Latch bolt

Cable

120mm (including 10mm for the wire)
(0.39")
(4.72")
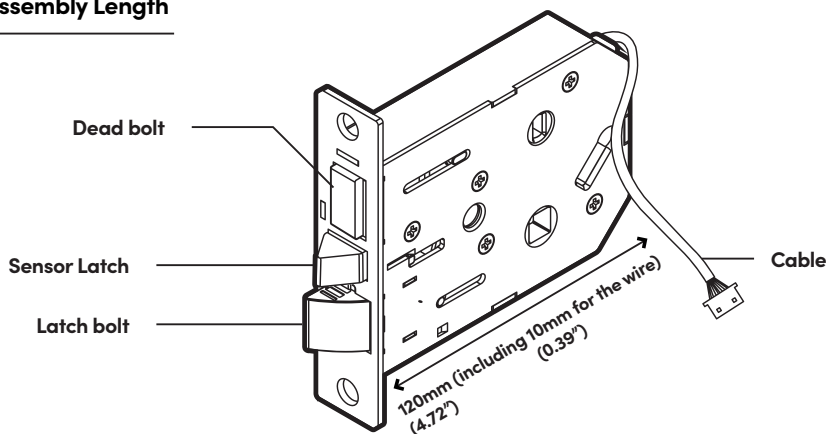
Screen Specifications

- **20mm (0.78")** Ⓐ ‖‖‖‖‖‖‖— **X 4**

- **20mm (0.78")** Ⓑ ‖‖‖‖‖‖‖‖— **X 4** ——————————— For doors with thickness 40 – 50mm (1.57" – 1.98")

- **45mm (1.77")** ‖‖‖‖‖‖‖‖‖‖‖‖‖— **X 4** ——————— For doors with thickness 50 – 70mm (1.98" – 2.75")

- **20mm (0.78")** Ⓒ ‖‖‖‖‖‖— **X 6**

- **20mm (0.78")** Ⓓ ‖‖‖‖‖‖‖▷ **X 4**

Door Type

Left Hand Installation

Hinge

Outside
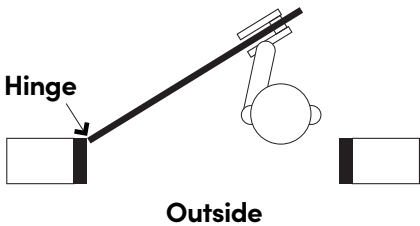
Note: Hinge is on your left.

Right Hand Installation

Hinge

Outside
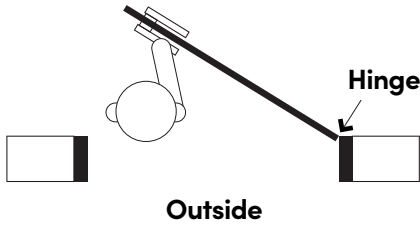
Note: Hinge is on your right.

Preparing the Door

Items needed:
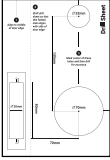
Drill Sheet

Drill

32mm (1.25″) Hole Saw

68mm (2.70″) Hole Saw
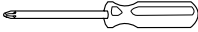
#2 Phillips Screw Driver

20mm (0.78″) Spade Bit
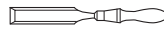
20mm (0.78″) Chisel
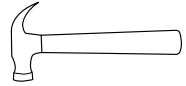
Hammer

Recommended
Door and door frame material : **Wood**
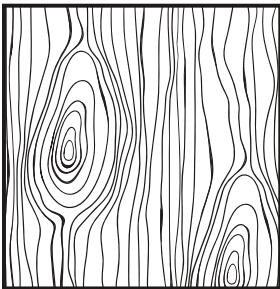
Recommended
Gap between door and door frame: **<3mm (0.01″)**
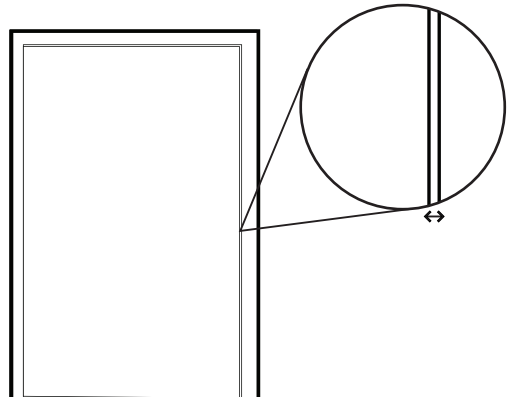
⚠️ *Note: Not for metal gates, glass doors or sliding doors.*
If you are unsure if your door is suitable, send us web links to your door pictures to support@igloohome.co

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
(0.0079" – 0.01")**

120mm (4.72")

Drill Sheet

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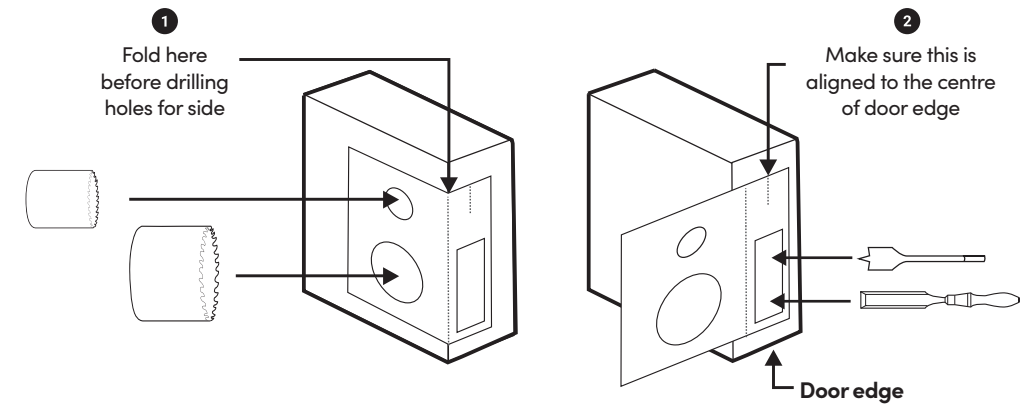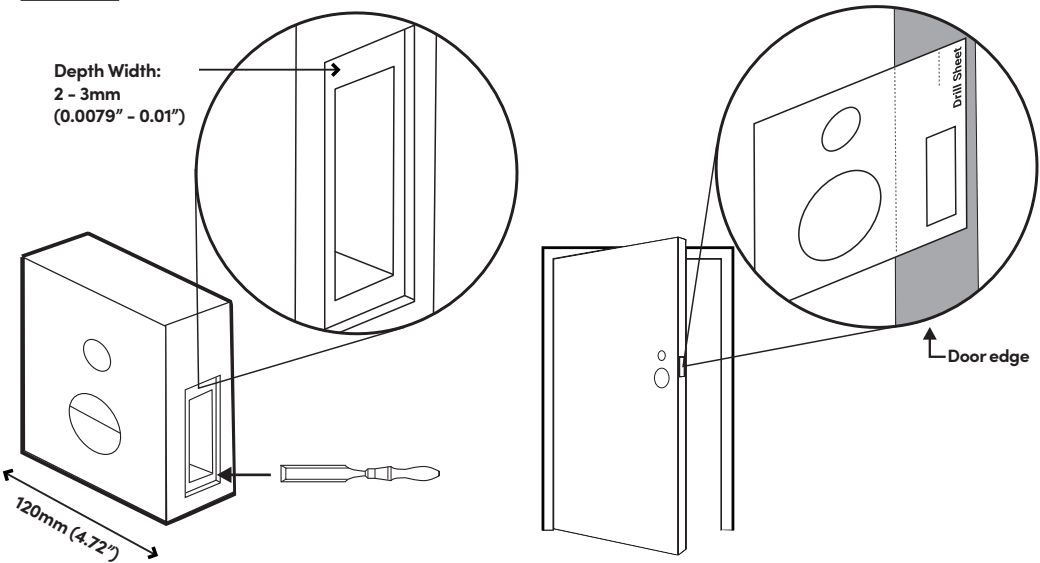
⚠ Mark the center of the holes and then drill for accuracy.

Installation Instructions

1 Determine if your door swings inwards or outwards and adjust the PUSH-PULL setting on the front and back assemblies accordingly.

Rear of Front Assembly   Rear of Back Assembly
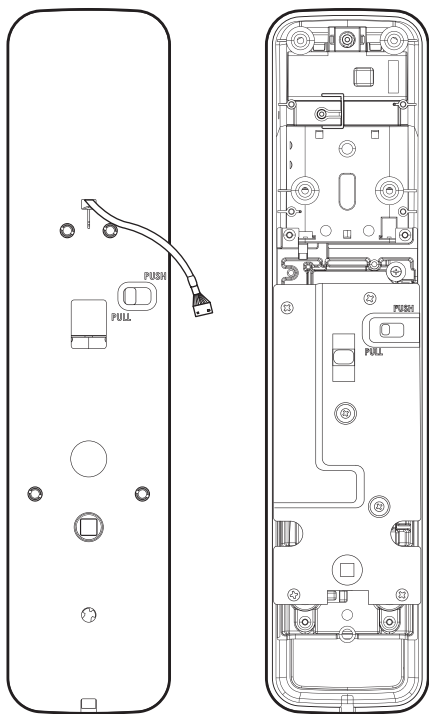
From the outside, if the door swings OUTWARDS towards you
• Front Assembly – set to PULL
• Back Assembly – set to PUSH

Front Assembly   **Back Assembly**
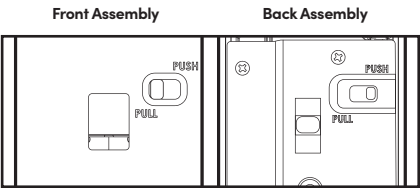
From the outside, if the door swings INWARDS away from you
• Front Assembly – set to PUSH
• Back Assembly – set to PULL

Front Assembly   **Back Assembly**
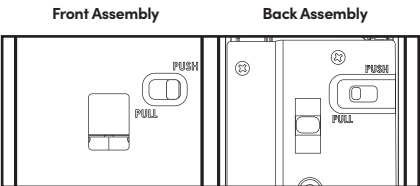
2 Cut the key cylinder accordingly for different door thickness.

Door Thickness (mm)	Notch to Snap*
40 – 45	10mm (from the end)
45 – 50	5mm (from the end)
50 – 55	NA
55 – 70	NA

10mm
5mm
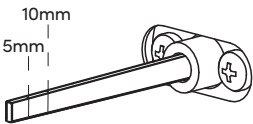
* The notch to snap serves as guideline only and might change depending on actual door conditions.*

3 Install Mortise

Flat side of the latch faces in

Inside

Screws

Ⓐ 20mm
(0.78")

Mortise Shaft

Ⓐ

Ⓐ

4 Install Outer Body

Check the PULL/PUSH toggle
switch before installation.
- left : Pull (Out-swing)
- Right : Push (In-swing)

PUSH

PULL

Install the key cylinder of the
outdoor unit correctly against
the mortise installed on the door.

Ⓓ

Ⓑ

Ⓓ

Ⓑ

Ⓓ

Screws

Ⓑ 20mm
(0.78")

Ⓓ 20mm
(0.78")

5 Connecting Cable

Outdoor unit
cable
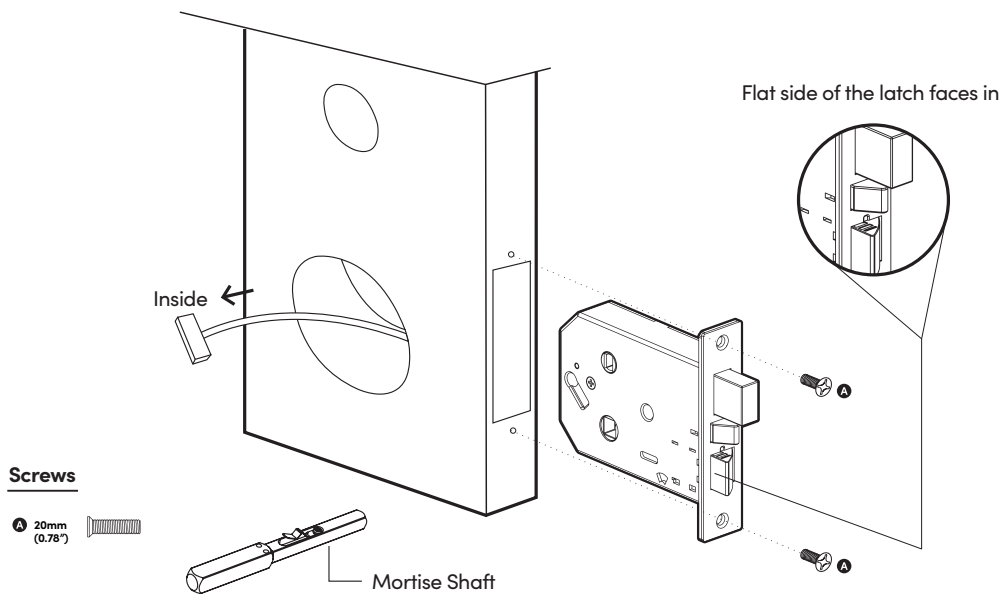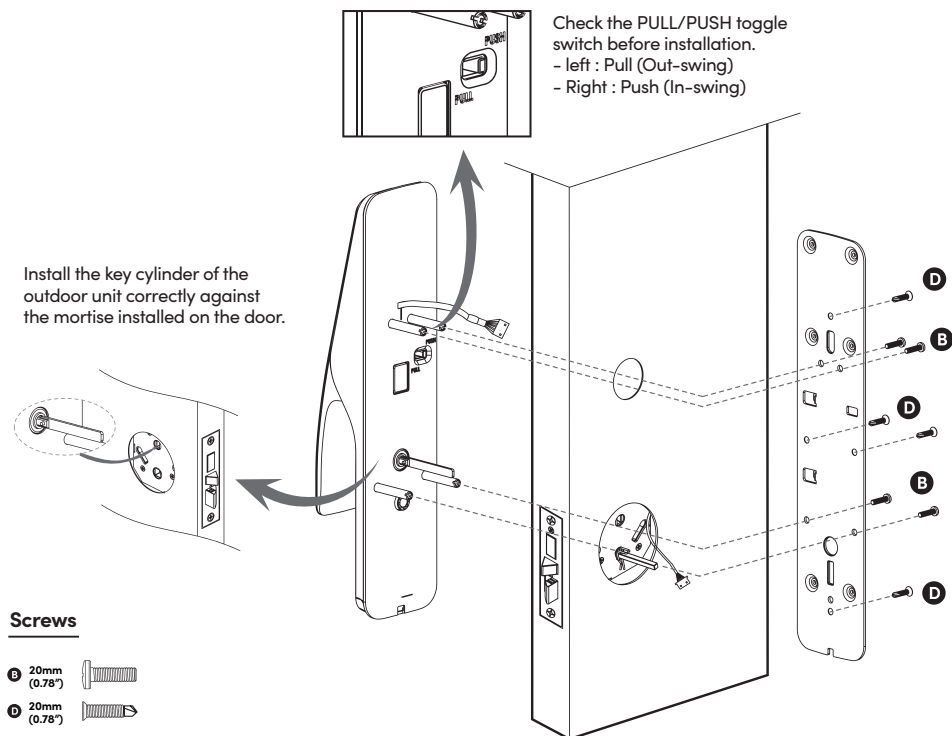
Mortise cable
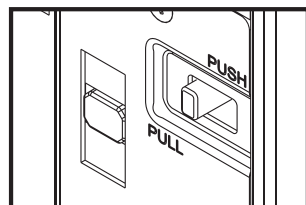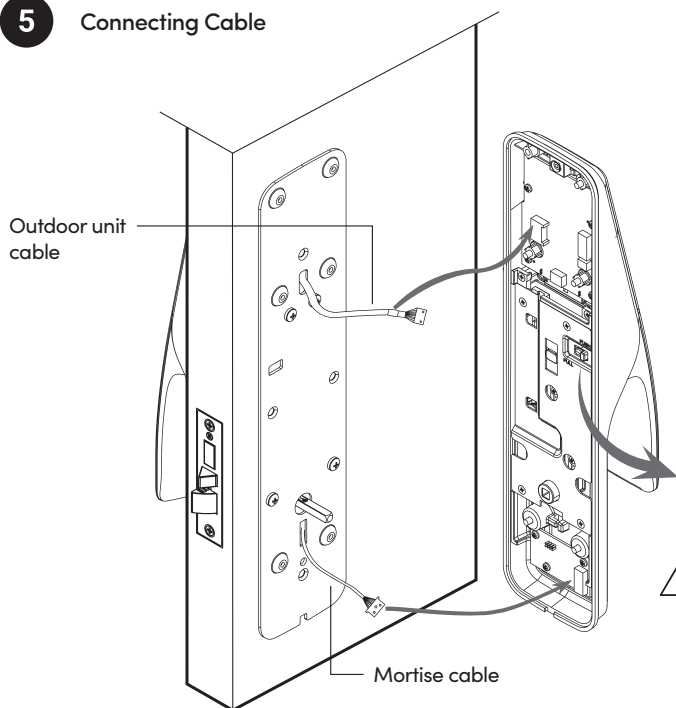
⚠ *The toggle switch must be the
opposite from the outdoor body.*

PUSH
PULL

6 Install Inner Body

C

C

C
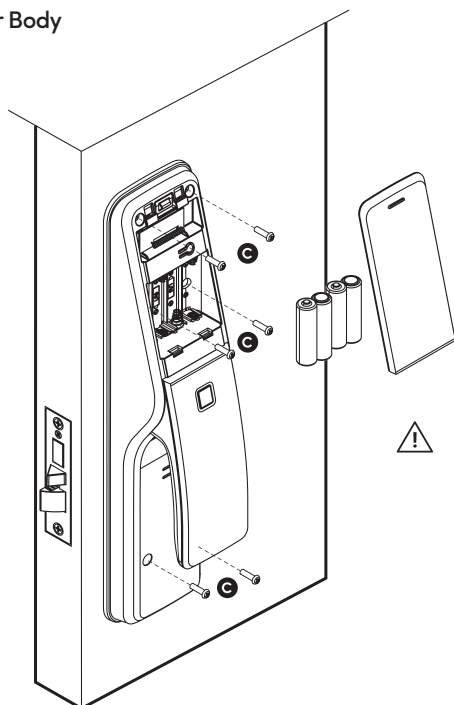
⚠ *Be aware not to damage
the cables during installation.*

Screws

C 20mm
(0.78")
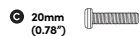
7 **Install Striker on the door frame.**
Ensure to chisel appropriately to the correct measurements.

Dust Box

Striker

A

A

Screws

A 15mm
(0.23")
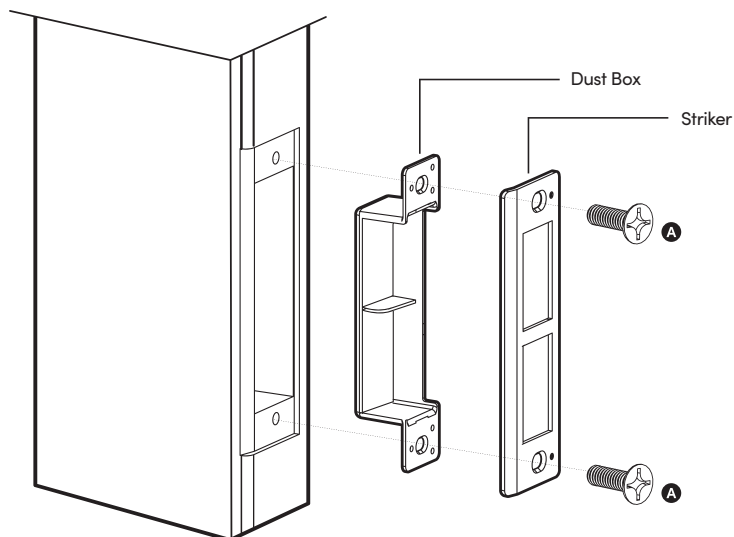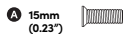
Installation Confirmation

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

Inner Body

LED Indicator

Low Battery
Indicator

RFID Reader

Touch Screen
Keypad

Unlock

Battery Cover

9V Jumpstart

Multi-Function
Button

Fingerprint
Reader

Outer Handle

Inner Handle

Clear

Emergency
Keyhole*
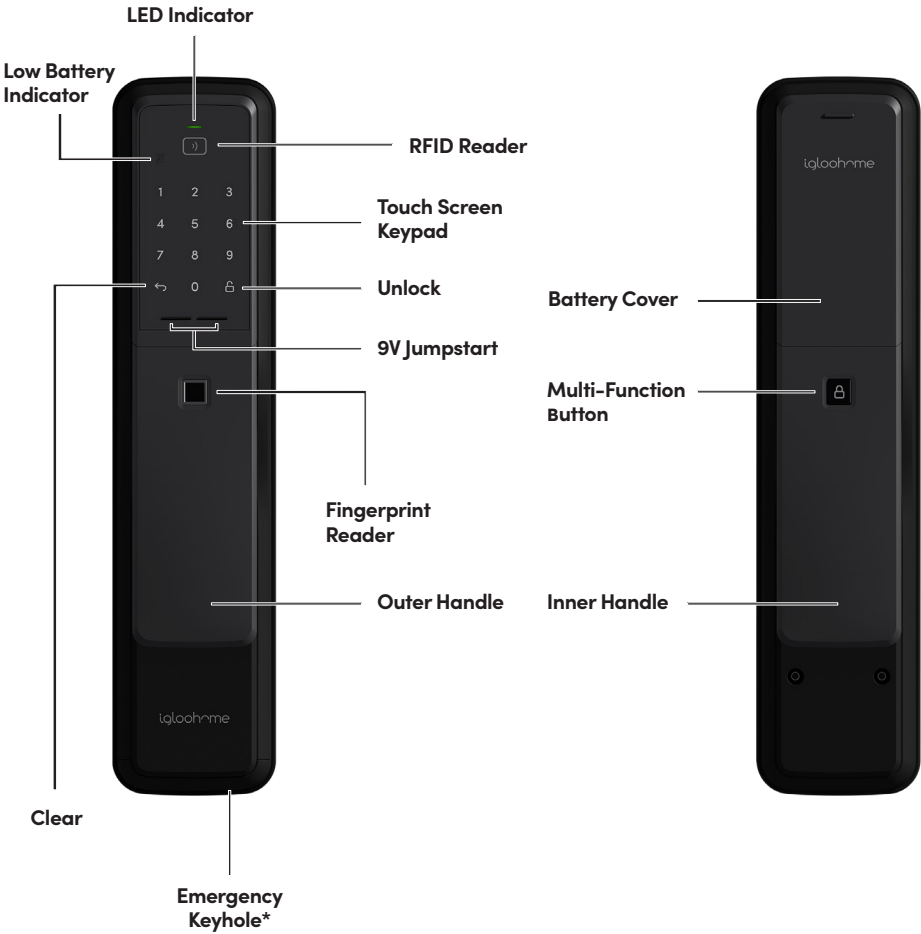
⚠ *Note: Please remove the bottom cover to access keyhole*

Features

PIN / Bluetooth / Fingerprint / RFID Unlock

Master PIN Code

The igloohome Mortise unlocks with a permanent Master PIN Code.

User PIN Code

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

Fingerprint

The igloohome Mortise is able to register up to 100 fingerprints.

Bluetooth Master Key

The igloohome Mortise unlocks with Bluetooth via the app.

Bluetooth Guest Key

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

RFID

The igloohome Mortise is able to register up to 100 key cards.

Lock

Auto Re-lock

The igloohome Mortise relocks automatically when door is closed. User can configure the delay or deactivate relock if they prefer to. Do note that function will only work when Sensor is installed.

Manual Re-lock

User can press and hold the "unlock" icon on the keypad to manually lock the Mortise.

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 less than 20%), a low battery indicator will appear on the keypad, and the red LED will pulse along with short beeps when the mortise locks or unlocks. 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.

Features

Security / Alarms

Tamper Alarm

The lock will sound if intruders try to pry the lock from the door.

Passage Mode

Activate Passage mode via the Multi-Function Button or turning auto relock off via Bluetooth. Refer to Page 23.

Security Lockout

Be assured with an additional layer of security with the keypad lockout if the keypad is being tampered. User can configure number of incorrect attempts to trigger lockout.

Intrusion Alarm

The lock will sound off if intruders force open the door when the bolt is still locked.

Safety Handle Function

To prevent children / pets from accidentally unlocking the door from inside via the handle, user can turn the safety handle function toggle to its vertical position to activate this function.

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 unlock by pressing the Multi-Function 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.

Masking Security Code

Enter random digits before your PIN Code to reduce risk of intruders checking fingerprints.

Others

Volume Control

There are 6 volume levels, including mute.

Quiet Unlock

Mute audio indicators while unlocking for quieter access to prevent disturbance.

Unlocking from the Outside

a   **Fingerprint**

1. Place your registered fingerprint on the scanner
2. The status indicator will flash green twice with 4 short ascending tones once unlocked.
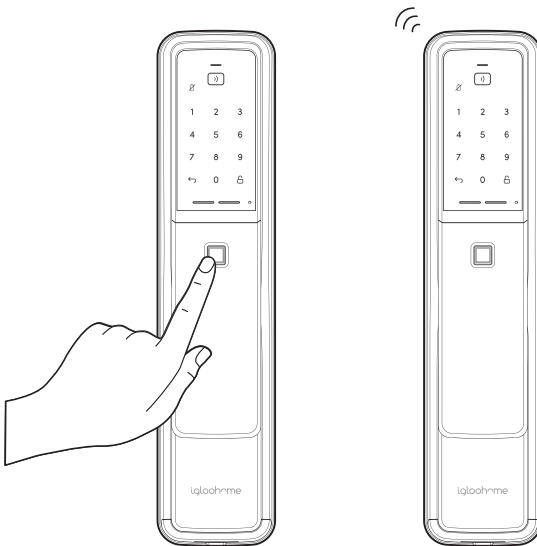
b   **Bluetooth**

1. Open your igloohome app
2. Tap on the "Bluetooth Unlock" button
3. The status indicator will flash green twice with 4 short ascending tones once unlocked.
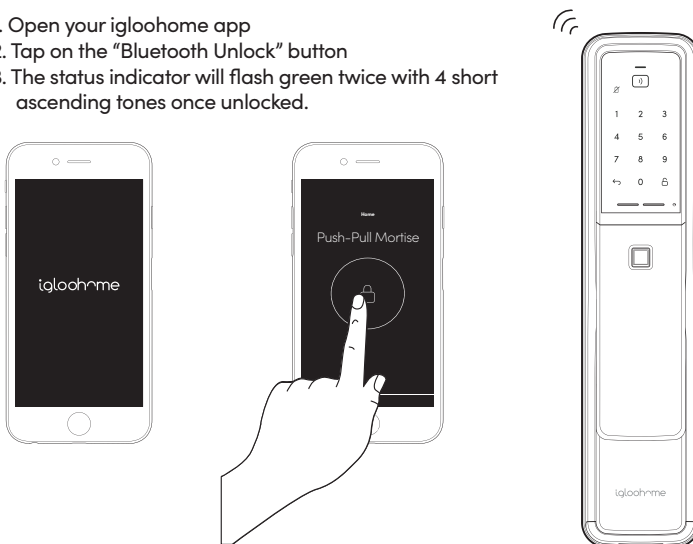
c **PIN Code**

1. Press any button on the keypad to wake device up
2. Key in a valid PIN code (with or without masking pins) followed by the "Unlock Icon"
3. The status indicator will flash green twice with 4 short ascending tones once unlocked.
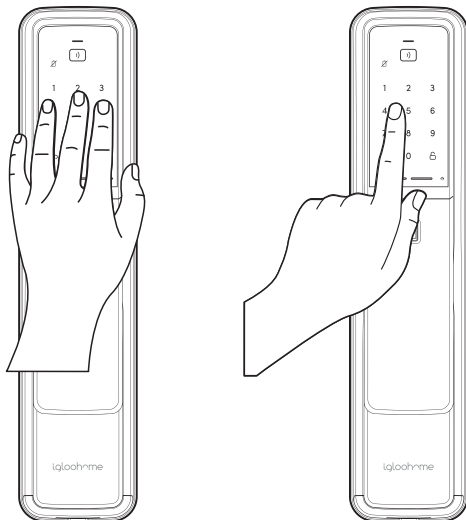
d **RFID**

1. Hold the registered card and move it closer towards the "RFID icon" on the top of the Mortise
2. The status indicator will flash green twice with 4 short ascending tone once unlocked.
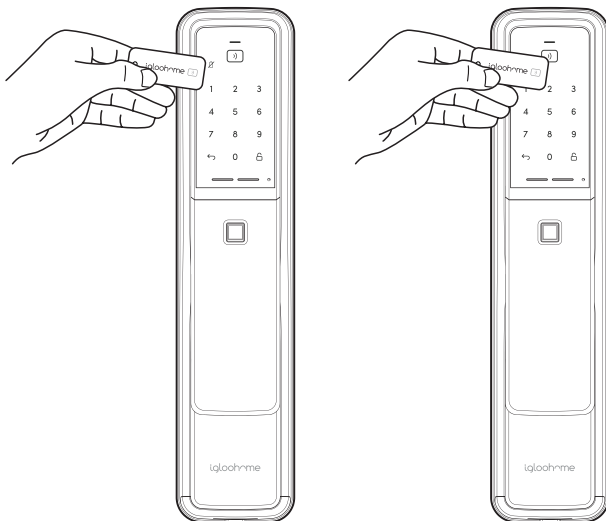
e **Quiet Unlock**

1. Press the "Unlock" button on the keypad
2. Use any registered fingerprint, RFID or valid pin
3. The lock will unlock quietly without any audio indicators.
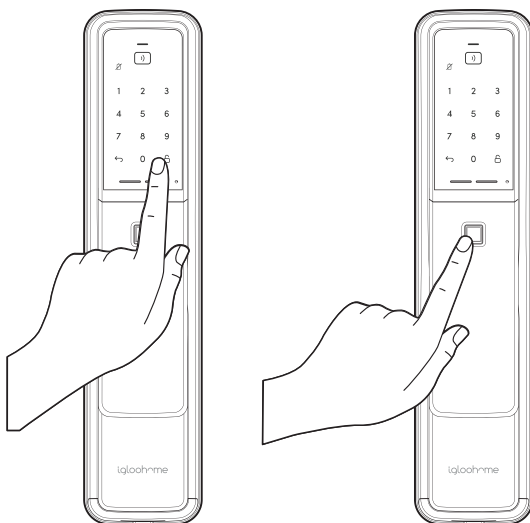
*When the door locks next, it will also lock quietly without any audio indicators.
After that, audio indicators will resume unless "Quiet Unlock" is performed again.

f **Physical key**

1. Pull the bottom cover downwards to reveal the keyhole.
2. Insert the physical key and turn to unlock.

Bottom View

Pull Downwards

Insert the
Physical key
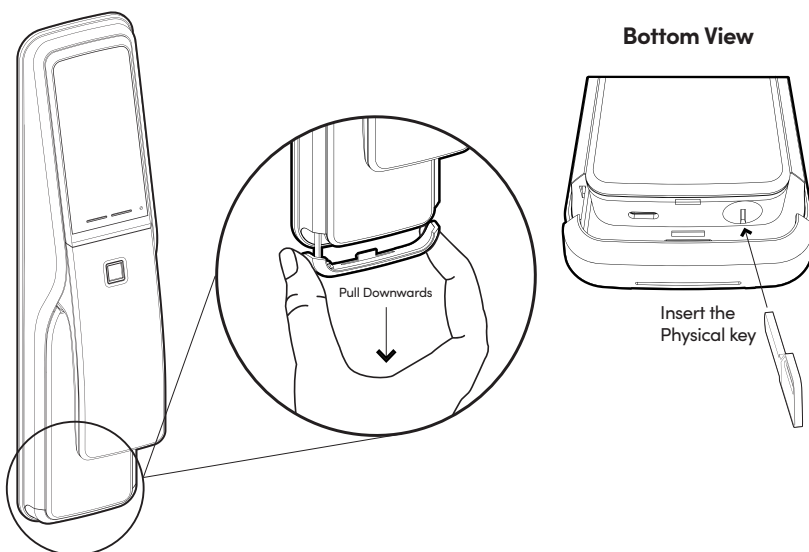
Unlocking from the Inside

a **Handle**

Unlock by pulling/pushing the handle.

Pull

Push
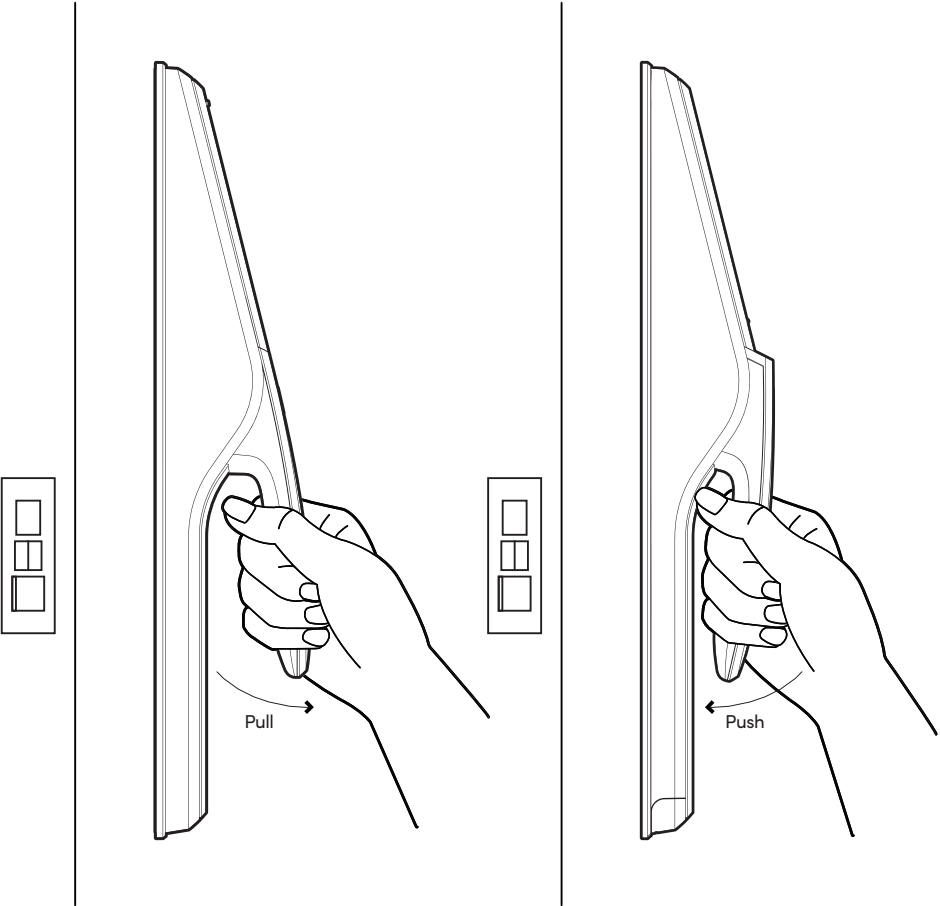
b **Multi-Function Button**

Press the Multi-Function button to unlock.
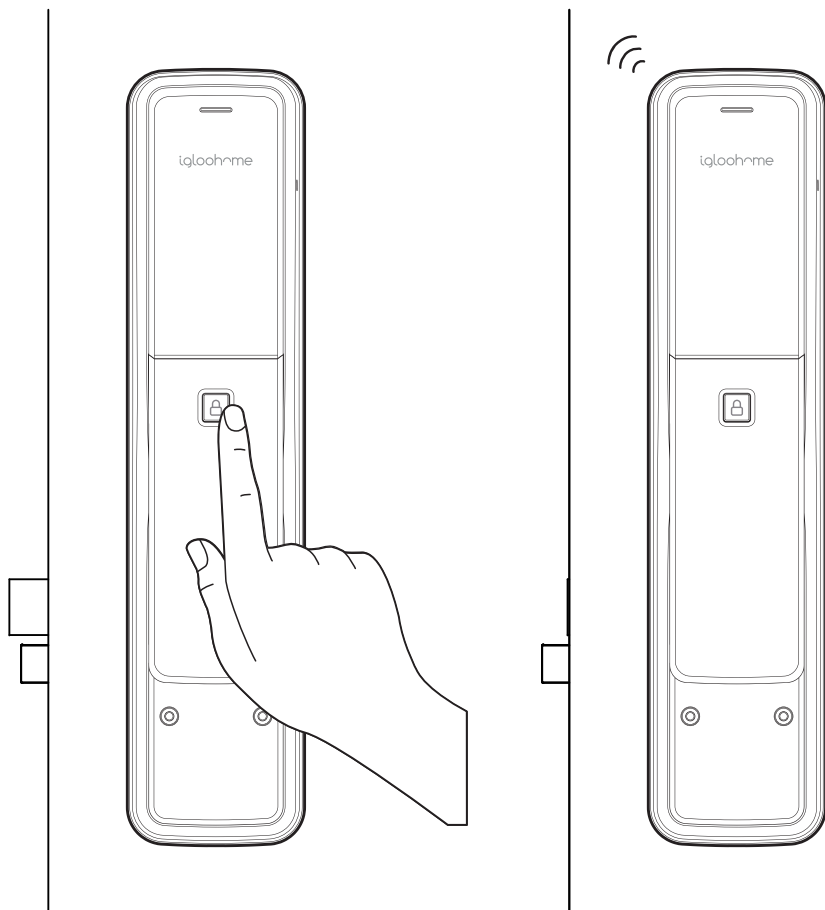
Locking from the Outside

a   **Auto Relock**

The igloohome Mortise relocks automatically when door is closed. User can configure the delay or deactivate* relock if they prefer to.

b   **Manual Relock**

Press and hold the Unlock icon on the bottom right of the keypad for 2 seconds until the status indicator will show green with a long beep.

Note: Used when Auto Relock is "Off"
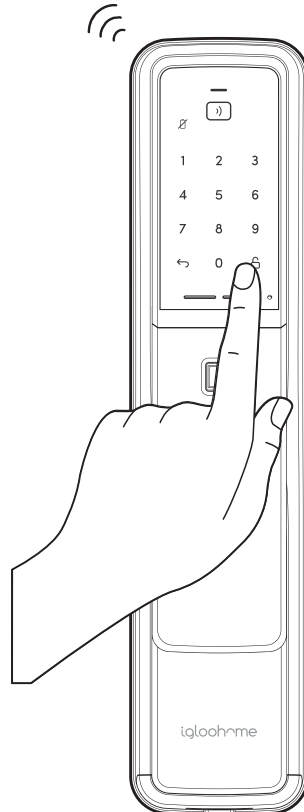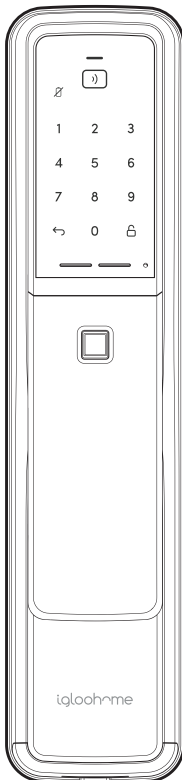
Even if auto-relock is disabled, as a security feature, the mortise will still lock after 30s if it is unlocked using the multi-function button/ BT unlock and door is not opened.

Locking from the Inside

a **Multi-Function Button**

In the case that auto-relock function is disabled or does not work, after closing the door, user can alternatively press the Multi-Function Button to manually lock the Mortise from the inside.
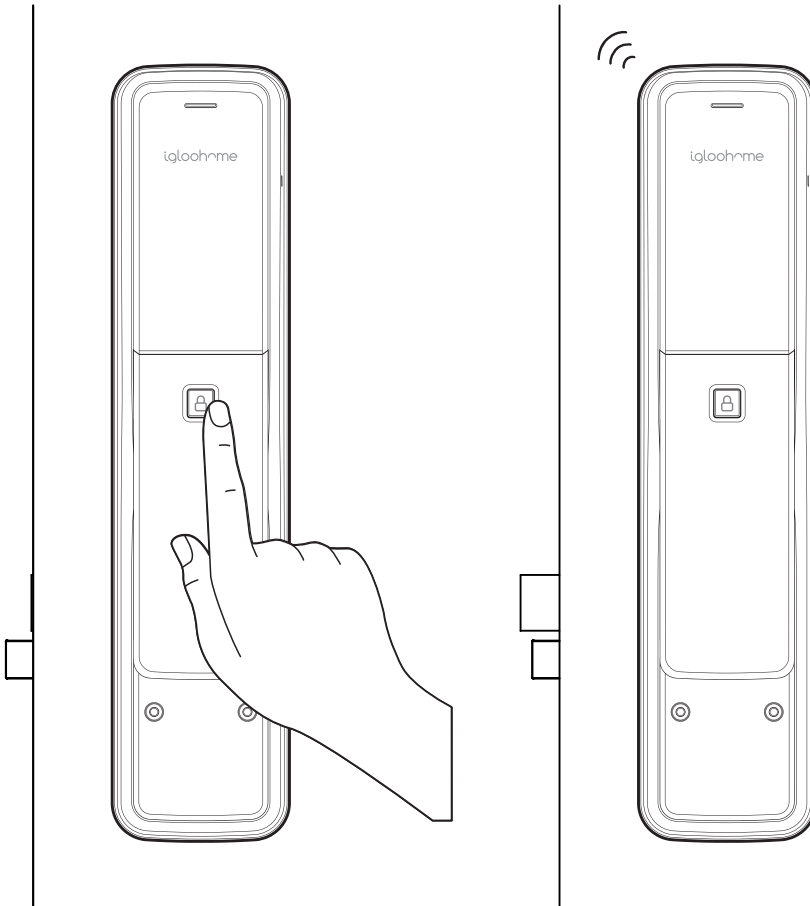
⚠️ The multi-function button will only rotate for door thickness less than 55mm.

Child & Pet Safety Function

a **Activate**

1. The function is deactivated by default.
2. To activate it, push the safety toggle to the right.
3. The Mortise now cannot be unlocked from the inside using the handle.

Push Right
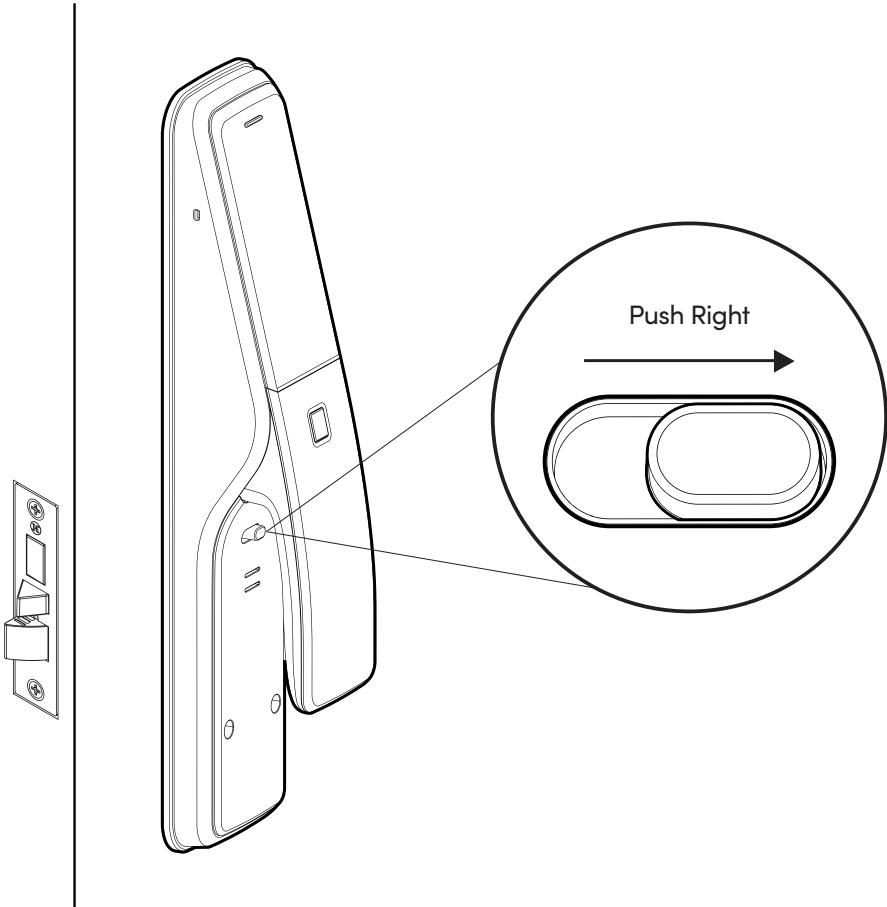
1. To deactivate the function, simply push the safety toggle towards the left.
2. The Mortise can now be unlocked from the inside using the handle.

Push Left
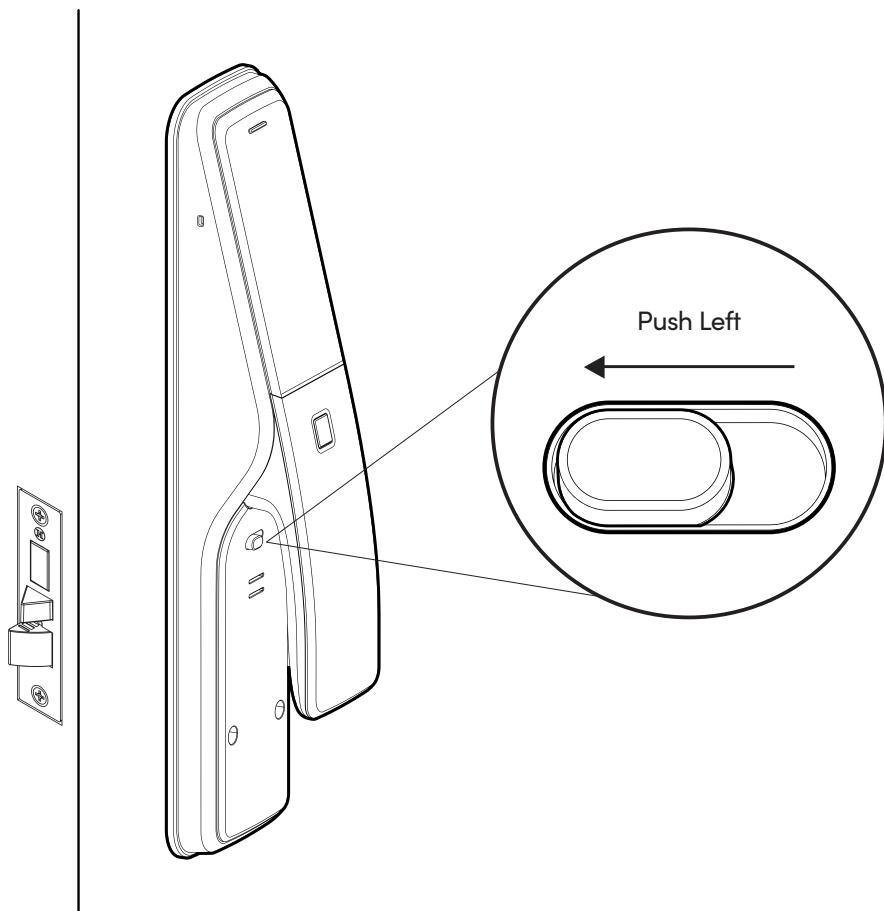
App Onboarding

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 **[Add Lock]** and follow the instructions.
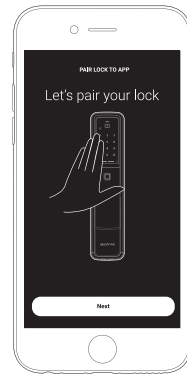
4 ## Setting Master PIN code

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 **[+Access]** and choose either One-Time, Permanent, Duration PIN or Recurring 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	24 hrs of generation
Permanent PIN	24hrs of generation
Duration PIN	24hrs from the start time
Recurring PIN	24hrs from the start time

Note: Duration PIN code end times can be customised within a 28-day timeframe. Past this timeframe, the end time will automatically be configured to 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

1. Under **[Access]**, create **[+Access]** and choose **[Bluetooth Key]** under **[Access Type]**. Proceed to share the key after it is created.
2. Guest receives the Bluetooth Key by one of these methods:
   - Clicking the URL given and follow the instructions.
   - Claiming Bluetooth Key under **[Configuration]**.
3. Guest can now use the Bluetooth Key under the Guest Bluetooth Key Section whenever he/she 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.

Managing Access in App

3 ## Adding Key Card

1. Under **[Access]**, select **[+Access]** followed by **[Keycard]**.

2. Wait until the confirmation of the lock by an audio indicator (long beep).

3. Tap key card(s) on the lock to add and then rename the key card(s) on the App right away.

4. Follow instructions on the app and select **[Done]** to complete the process.

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4 ## Adding Fingerprint

1.   Under **[Access]**, select **[+Access]** followed by **[Fingerprint]**

2.   Read the instructions on the app, click next and name your fingerprint

3.   Place the desired finger on the scanner at least three times as instructed by the app

4.   Once successfully added, there will be 4 ascending tones.

5.   Select **[Done]** on the app to complete the process

9V Jumpstart

1 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 and the keypad will light up if the batteries are fully drained.

2. While holding the 9V battery to the jumpstart, key in your PIN code on the keypad followed by the 'Unlock' icon

⚠ Please ensure terminals of the 9V battery are in proper contact with the contact points on the lock.
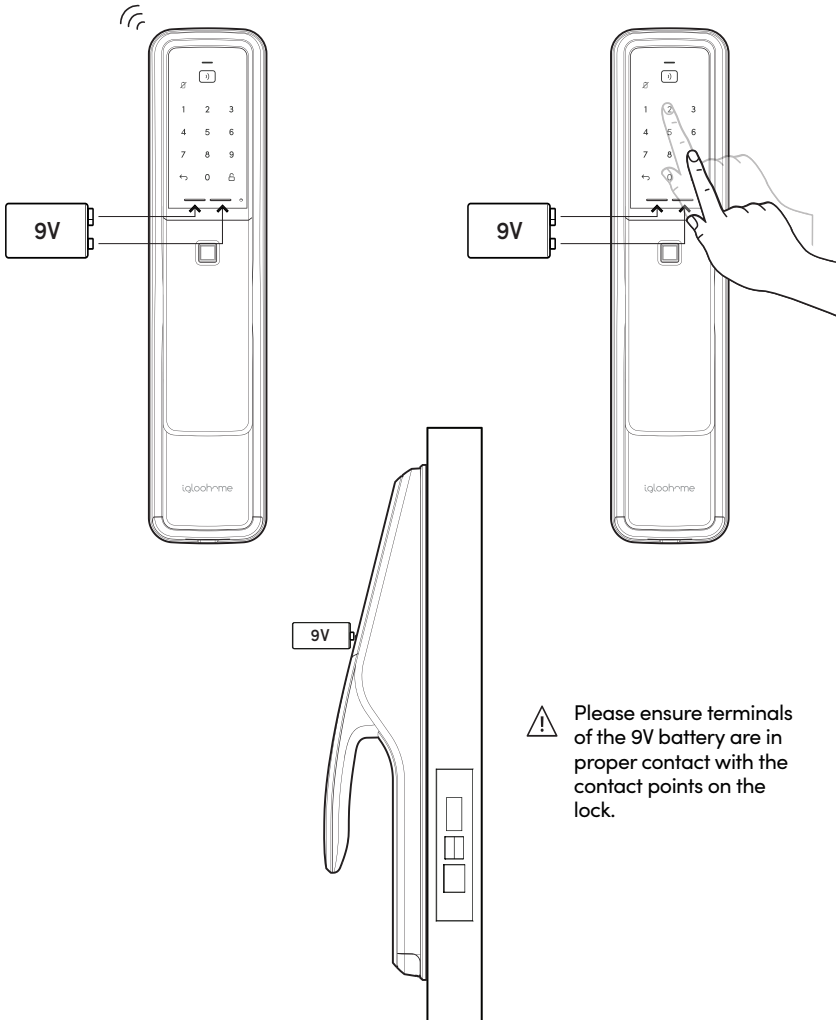
Changing Batteries

1 **Push the battery cover upwards to remove it.**
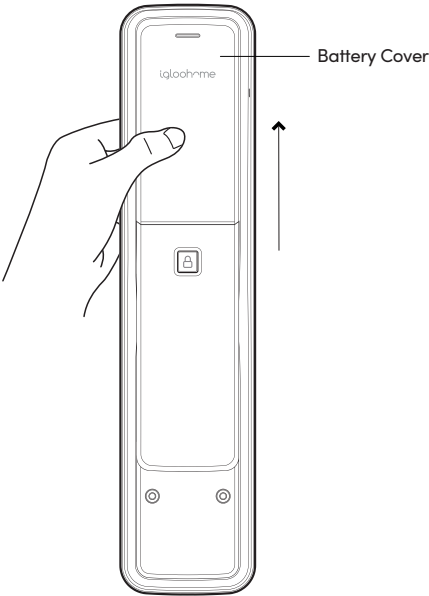
Battery Cover

2 **Insert AA Batteries**
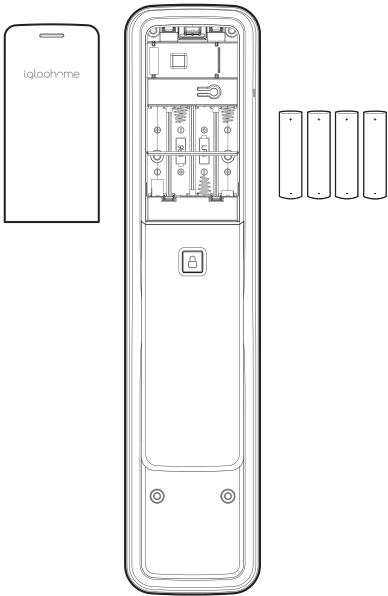
3 **Secure battery cover tightly by pushing it downwards.**
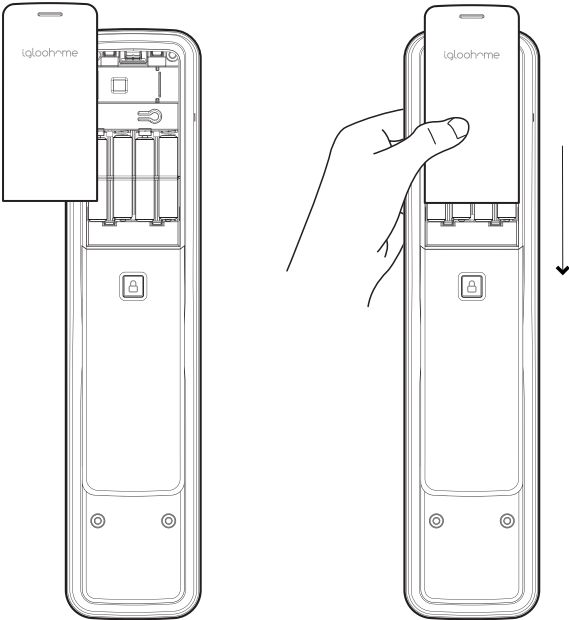
Lock Behaviour

1 Security Lockout

After several incorrect PIN code, RFID or Fingerprint attempts, the corresponding entry method will be locked out and the security alarm will be triggered.

Note: Bluetooth, multi-function button, handle and physical key, and any other unlocking methods aside from the one locked out can be used to unlock in this mode

	Security Lockout
Triggered by	5 consecutive invalid PIN or RFID or Fingerprint attempts by default (Configurable via Bluetooth)
Disabled By	After 1 / 5 / 10 Minutes or Any other unlocking methods
Behaviour	If keypad is disabled – single flash when keypad is triggered If RFID is disabled – RFID reader will not read any RFID cards If fingeprint is disabled – Fingerprint module will not flip open to read fingerprints
Duration	Please refer to table below.

Triggered	Security Alarm	Security Lockout
1st Time	30 Sec	1 Min
2nd Time	60 Sec	5 Min
3rd and Consecutive Time	90 Sec	10 Min

2 **Keypad Disabled Mode**

Keypad Disabled Mode prevents others from using PIN code, RFID tag/stickers and Fingerprints to unlock when you are inside the property. It can be activated when the mortise is locked.

Note: Bluetooth, Multi-Function Button, Handle and Physical Key can be used to unlock in this mode.

3 **Passage Mode**

Passage Mode enables you to have easy access during high human traffic flow by deactivating auto relock. It can be activated when the mortise is unlocked.

Method 1: Turn off auto relock under lock settings via Bluetooth
Method 2: Holding on to the Multi-Function Button

	Keypad Disabled Mode & Passage Mode
Activated by	Holding on to the Multi-Function Button until 3 short ascending beeps is heard.
Deactivated By	Holding on to the Multi-Function Button until 3 short descending beeps are heard or Unlocking via the Handle, Multi-function button, or Bluetooth
Behaviour	Double flash when keypad is triggered and lock will not accept any PIN code, RFID or fingerprints.

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]**, then click **[OK]**.

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 Properties]** 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

Audio and LED Indications

Actions	Indications
Bluetooth Connection	Status indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after product is locked and Green LED for 2 seconds
Incorrect PIN	4 short beeps and flash Red LED 2 times
Invalid RFID	Descending 4 fast tones
Invalid Fingerprint	Single invalid attempt – 2 short beeps 3 invalid attempts – Descending 4 fast tones
Obstruction Alarm	6 sets of 4 short beeps
Keypad Disabled Mode Activated	Ascending 3 fast tones
Keypad Disabled Mode Deactivated	Descending 3 fast tones
Keypad Security Lockout Alarm	Low–high siren for 30 /60 / 90 seconds
Keypad Security Lockout Deactivated	2 long beeps
Low Battery Alert	When mortise is locked or unlocked: 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
Fire Alarm	Ascending 4 continuous tones
Tamper Alarm	Continuous long beep
Hard Reset / Unpair	Descending 3 slow tones
Pairing	Ascending 3 fast tones

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

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

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

Keypad does not light up

- The Mortise battery is flat
- Use a 9V battery to jumpstart the lock and unlock the Mortise to replace the batteries
- Refer to page 26 and 27
- Please unlock within 20 seconds

Unable to use a 9V battery to jumpstart the lock

- Please ensure the two pins of the battery is in contact with the 9V jumpstart pin securely while unlocking it
- Please unlock within 20 seconds
- Please ensure that the 9V battery has sufficient power

Keypad is flickering

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

Keypad lights up on touch only

- Check if the mortise is in keypad lockout / passage mode or security lockout mode
- Check that your lock is not muted

Re-lock is not working

- Check battery level of the lock
- Make sure you have enabled auto relock function on the app and the magnet sensor has been installed on the door frame

Slow locking / Unlocking

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

Pressing the handle from the inside does not unlock the door

- Make sure you do not activate the safety handle function. If so, please refer to page 23 to deactivate it.

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