

User guide

Padlock 2.

Hi there!

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

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

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



Follow us on
Facebook



Watch us on
YouTube



Or stalk us on
Instagram



Maybe network with
us on LinkedIn

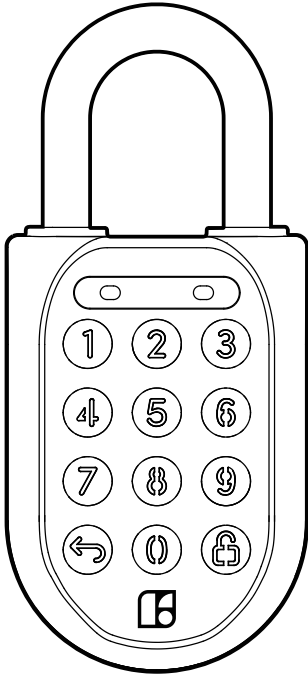


We're always updating our guides because we want to keep things fresh! You can visit igloohome.co/support periodically to view the latest version, unless, this is the latest version. Hello you, igloohomie from the future, wow!

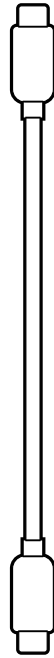
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What's Included



Padlock 2

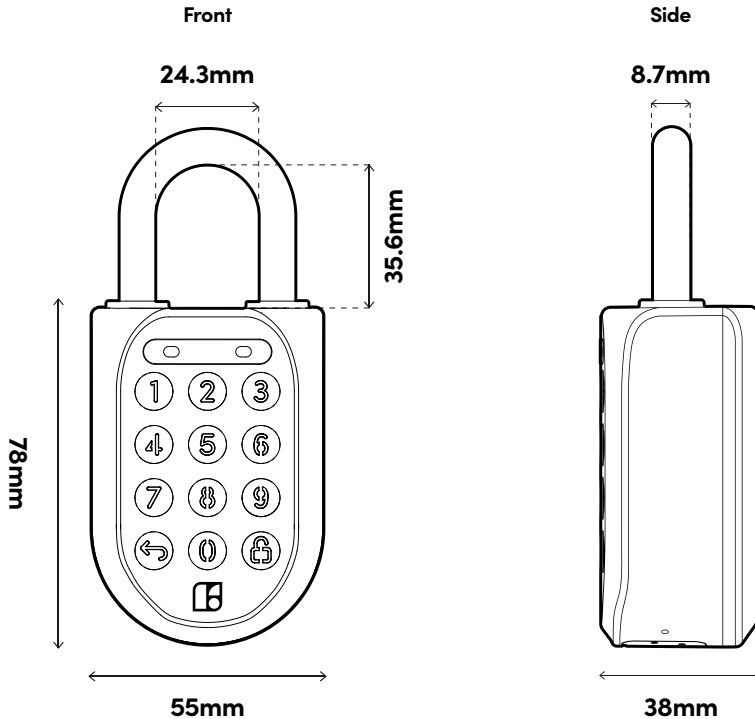


USBC-USBC Cable

Specifications

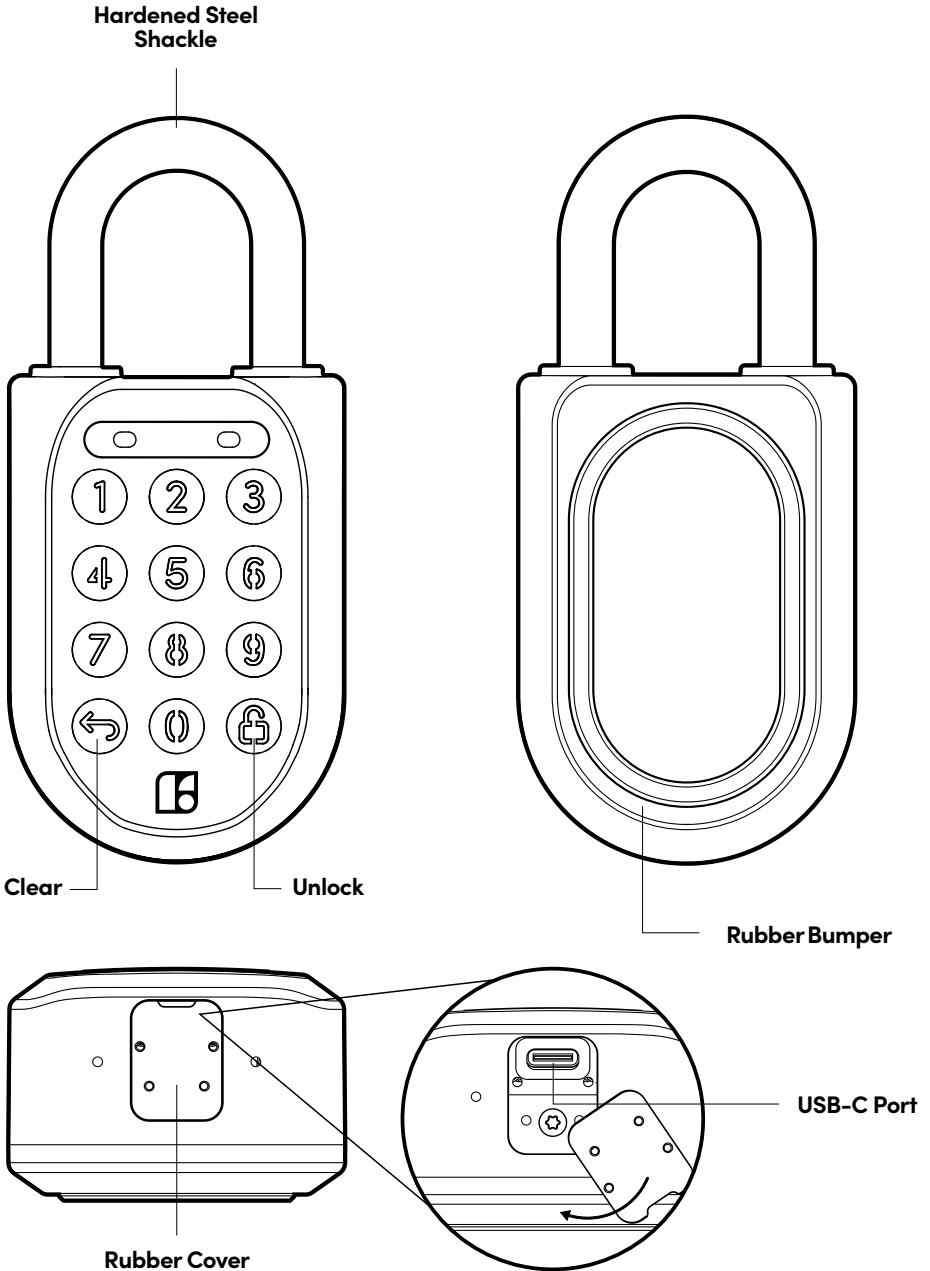
SKU	SP2
Body	Zinc Alloy, Stainless Steel, Rubber
Shackle	Hardened Steel
Gross (with packaging)	0.5kg / 1.1 lbs
Net	0.5kg / 1.1 lbs
Modes of access (Entry)	Pin Code, Bluetooth
Power type	Rechargeable Lithium battery
Battery life	Up to 9 months*
Emergency power type	USB-C jumpstart
Battery operating temperature	-20°C to 50°C / -4°F to 122°F
Operating temperature	-20°C to 50°C / -4°F to 122°F
Certifications	IPX7, CE, FCC, ISED, UKCA, UN38.3, MIL-STD 810H (7 tests)
Protocols	Bluetooth 5.0, algoPIN™ technology
Usage	Suitable for both indoor and outdoor usage

* Battery life may vary at extreme temperatures.



For damage resulting from incorrect use of lock, use of lock in potentially explosive environments, or use of lock outside of stipulated specifications, the customer bears sole responsibility. igloohome accepts no liability whatsoever.

Lock Anatomy



Lock Features

Lock



Auto Lock

Automatically locks once the shackle is fastened.



Relock Reminder Alert

Lock will display an LED alert to remind users to fasten the shackle.



Security Lockout

Padlock access is disabled after several incorrect access attempts to ensure your assets are secured.



Volume Control

Adjust the volume according to your preference. Select from levels 0 (mute) to 5 (loudest).

Battery



Low Battery Alert

Intuitive audio and visual alerts will prompt you to change the batteries when it runs low.



Emergency Jumpstart

Easily jumpstart the lock with a USB-C cable connected to a power bank if batteries are drained.



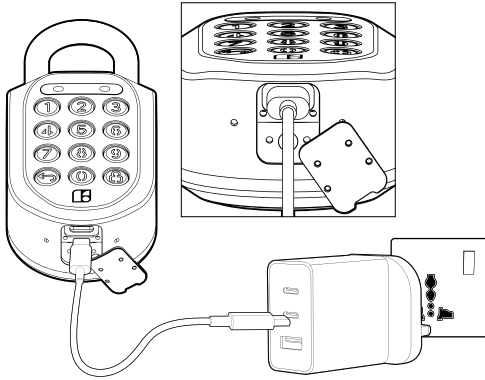
Rechargeable Battery

Simply recharge the lock with a USB-C cable if battery levels run low. 6 months worth of use in less than an hour of charging.

Charging the battery

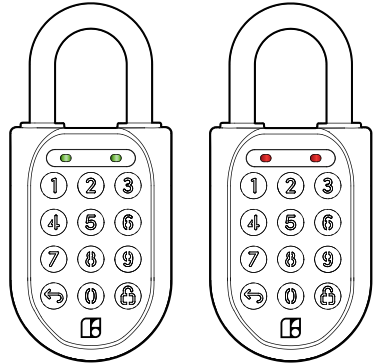
1 Charging via the USB-C port on the Padlock 2

1. Connect the USB cable into the USB-C port on the Padlock 2
2. Insert the other end of the cable into a USB-C Power Adapter (not provided) and plug it into a power outlet.



2 LED indications for charging status

1. Fully charged - Breathing green LED
2. Charging - Breathing red LED



⚠ It is recommended that you fully charge the Padlock 2 before usage.
Charging requirements: Prescribed charger is 5V 1A (5W). Charging time to 50% and 100% is 30 minutes and 1 hour respectively.

App Onboarding

1 Download the igloohome app

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

App Store





Google Play



2 Pairing the lock

a) Test factory PIN unlock:

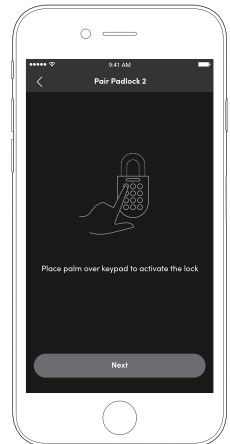
1. Wake the lock by pressing the  button for 5 seconds
OR plug the USB-C cable into the lock to wake it up into pairing mode
2. In the factory mode (before pairing), the PIN to unlock the lock is **1 2 3 4 5 6 7 8 9 0** 

b) Once you have tested it, you can now begin to pair the lock to your igloohome account.

1. On the home page, tap [+]
2. Tap [Pair New Lock or Device]
3. Select [Padlock 2] and follow the pairing instructions.


Note:

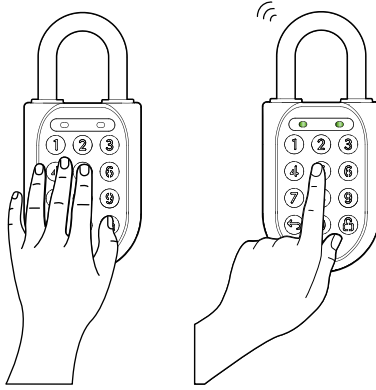
Ensure your Bluetooth and Location services are turned on. You may have to perform a Bluetooth sync after successfully pairing the lock to obtain the initial battery status of the device.




Modes of Access

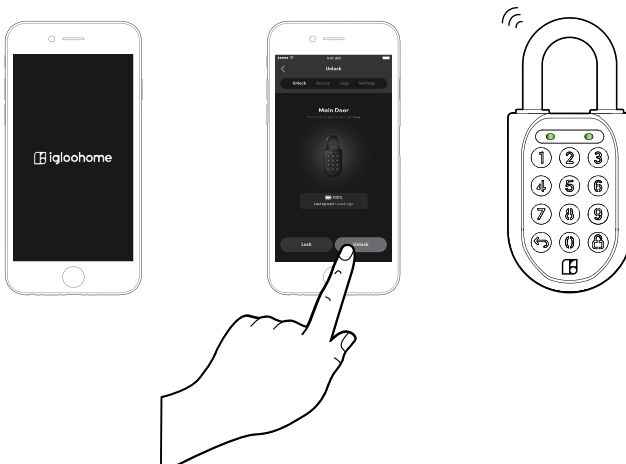
a To unlock via PIN code:

1. Wake the lock by pressing any button on the front body.
2. Enter a valid PIN code, with or without decoy digits, followed by .
3. The LED indicator on the lock will flash green when it is successfully unlocked. You will also hear four ascending tones.




b To unlock via Bluetooth:



1. Select the lock you want to unlock.
2. Tap .



Note: Ensure your Bluetooth service is turned on and that you are within range of the lock.

Manage Lock Features

<p>Auto Lock</p>	<p>You can configure the duration before Auto Lock is triggered: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Auto Lock Timer] 3. Select from the list of preset durations or choose to never automatically lock. 4. Tap [Apply Changes]. <p>If you choose to never automatically lock, you may wish to perform a manual relock: Hold the  on the keypad for 2 seconds. The LED indicator will flash green and you'll hear a long beep for successful relocking.</p>												
<p>Security Lockout</p>	<p>You can configure the number of attempts before the Security Lockout mode is enabled: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Security Lockout]. 3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely. 4. Tap [Apply Changes]. <p>Once this is set, the lockout will be triggered after you exceed the number of attempts set.</p> <p>Your lock will reject any further unlocking attempts via the same mode you used. You can disable it by trying another valid access mode.</p> <table border="1" data-bbox="259 943 1031 1262"> <thead> <tr> <th>Triggered</th> <th>Security Alarm</th> <th>Security Lockout</th> </tr> </thead> <tbody> <tr> <td>1st Time</td> <td>30 Sec</td> <td>1 Min</td> </tr> <tr> <td>2nd Time</td> <td>60 Sec</td> <td>5 Min</td> </tr> <tr> <td>3rd and Consecutive Time</td> <td>90 Sec</td> <td>10 Min</td> </tr> </tbody> </table>	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
Triggered	Security Alarm	Security Lockout											
1st Time	30 Sec	1 Min											
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3rd and Consecutive Time	90 Sec	10 Min											
<p>Relock Reminder Alert</p>	<p>You can enable, disable and configure the duration before the alert sounds off: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Relock Reminder Alert]. 3. Configure the duration between 5 seconds to 10 minutes, or disable the alert. 4. Tap [Apply Changes]. 												

<p>Emergency Jumpstart</p>	<ol style="list-style-type: none"> 1. Connect the USB-C to USB-C cable to a power bank. 2. Plug the USB-C port into the jumpstart port on the lock. 3. Once the lock powers up, enter a valid PIN code within 20 seconds, followed by  to unlock.
<p>Decoy PIN Code</p>	<ol style="list-style-type: none"> 1. Key in up to 8 random digits before your actual PIN code, followed by  to unlock.
<p>Volume Control</p>	<p>To configure the volume of your lock: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Volume]. 3. Select the volume level from 0 to 5 (softest to loudest). 4. Tap [Apply Changes].
<p>Keypad LED Toggle</p>	<p>To configure the LED settings: *Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</p> <ol style="list-style-type: none"> 1. On your app, tap [Lock Settings]. 2. Select [Keypad LED Toggle]. 3. Turn it on or off. 4. Tap [Apply Changes]. <p>This feature is switched on by default.</p>

Manage Lock Settings

Lock Information (View only)	You can view the lock information of the lock by: <ol style="list-style-type: none">1. Select the lock.2. Tap [Lock Information].
Firmware Version (View only)	You have to be entitled to have the DFU rights in order to see this option: <ol style="list-style-type: none">1. Select the lock.2. Tap [Firmware Version].
Delete Lock	You have to be an owner to delete a lock. <ol style="list-style-type: none">1. Select the lock.2. Tap [Delete Lock].3. Tap [Confirm].

Audio and LED Indications

Actions	Indications
Bluetooth Connection	LED Indicator flashes Blue
Successfully Unlocked	Ascending 4 fast tones after unlocked and flash Green LED 2 times
Successfully Locked	1 long beep after Padlock is locked and Green LED for 2 seconds
Incorrect PIN Code	4 short beeps and flash Red 2 times
Deleted PIN Code	3 sets of 4 short beeps and flash Red 2 times
Obstruction Alarm	6 sets of 4 short beeps and flash Red 2 times
Security Lockout Alarm	Low - High siren for 30 / 60 / 90 seconds and flash Red 2 times
Security Lockout Deactivated	2 long beeps
Charging in Progress	Breathing red LED flash when USB-C is connected
Charging Completed	Breathing green LED flash when USB-C is connected
Low Battery Alert	Descending 3 fast tones when keypad is woken up and breathing Red LED
Hard Reset / Unpair	Descending 4 slow tones
Power Start Up	1 long beep then 2 quick beeps

Hard Reset

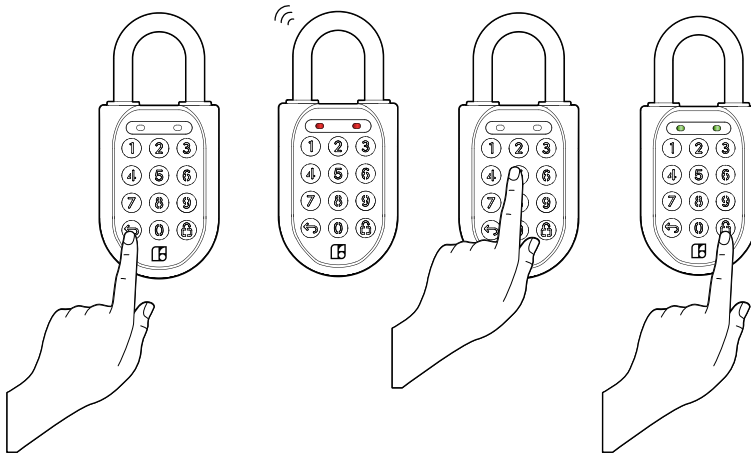
To Hard Reset your lock:

1. Hold the ↵ button for 10 seconds,
2. At the 10th second, the lock will enter a hard reset state and give out one long beep with red flashing LED for the next 10 seconds.
3. The interval of the RED LED flashes should be 0.5 sec ON and 0.5 sec OFF.
4. Key in the Master PIN followed by the 🗝️ button in the next 10 seconds, else the lock will exit the hard reset status.

Note:

If Master PIN is correct, red flashing LED changes to green LED for 1 second and gives out another long beep for 1 second at the same time. Lock will be successfully hard reset.

* If Master PIN is wrong. Lock will give out the "Incorrect PIN" audio and LED indicator and exit the hard reset state.



Admin Features

If you're an owner or admin, the Dashboard is an important aspect of the iglooworks suite of access solutions.

Speak with your BD representative to get your accounts set up before you proceed. The Dashboard works best with Google Chrome, Safari and Mozilla Firefox.

Quick Start Guide
go.igloohome.co/QSG



Owner & Admin Guide
go.igloohome.co/UGOA



Troubleshoot

Hardware Troubleshooting:

I am unable to close the shackle to lock the padlock.

- Do an unlock via PIN code or Bluetooth and try to close the shackle again.
- Note that you might accidentally lock the padlock manually by holding the UNLOCK button for 2 seconds when the padlock is open.

The padlock keypad flashes white and LED indicator flashes red when I activate the keypad.

- Security Lockout is triggered on the Padlock 2.
- Please refer to page 15.

I tried to use USB-C to jumpstart the lock but unable to.

- Please ensure USB-C connector is connected to the USB-C slot securely while unlocking it with PIN code or Bluetooth.
- Please unlock within 20 seconds.
- Please ensure that the Power Bank has sufficient power.

The lock is not responding at all.

- The Padlock 2 battery is flat.
- Use the USB C cable to jumpstart the lock and unlock it.
- Charge the lock to continue using it. Please ensure that the lock is fully charged before your next deployment.

I closed the shackle but the padlock did not relock automatically.

- Make sure Auto Lock is ON via the iglooworks mobile app.
- If Auto Lock is ON and the padlock is still not working, try to lock the padlock manually by holding the UNLOCK button for 2 seconds.

I tried to unlock the Padlock 2 but the keypad went off and came back on with 2 slow and 2 quick beeps.

- The Padlock 2 is low in battery.
- Use an USB-C to USB-C cable connected to a power bank to jumpstart the lock and unlock the Padlock 2 to replace the batteries.
- Page 9 for charging of battery.

For more support articles, go to:
igloohome.co/support