

# 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](mailto: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

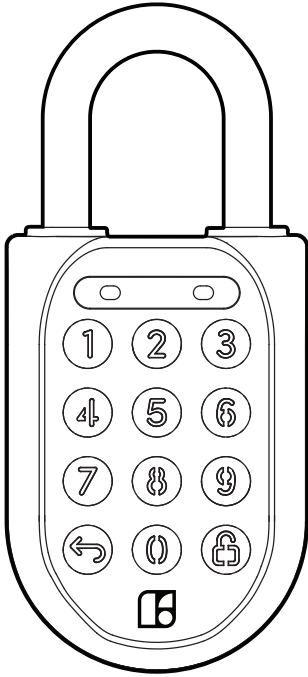


We're always updating our guides because we want to keep things fresh! You can visit [igloohome.co/support](https://igloohome.co/support) periodically to view the latest version, unless, this is the latest version. Hello you, igloohomie from the future, wow!

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# What's Included



Padlock 2

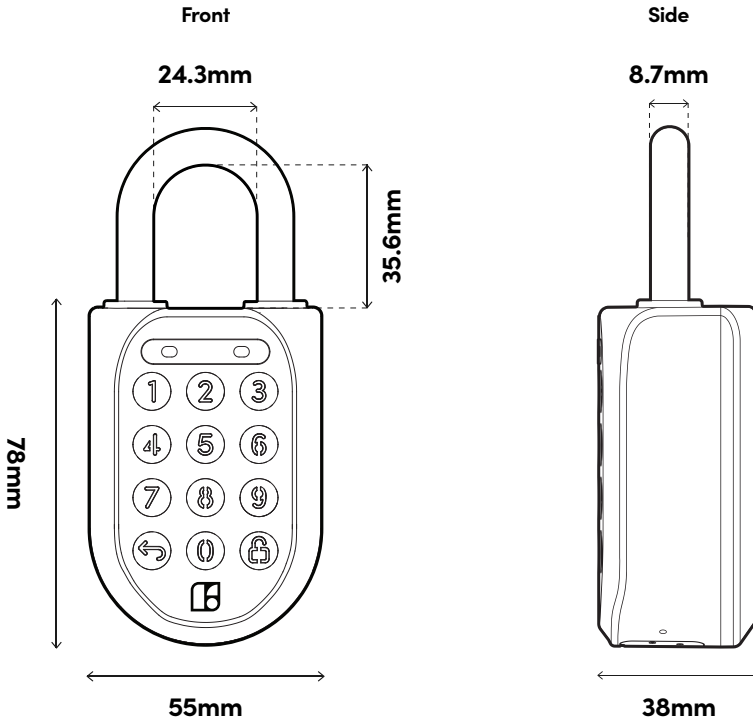


Type-C Charging Cable

# Specifications

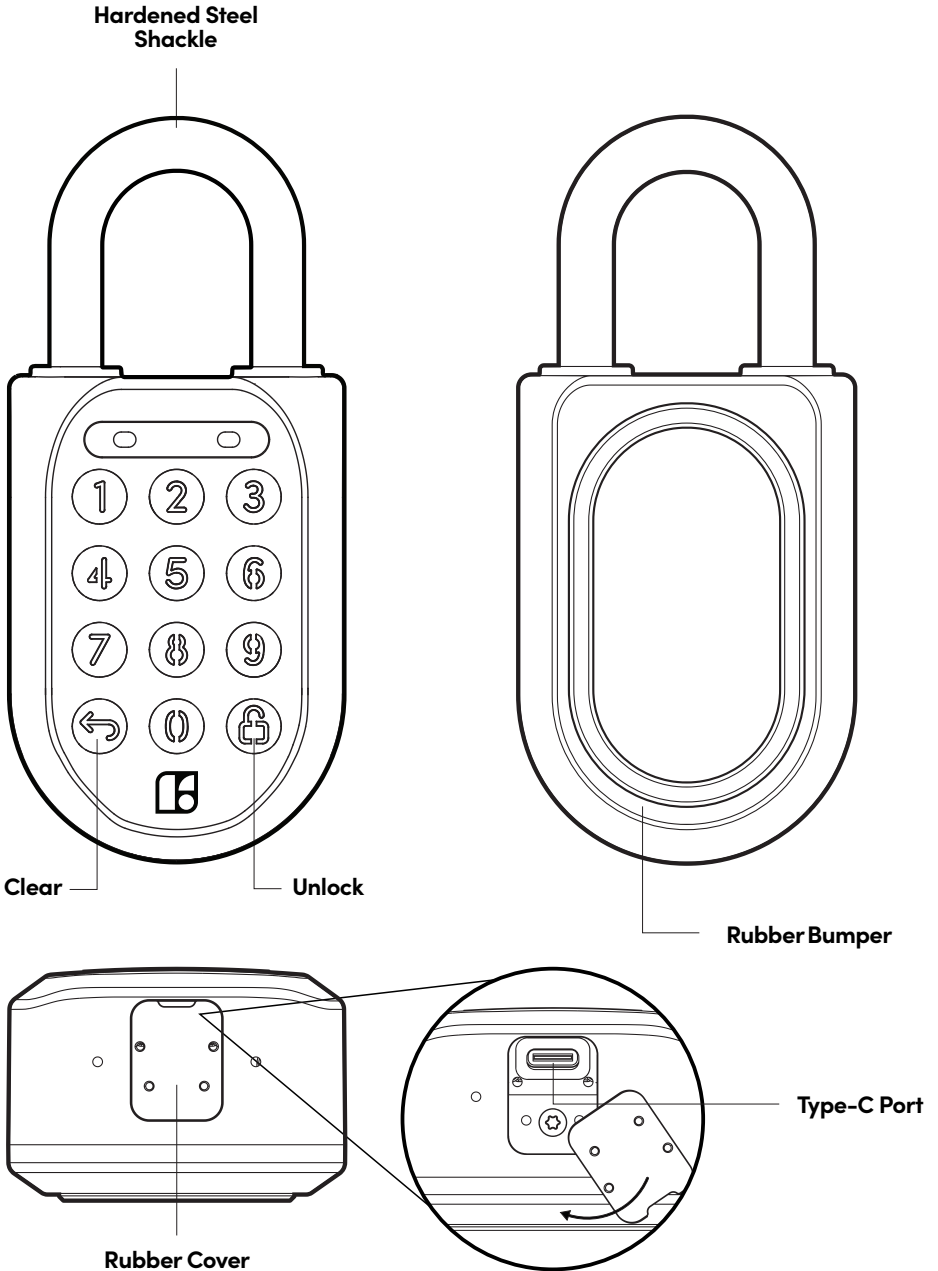
<b>SKU</b>	SP2
<b>Body</b>	Zinc Alloy, Stainless Steel, Rubber
<b>Shackle</b>	Hardened Steel
<b>Gross (with packaging)</b>	0.58kg / 1.3 lbs
<b>Net</b>	0.48kg / 1.1 lbs
<b>Modes of access (Entry)</b>	Pin Code, <i>Bluetooth®</i>
<b>Power type</b>	Rechargeable Lithium battery
<b>Battery life</b>	Up to 9 months*
<b>Emergency power type</b>	Type-C jumpstart
<b>Battery operating temperature</b>	-20°C to 50°C / -4°F to 122°F
<b>Operating temperature</b>	-20°C to 50°C / -4°F to 122°F
<b>Certifications</b>	IP67, CE, FCC, ISED, UKCA, UN38.3, MIL-STD 810H (7 tests)
<b>Protocols</b>	Bluetooth 5.0, algoPIN™ technology
<b>Usage</b>	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

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### 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

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### 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 Type-C cable connected to a power bank if batteries are drained.



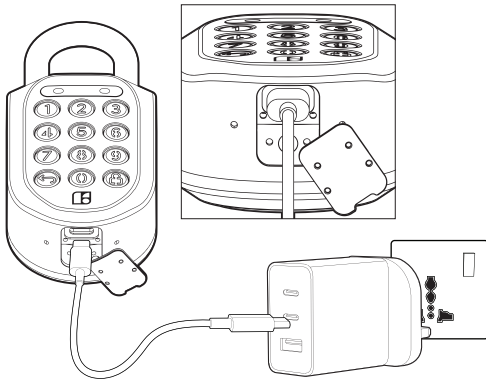
### Rechargeable Battery

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

# Charging the battery

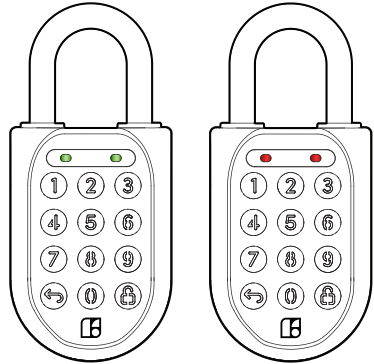
## 1 Charging via the Type-C port on the Padlock 2


1. Connect the charging cable into the Type-C port on the Padlock 2
2. Insert the other end of the cable into a Type-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:

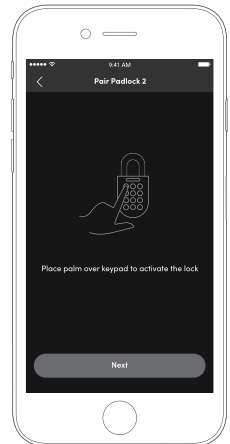
1. Wake the lock by pressing the  button for 5 seconds  
OR plug the Type-C cable into the lock to wake it up into pairing mode
2. In the factory mode (before pairing), the PIN to unlock the lock is **1 2 3 4 5 6 7 8 9 0** 

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:

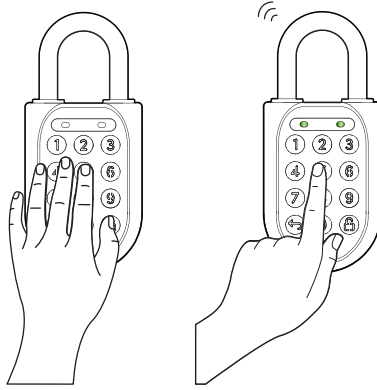
Ensure your Bluetooth and Location services are turned on. You may have to perform a Bluetooth sync after successfully pairing the lock to obtain the initial battery status of the device.




# Modes of Access

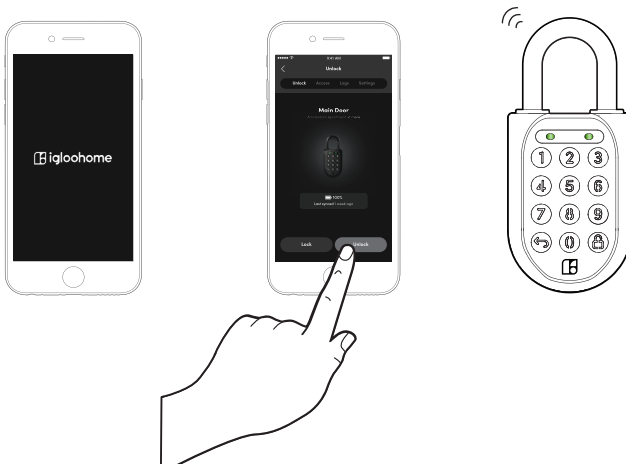
## a To unlock via PIN code:

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><b>Auto Lock</b></p>	<p>You can configure the duration before Auto Lock is triggered:  <b>*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</b></p> <ol style="list-style-type: none"> <li>1. On your app, tap <b>[Lock Settings]</b>.</li> <li>2. Select <b>[Auto Lock Timer]</b></li> <li>3. Select from the list of preset durations or choose to never automatically lock.</li> <li>4. Tap <b>[Apply Changes]</b>.</li> </ol> <p>If you choose to never automatically lock, you may wish to perform a <b>manual relock</b>: 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><b>Security Lockout</b></p>	<p>You can configure the number of attempts before the Security Lockout mode is enabled:  <b>*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</b></p> <ol style="list-style-type: none"> <li>1. On your app, tap <b>[Lock Settings]</b>.</li> <li>2. Select <b>[Security Lockout]</b>.</li> <li>3. Select the number of attempts from 1 to 10, or choose to deactivate this function completely.</li> <li>4. Tap <b>[Apply Changes]</b>.</li> </ol> <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											
2nd Time	60 Sec	5 Min											
3rd and Consecutive Time	90 Sec	10 Min											
<p><b>Relock Reminder Alert</b></p>	<p>You can enable, disable and configure the duration before the alert sounds off:  <b>*Please ensure you are within Bluetooth range of the lock and your Bluetooth function is turned on.</b></p> <ol style="list-style-type: none"> <li>1. On your app, tap <b>[Lock Settings]</b>.</li> <li>2. Select <b>[Relock Reminder Alert]</b>.</li> <li>3. Configure the duration between 5 seconds to 10 minutes, or disable the alert.</li> <li>4. Tap <b>[Apply Changes]</b>.</li> </ol>												

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

# Manage Lock Settings

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

# 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 Type-C is connected to power
Charging Completed	Breathing green LED flash when Type-C is connected to power
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

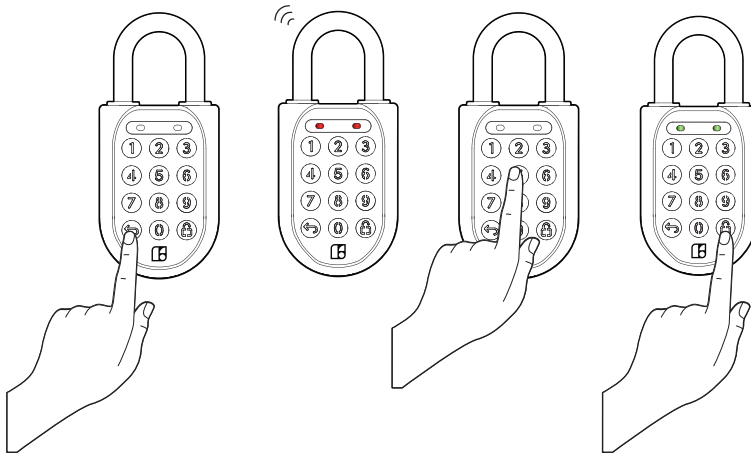
To Hard Reset your lock:

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](https://go.igloohome.co/QSG)



**Owner & Admin Guide**  
[go.igloohome.co/UGOA](https://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 a Type-C to jumpstart the lock but unable to.**

- Please ensure Type-C connector is connected to the Type-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 Type-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 a Type-C to Type-C cable connected to a power bank to jumpstart the lock and unlock the Padlock 2 to charge the battery.
- Page 9 for charging of battery.

# FCC 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.

**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.

**NOTE:** The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement. This equipment complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna(s) must not be co-located or conjunction with any other antenna or transmitter.

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# IC Caution

RSS-Gen Issue 5 “&” RSS-Gen Numéro 5

## English :

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

## French:

Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS) d’Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d’interférences.
- (2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l’appareil.

Tout changement ou modification non expressément approuvé par la partie responsable de la conformité pourrait annuler l’autorité de l’utilisateur à utiliser l’équipement.

## Dutch:

Dit apparaat bevat licentie-vrijgestelde zender (s)/ontvanger (s) die voldoen aan innovatie, Wetenschap en economische ontwikkeling Canada’s licentie-vrijgestelde RSS (s). Bediening is onderwerp naar de volgende twee voorwaarden:

- (1) Dit apparaat veroorzaakt mogelijk geen interferentie.
- (2) Dit apparaat moet elke interferentie accepteren, inclusief interferentie die kan veroorzaken ongewenste werking van het apparaat.

Alle wijzigingen of aanpassingen die niet uitdrukkelijk zijn goedgekeurd door de partij die verantwoordelijk is voor Naleving kan de autoriteit van de gebruiker ongeldig maken om de apparatuur te bedienen.

**For more support articles, go to:**  
[igloohome.co/support](https://igloohome.co/support)