

iglooworks App User Guide

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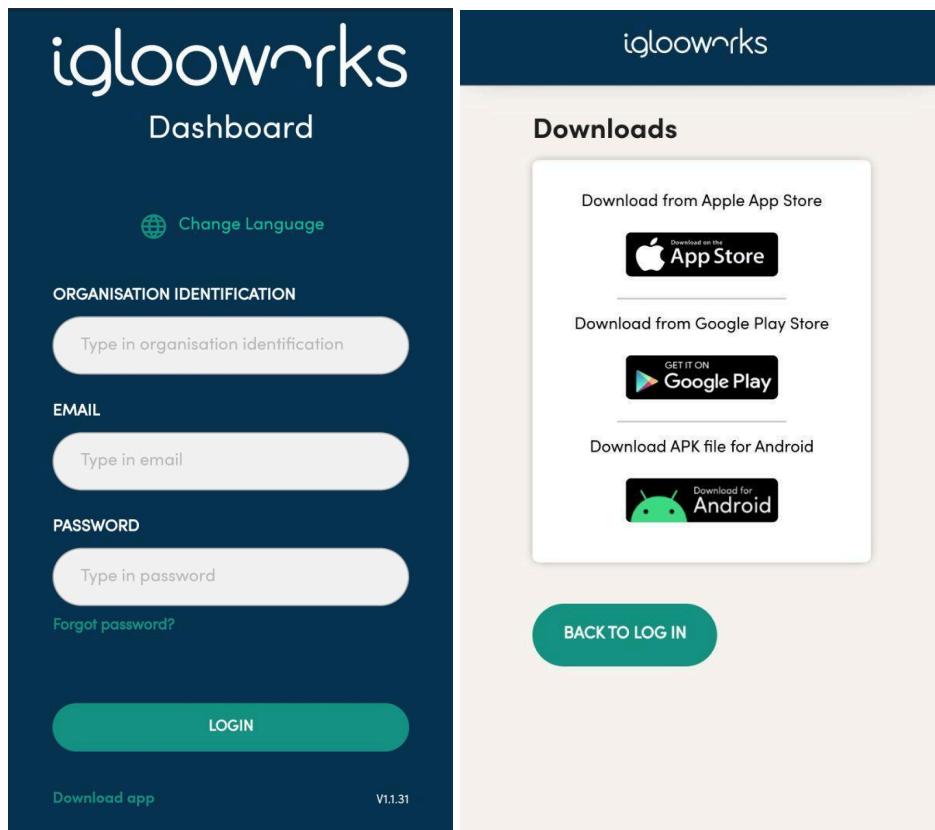
Welcome to iglooworks

Thank you for choosing iglooworks. Our smart access solutions combine award-winning igloocompany smart locks and enterprise-grade software to allow organisation admins to manage access for multiple locks and users.

Please note that screenshots used may not reflect the latest UI. You may see features that are planned for future releases.

Before you begin

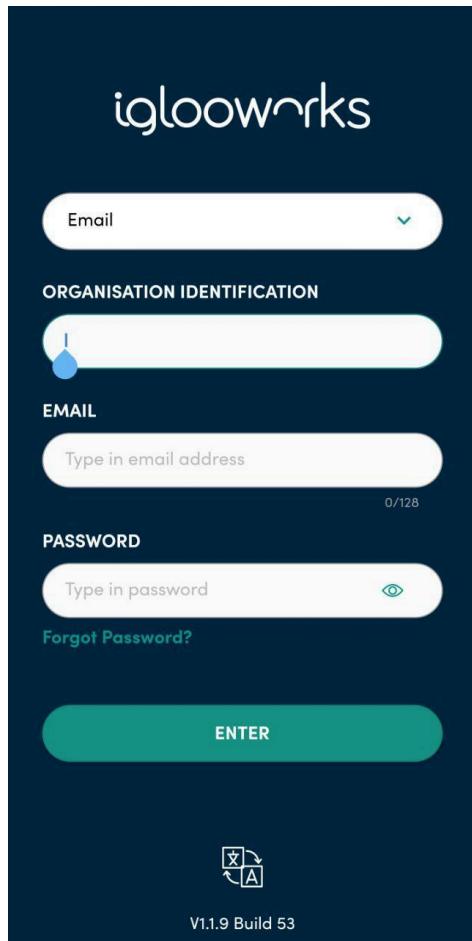
1. For owners - get in touch with your account manager to create an account. For other users, you would have received an invite to verify your account and set a password
2. Go to dashboard.iglooworks.co on your mobile device and tap on 'Download app'. Select the option depending on your device.



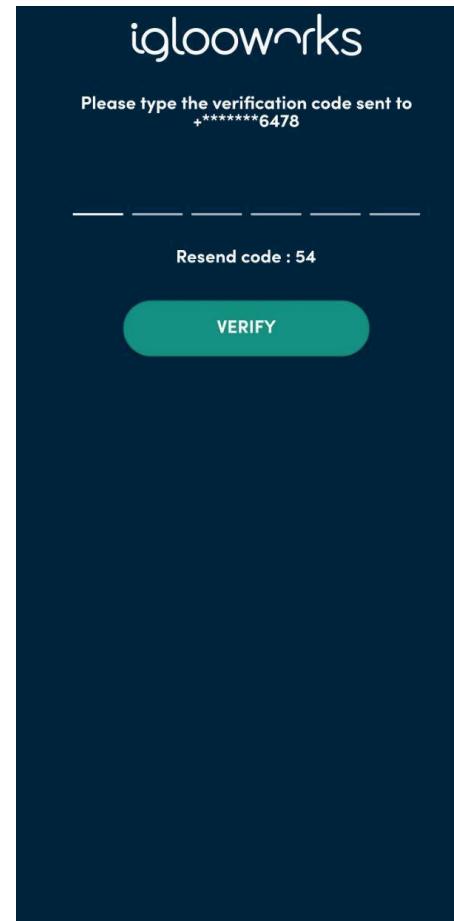
- Supports Bluetooth-enabled Android (7.0 and up) and iOS (12.0 and up) devices

Login

1. Select Email or Mobile, then key in the credentials and tap 'Enter'

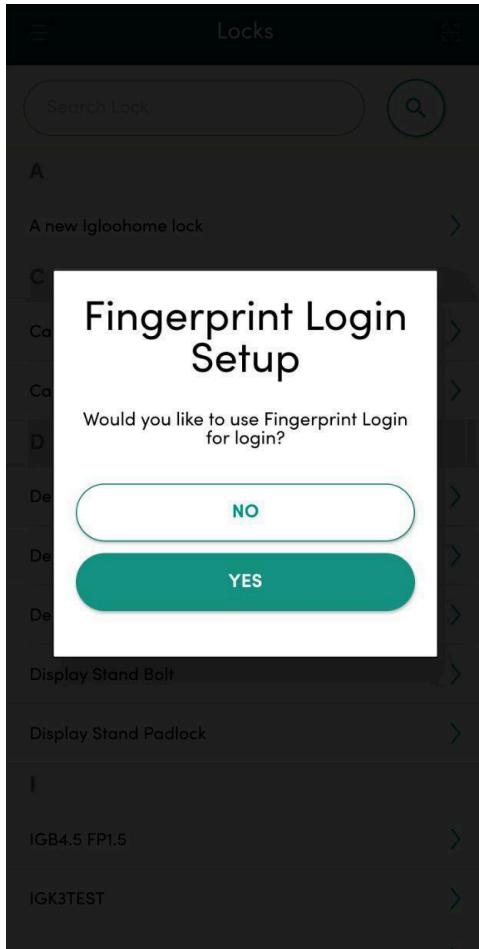


2. If your organisation has enforced 2FA login, you will also be required to enter the OTP sent to you

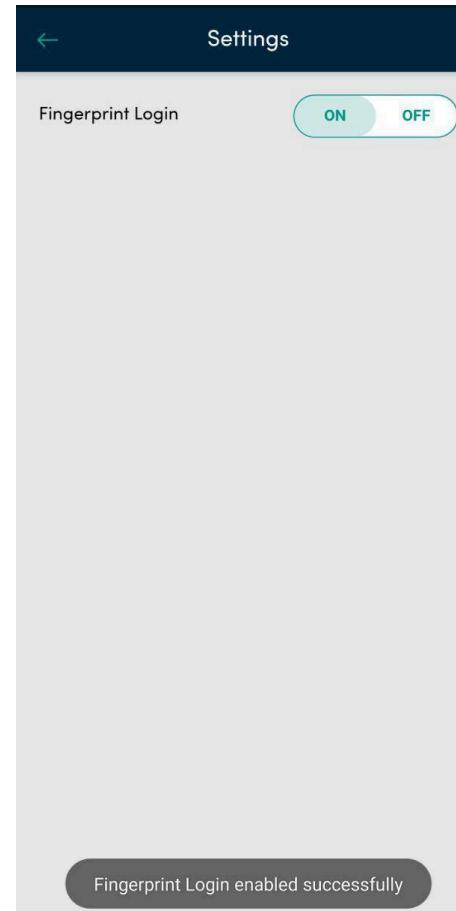


Tip: The organisation ID from the last login will be saved.

3. If you have yet to set up fingerprint/FaceID login, a prompt will appear. Tap 'Yes' to go to Settings



4. Tap 'On' to enable Fingerprint/FaceID Login



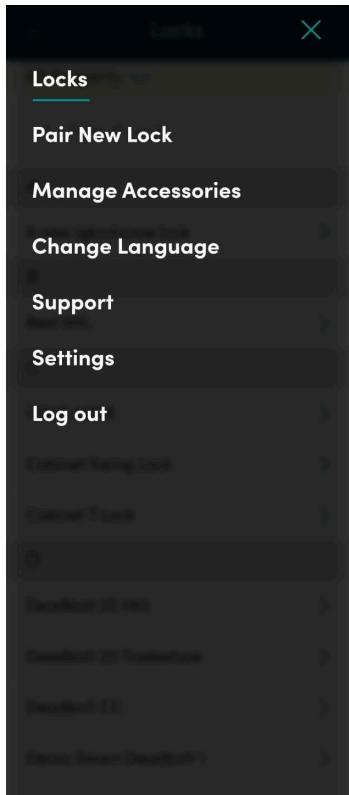
 Tip: When fingerprint/FaceID login is enabled, it is not required to logout. If the user logs out from the account, they will have to login again with their credentials.

Pair locks

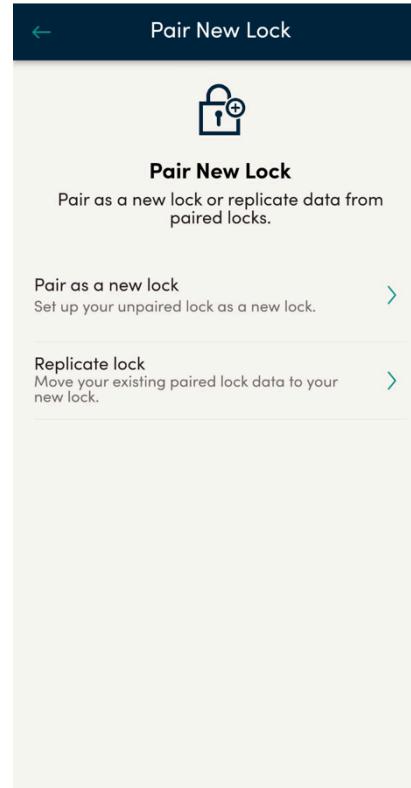
Any **owner** or **admin** can pair the lock with the iglooworks app

- Ensure location permissions are enabled
- Ensure Bluetooth and Location services are turned on
- Click on the menu

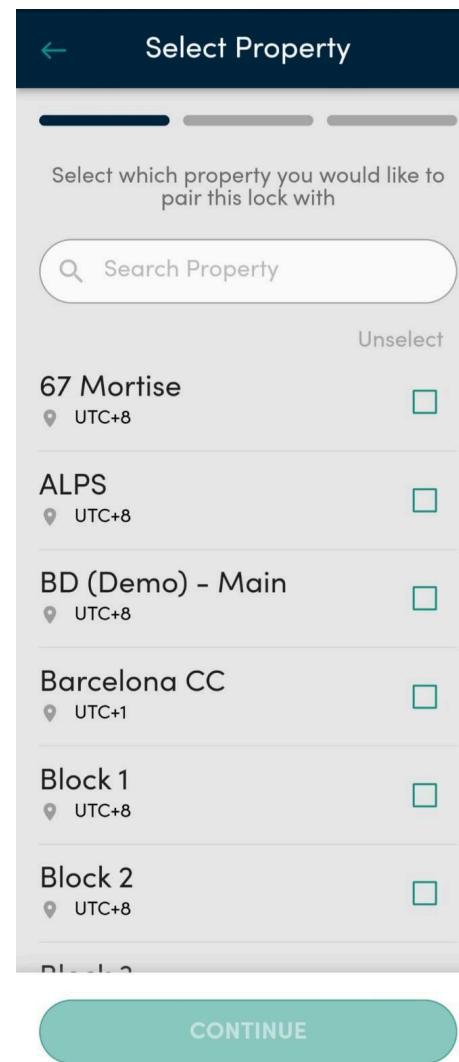
1. Select 'Pair new lock'



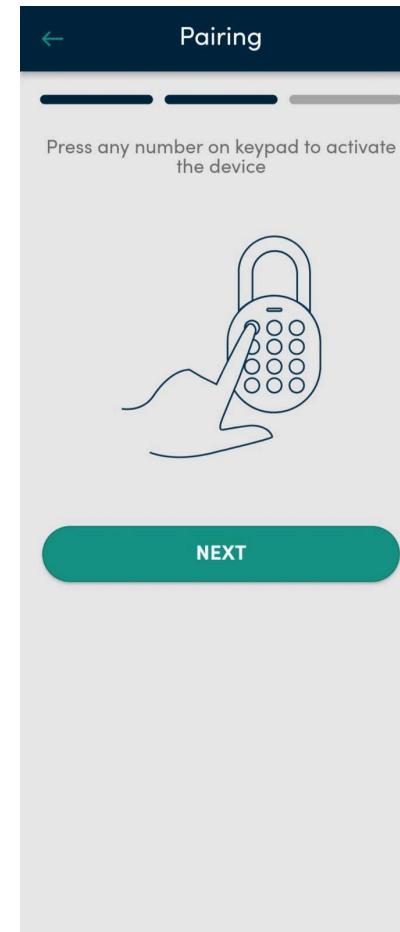
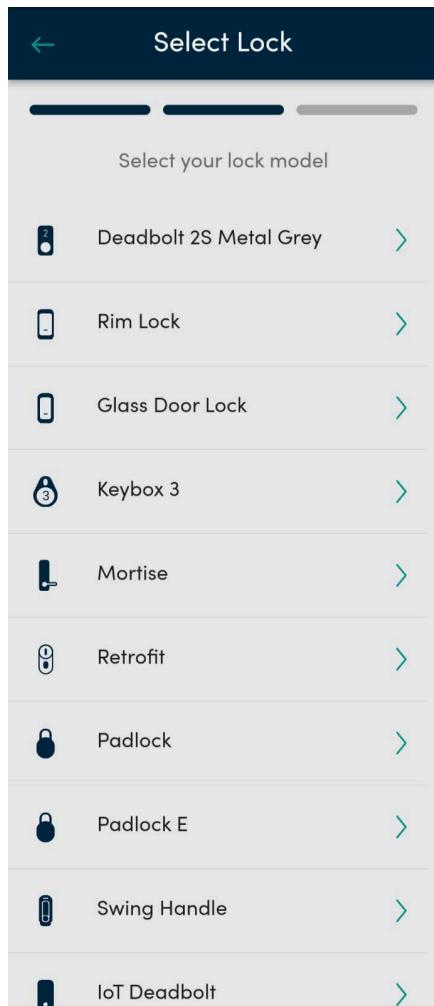
2. Choose to either Pair as a new lock or Replicate lock from existing lock to new lock



3. Select 'Pair as a new lock' and you will come to a screen to select the property to pair your lock to, tap 'Next'



4. Select your lock model

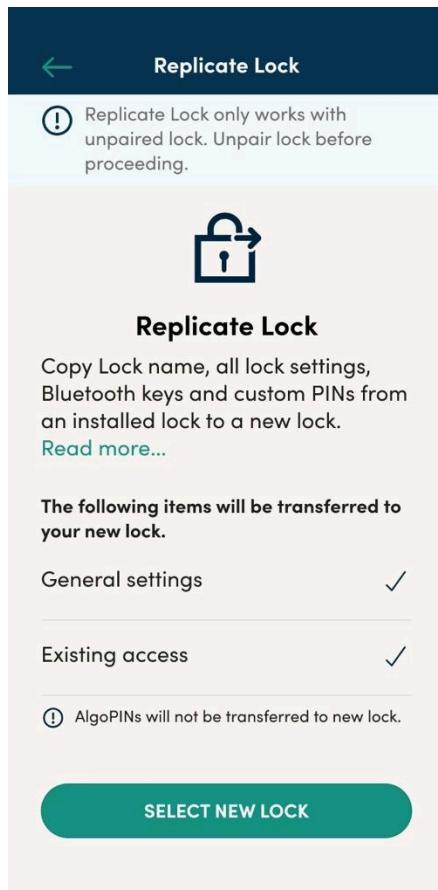


5. Follow the onscreen steps to complete the pairing

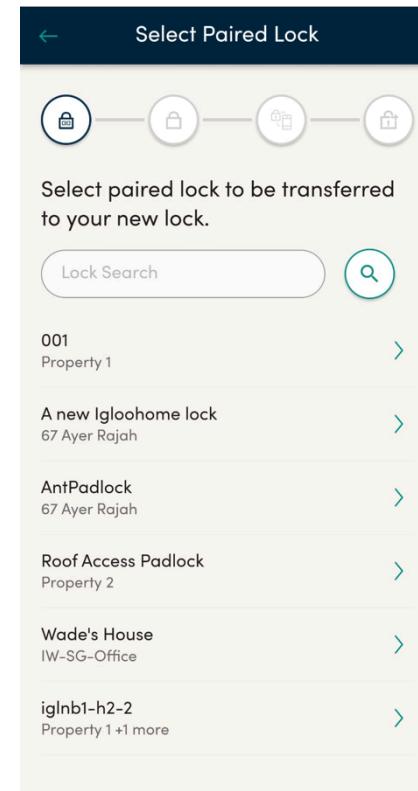
6. You may have to sync the lock after pairing to get the initial battery status

7. If you choose 'Replicate Lock' option on Step 2 previously, you will come to a page that needs you to 'Select Paired Lock' (Replicate Lock feature cannot work on INB1 for now)

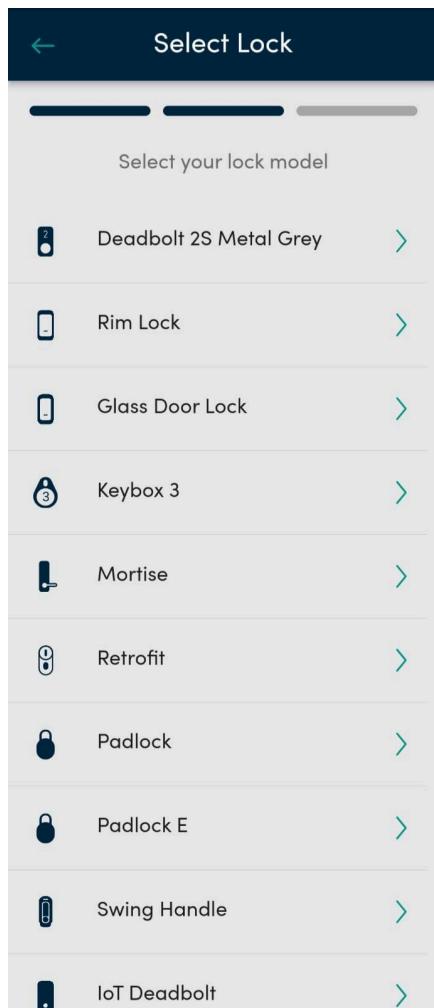
Select 'Read more' for more information on lock replication feature



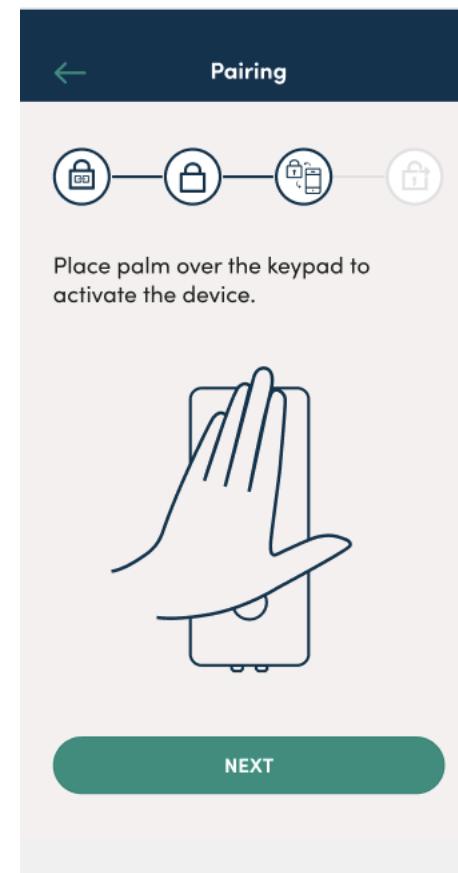
8. Select existing paired lock to be transferred to your new lock



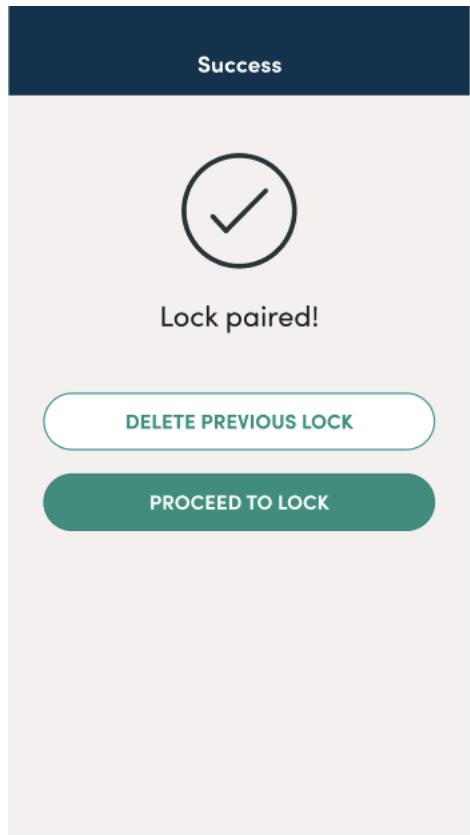
9. Select your new lock model



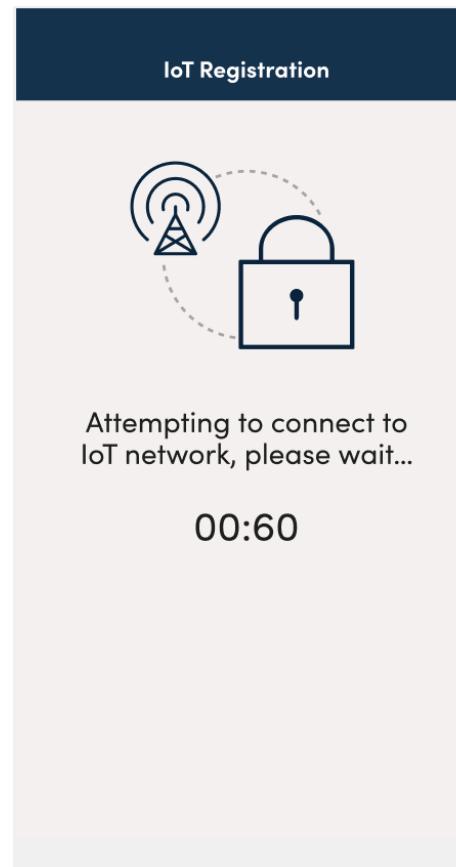
10. Follow the onscreen steps to complete the pairing



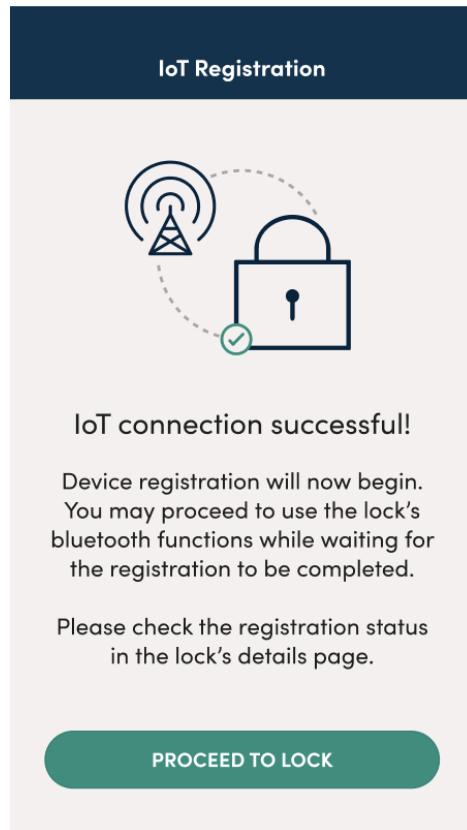
11. Choose to either 'Delete Lock' to unpair previous lock or 'Cancel' if previous lock is not nearby/ faulty



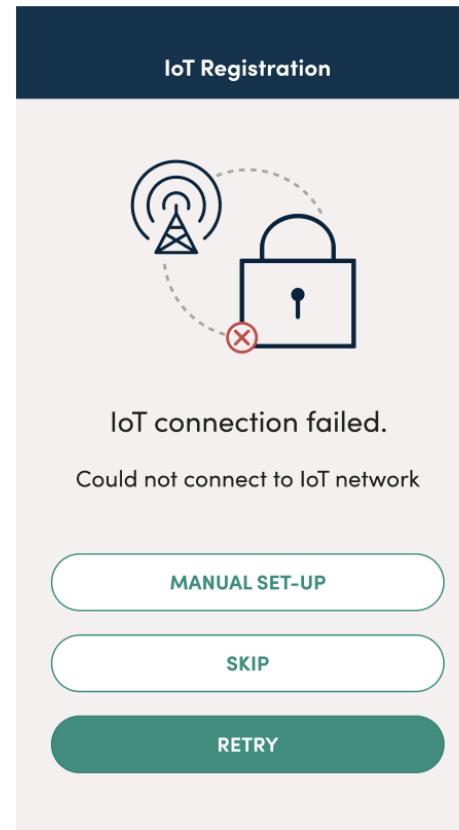
12. There is an additional step of Registration to IoT Network (INB1 only)



13. Connection Successful (INB1 Only)

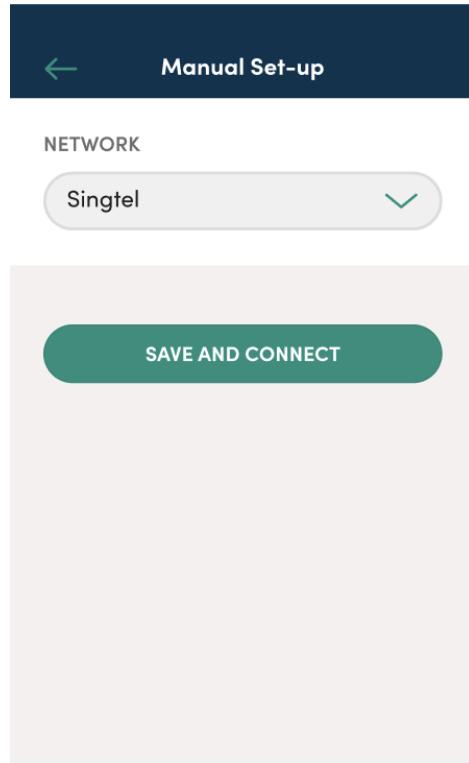


14. Connection Fail (INB1 Only)



15. Manual Set-up – Select Network (INB1 Only)

If chose selected network on dropdown list, default settings from the selected network will be used



16. Manual Set-up – Select Other for Network (INB1 Only)

Fill in the details such as APN for the IoT SIM provider and click on 'Save and Connect' to proceed

Manual Set-up

NETWORK

Other

APN

DNS

NETWORK TYPE

Select Network Type

NETWORK BAND

Enable Power Saving Mode ON OFF

POWER SAVING MODE ACTIVE TIMER

POWER SAVING MODE TAU

SAVE AND CONNECT

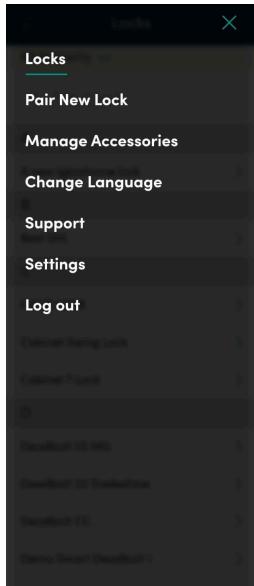
Manage Accessories

Any **owner** or **admin** can pair their accessories with the iglooworks app. There are three possible accessories that can be paired: Keypad, Key Fob, Bridge.

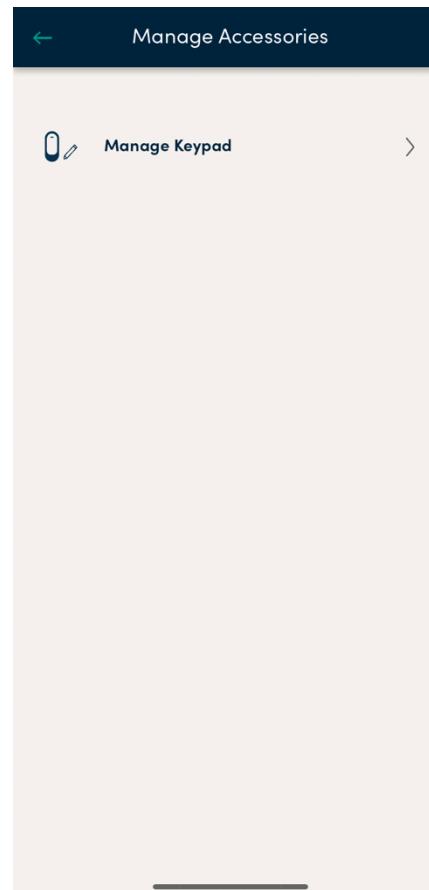
- Ensure location permissions are enabled
- Ensure Bluetooth and Location services are turned on
- Click on the menu

Keypad: Pairing

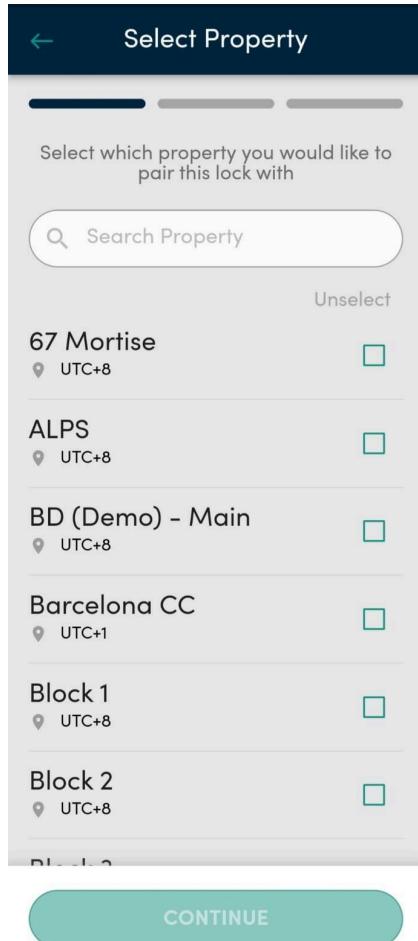
1. Select 'Manage Accessories'



2. Select 'Manage Keypad'



3. Select 'Add Keypad' and you will come to a screen to select the property to pair your keypad to, tap 'Next'

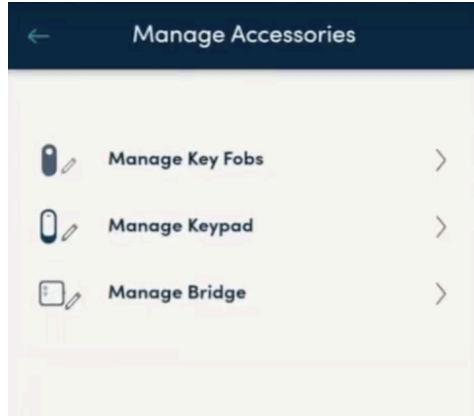


4. Follow instructions on screen

Bridge: Setup

1. Select 'Manage Accessories'

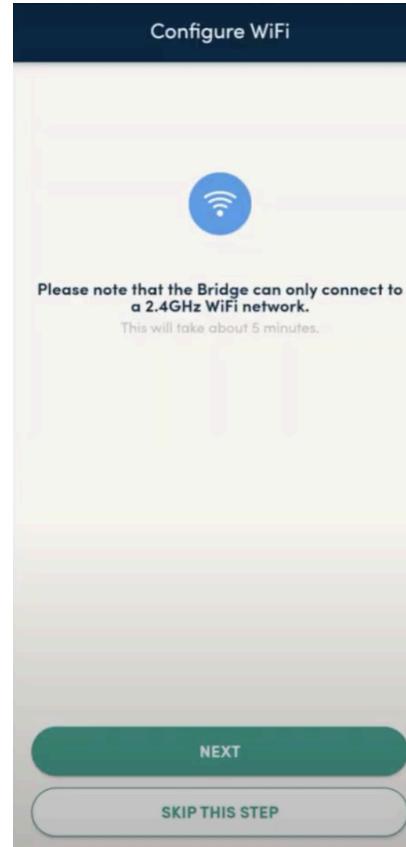
2. Select 'Manage Bridge'



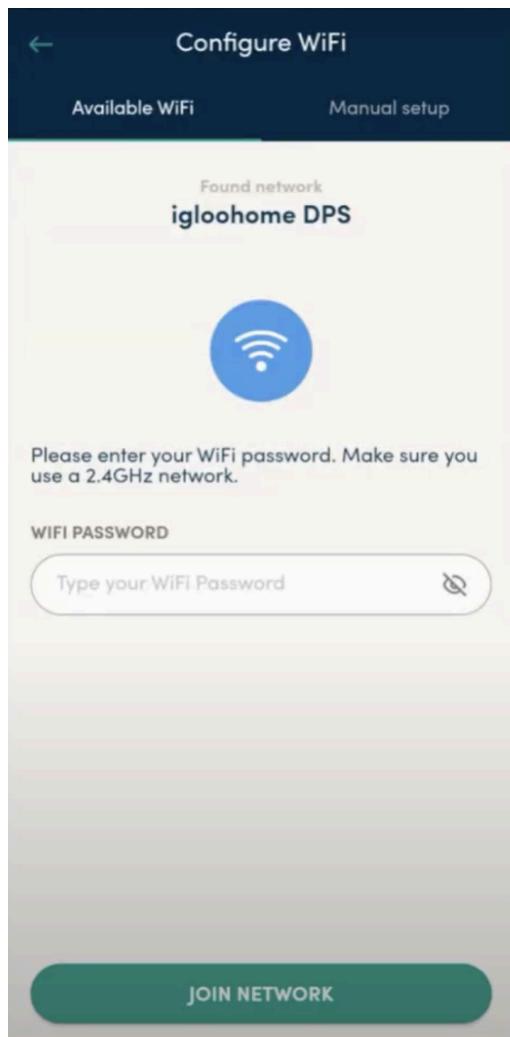
3. Select 'Add Bridge'

4. Follow instructions on screen. Ensure that the Bridge device is connected to power.

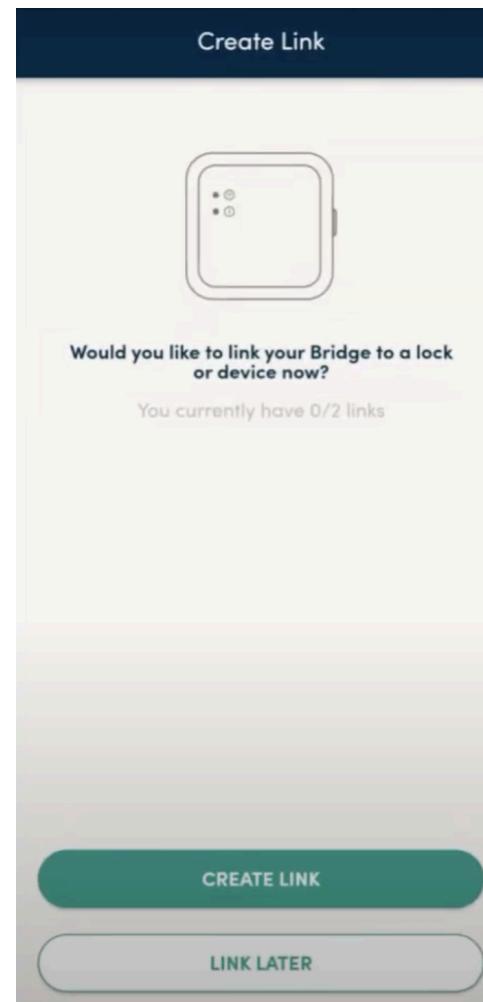
5. After the bridge is paired successfully, configure wifi for the bridge. You may choose to do it now or later.



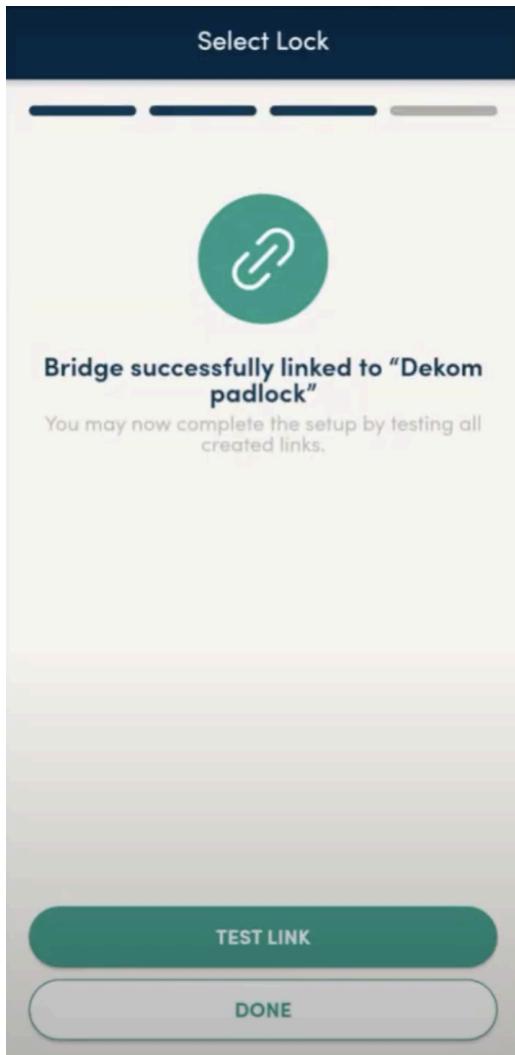
6. The wifi on your phone device will be automatically detected. You can choose to set up the bridge on the same wifi network, or choose to do a manual setup.



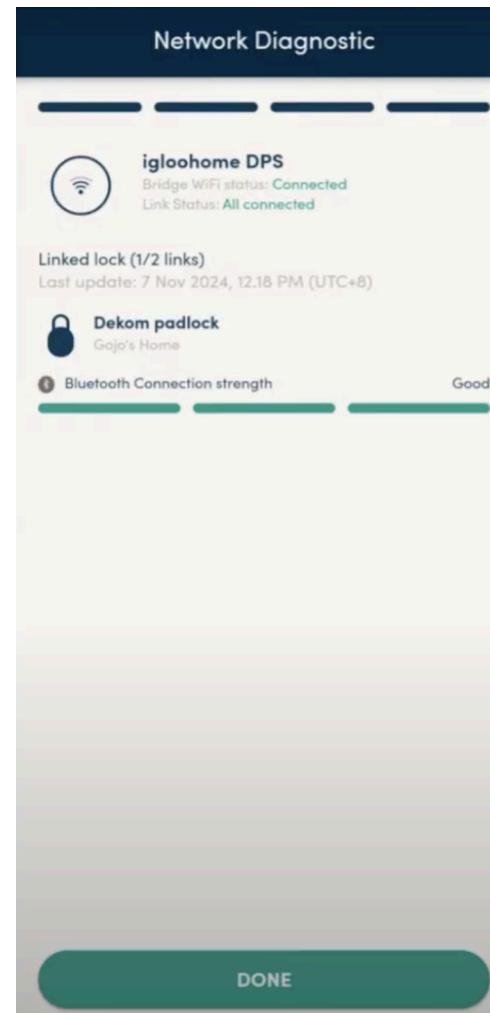
7. After setting up the wifi configuration, link your bridge to a lock (up to a maximum of 2 locks). You may choose to do it now or later.



8. After linking the lock(s), click on “Test Link”

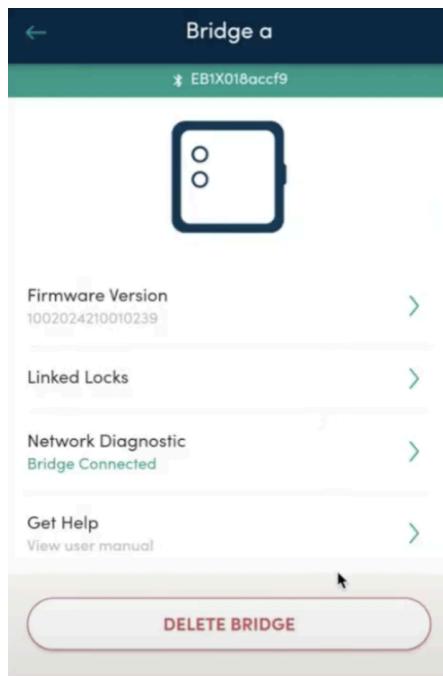


9. The setup of the bridge and linking of the lock(s) are now complete.



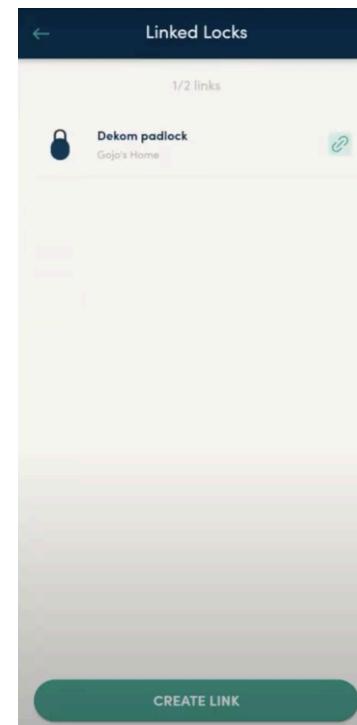
Bridge: Unpairing

1. Select 'Manage Accessories'
2. Select 'Manage Bridge'
3. Select the bridge that you want to unpair.
4. Select 'Delete Bridge'



Bridge: Unlink Locks

1. Select the bridge device
2. Select 'Linked Locks'
3. Select the link icon next to the lock that you would like to unpair and confirm.



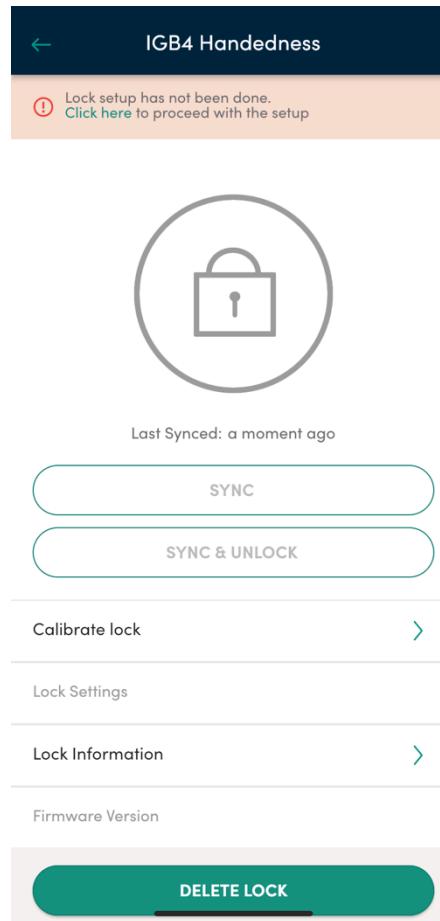
Bridge: Manage Settings

1. Select the bridge device
2. Select 'Network Diagnostic'
3. Here, you can view Bridge details, run diagnostics, or change the wifi that the bridge is connected to.

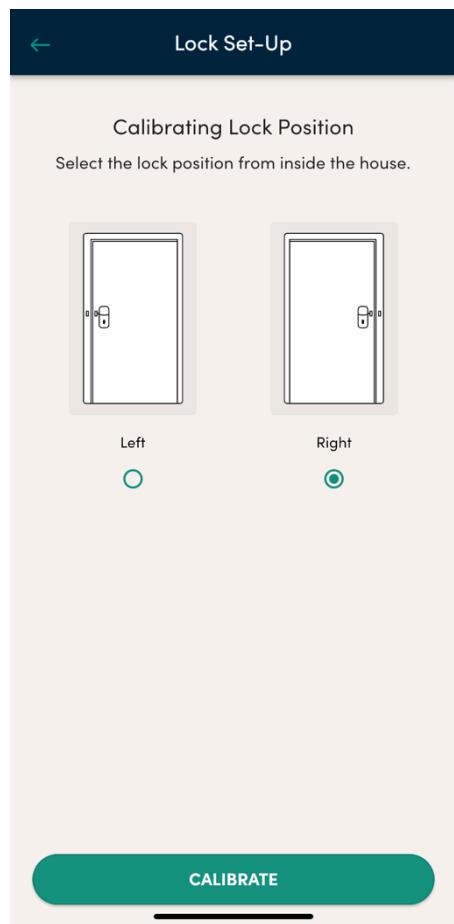


IGB4/ 4E Calibration

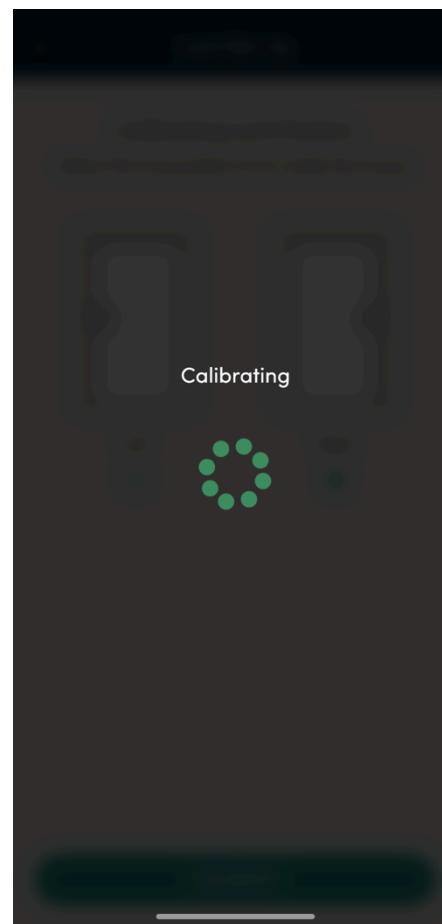
1. If pairing with the new models of IGB4/ 4E locks with iglooworks, you will need to setup the lock as follows by click here to proceed with the setup



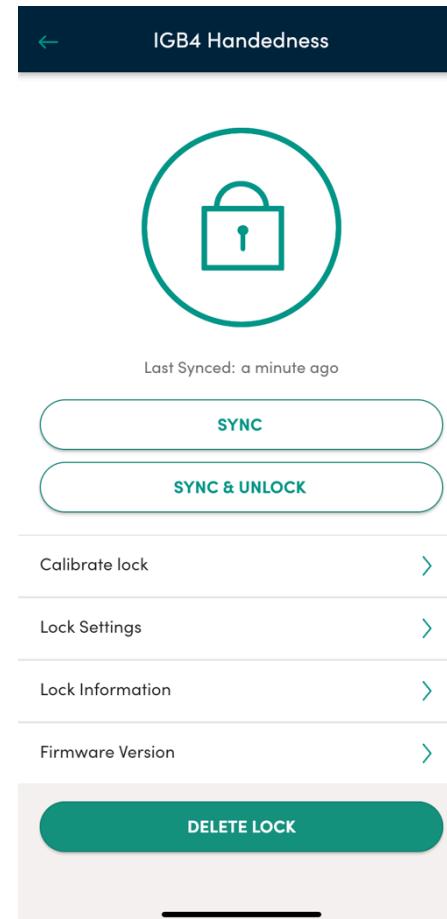
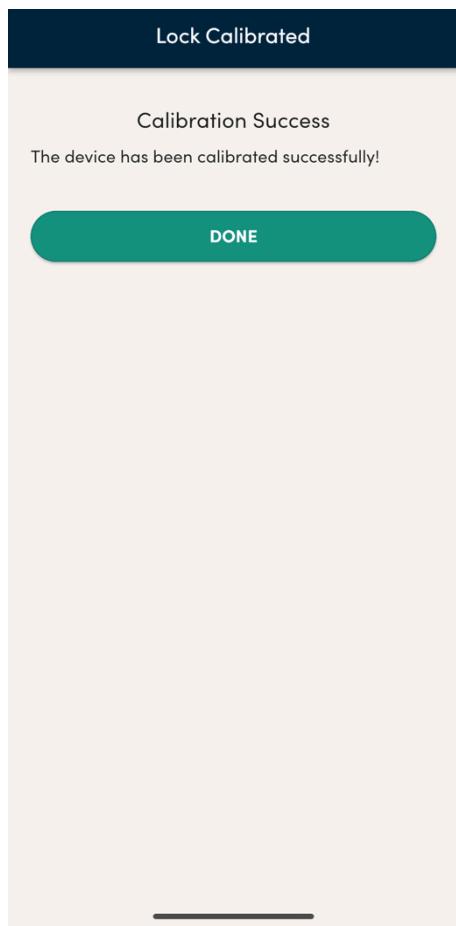
2. You can choose to select the lock position from inside the house either Left or Right



3. Once you have selected either Right or Left and clicking on Calibrate, you will be shown on the screen as follows



4. Once the calibration is done, you will be shown that calibration is successful



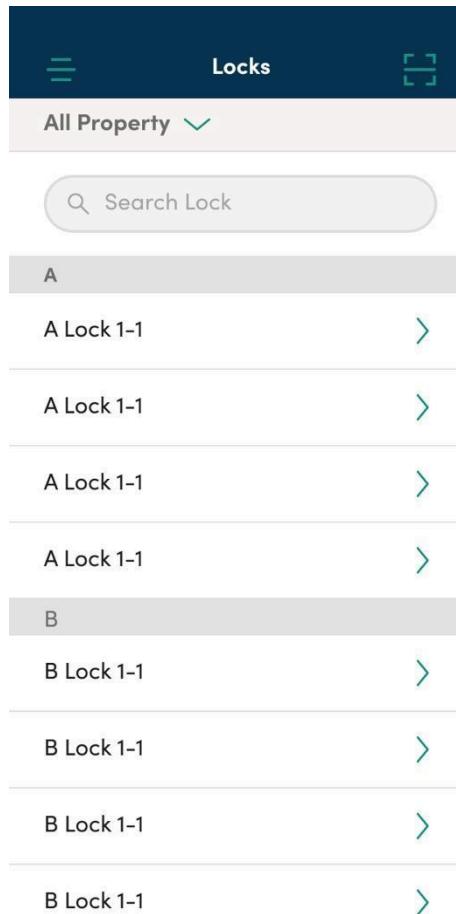
5. You will be redirected back to the Lock details page as follows once you click on Done and you can go back to the lock calibration setup page when you click on the Calibrate lock option

Search lock

The search lock function enables a user to search for a lock via name, QR code (padlock only), or by Bluetooth scanning

1. Search by Name

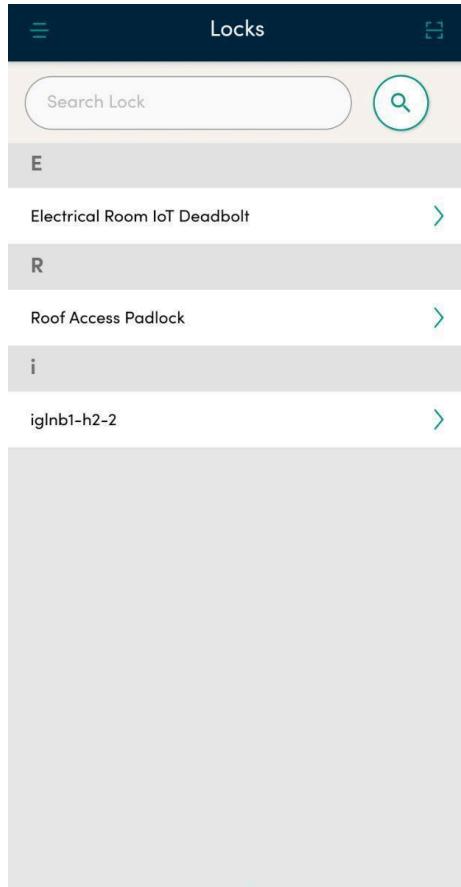
1. Enter the lock name in the search box and tap on the search icon. All locks matching the search term will appear in the results.



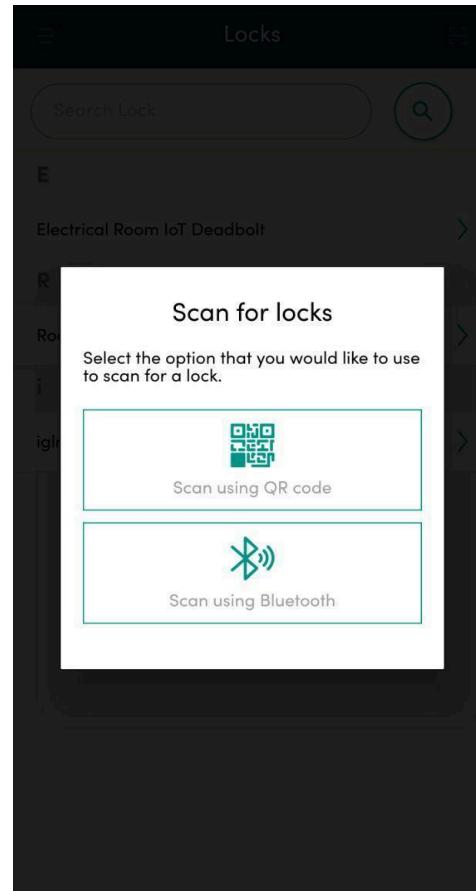
2. Scan by QR

The QR option is available for padlock only.

1. Tap on the scan icon on the top right corner

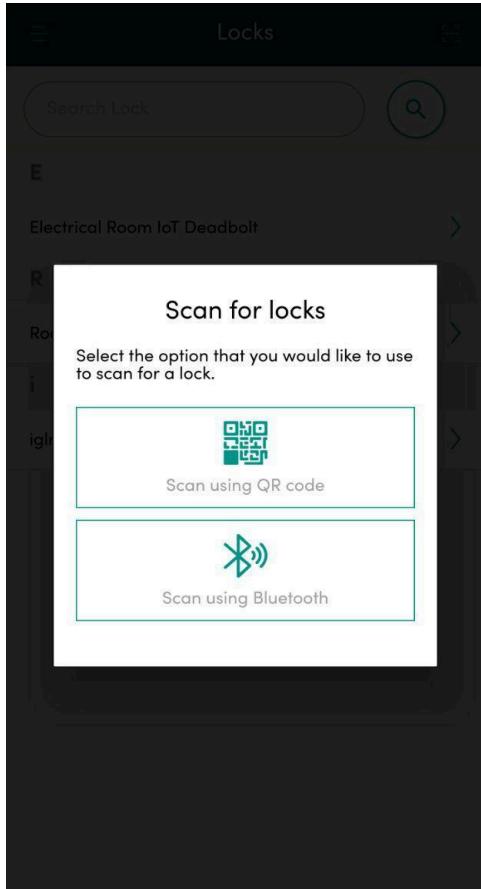


2. Select 'Scan using QR code' and scan the QR code on the lock

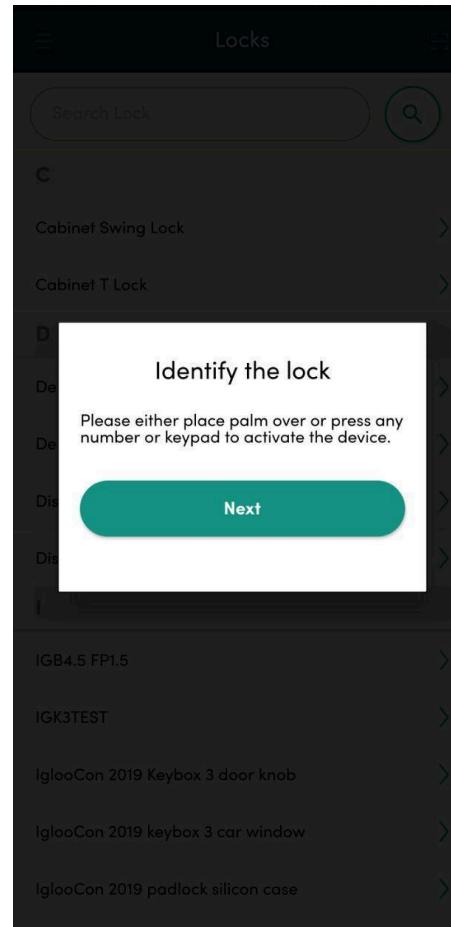


3. Scan by Bluetooth

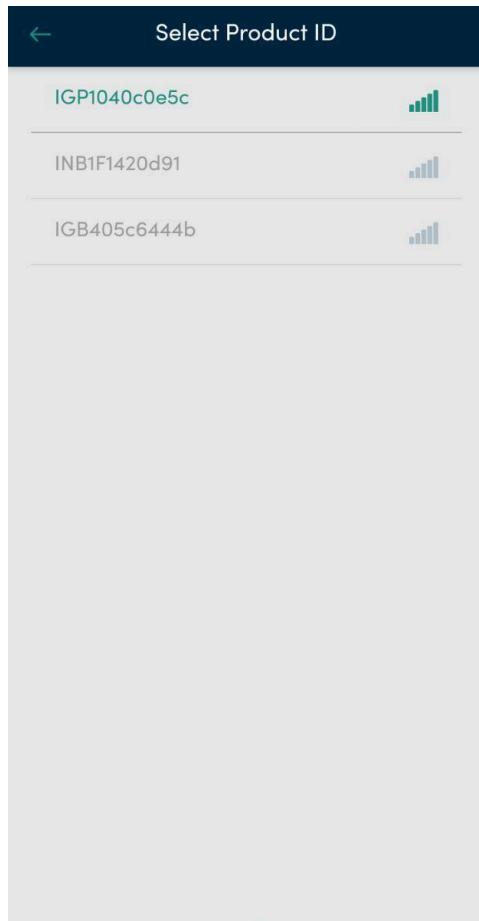
1. Select 'Scan using Bluetooth' option



2. Press a number on the keypad to activate the lock and tap 'Next'

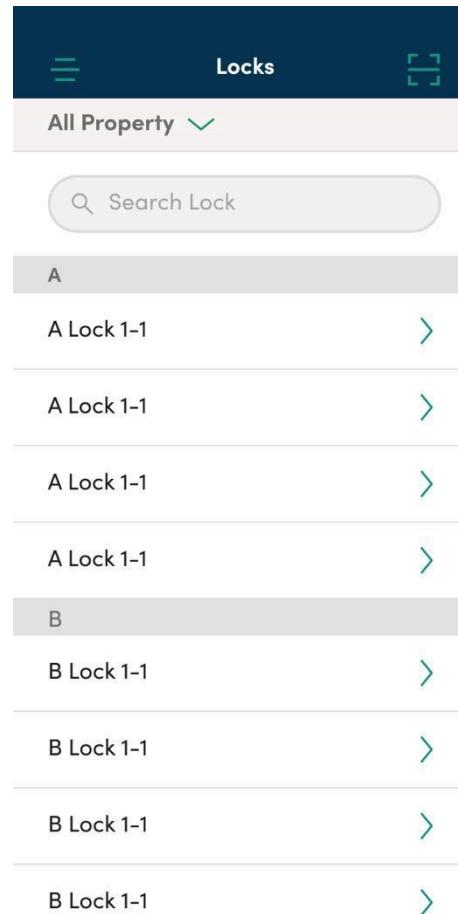


3. The lock that was activated will light up in green. Ensure that the phone is next to the lock for best results.

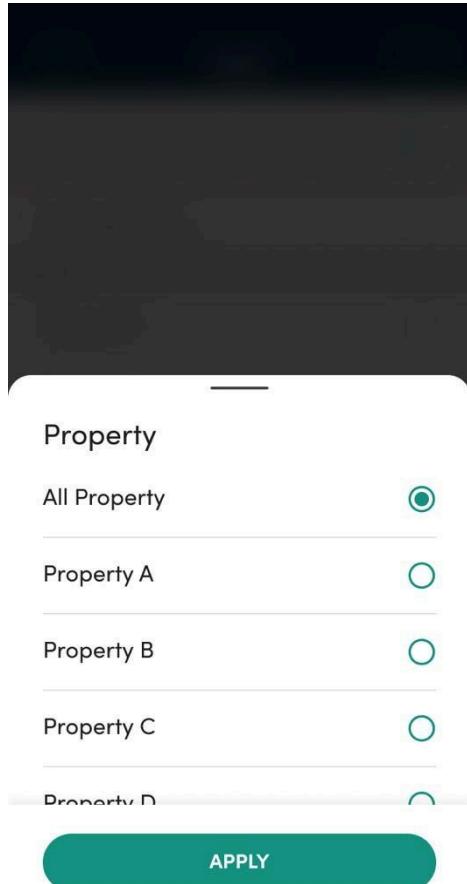


4. Sort / Filter by Property Name

1. Select 'All Property' option to bring up menu for sorting / filtering lock list according to Property Name



2. Select Property name or 'All Property' and select 'Apply' to sort/filter lock list accordingly

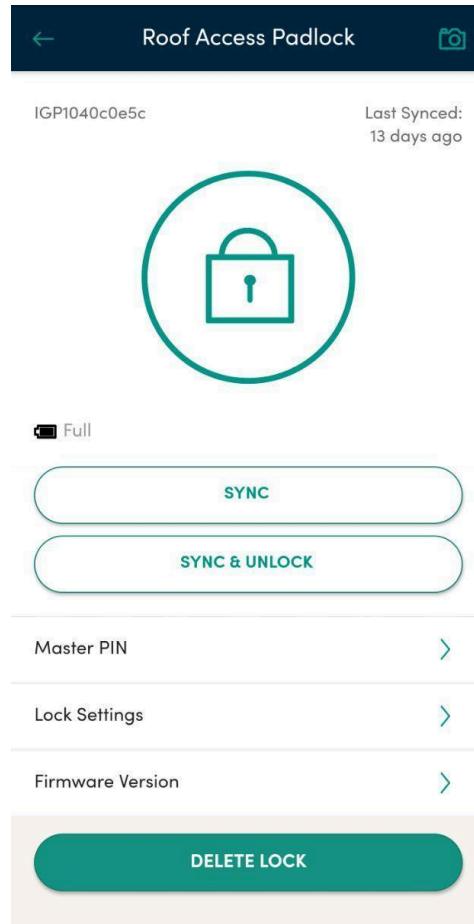


View and Edit Master PIN

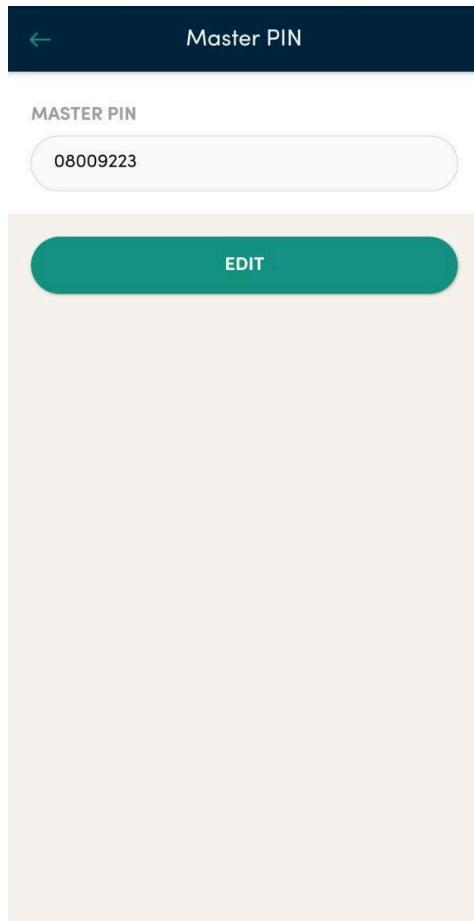
The Master PIN option is only available to the **owner**. This is a perpetual PIN that is randomly set by default during pairing and should only be known by the owner. Only the **owner** is able to view and edit the Master PIN.

Editing the PIN code can only be done within Bluetooth range of the lock.

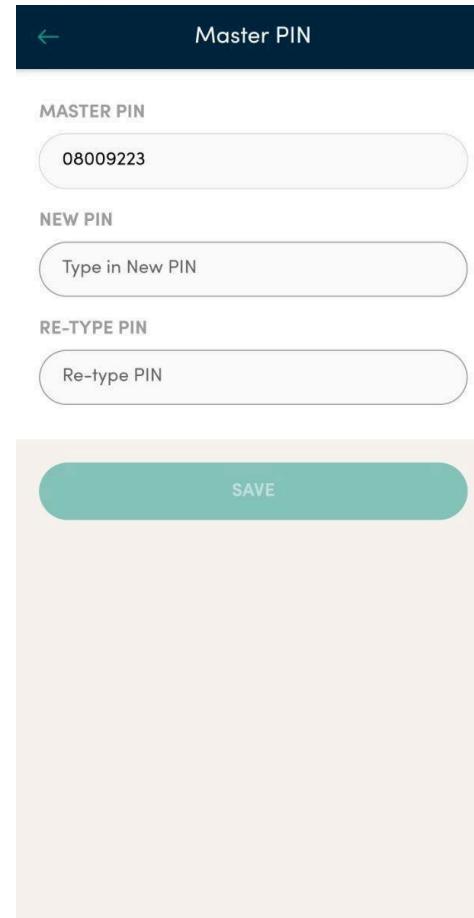
1. Go to lock details and select 'Master PIN'



2. Select 'Edit'



3. Enter the new PIN code and re-enter and tap 'Save'. After the Master PIN is successfully updated, the app will go back to the lock details page.

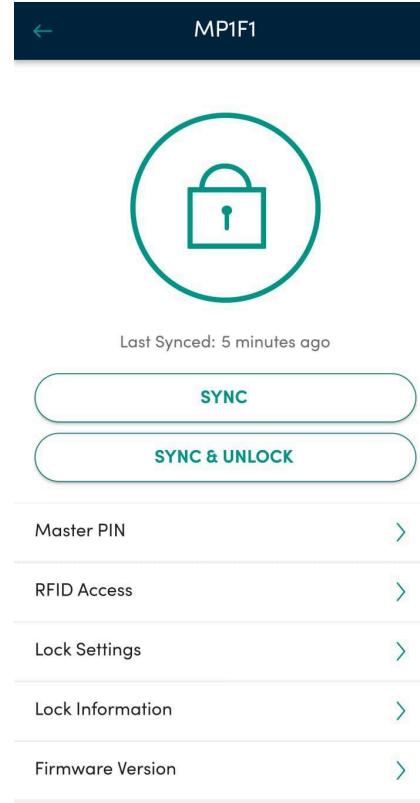


RFID Access

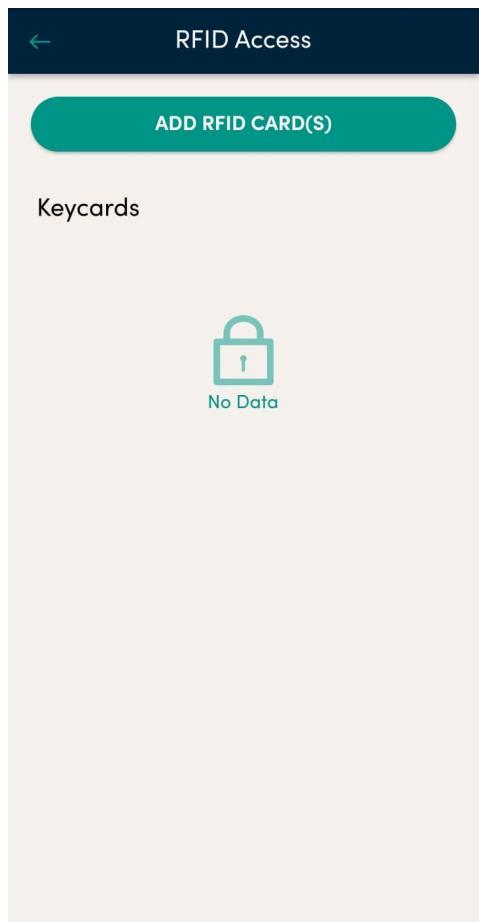
The RFID Access option is only available to the **owner/admin**. This is an option to add RFID Access tags or stickers for compliant locks. Only the **owner/admin** can view/edit/delete RFID Access tags/ stickers.

Adding of RFID Access tags/ stickers can only be done within close range of the lock.

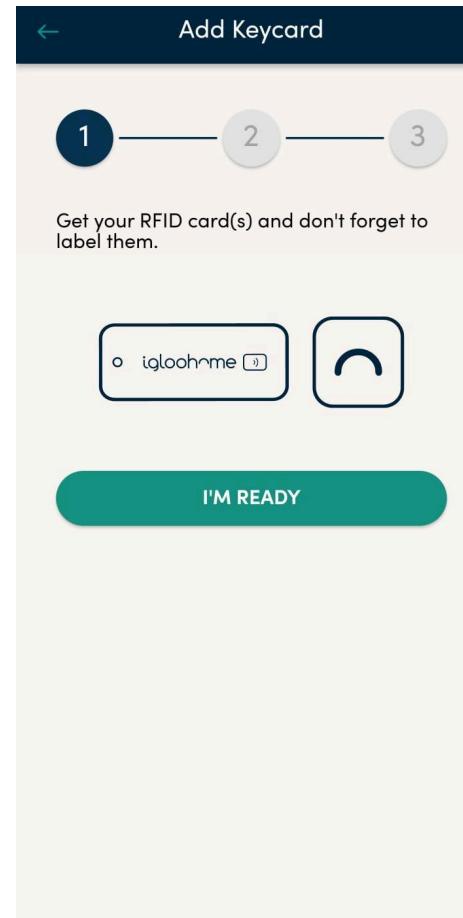
1. Go to lock details and select 'RFID Access'



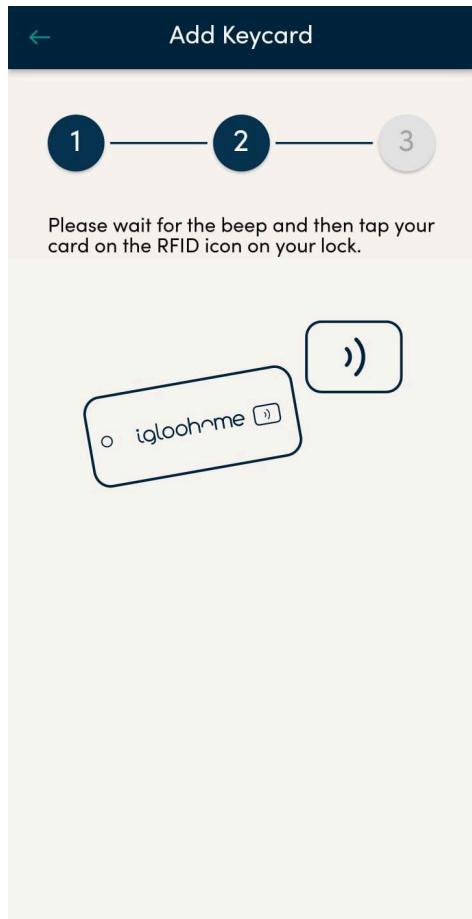
2. Select 'Add RFID Card(s)'



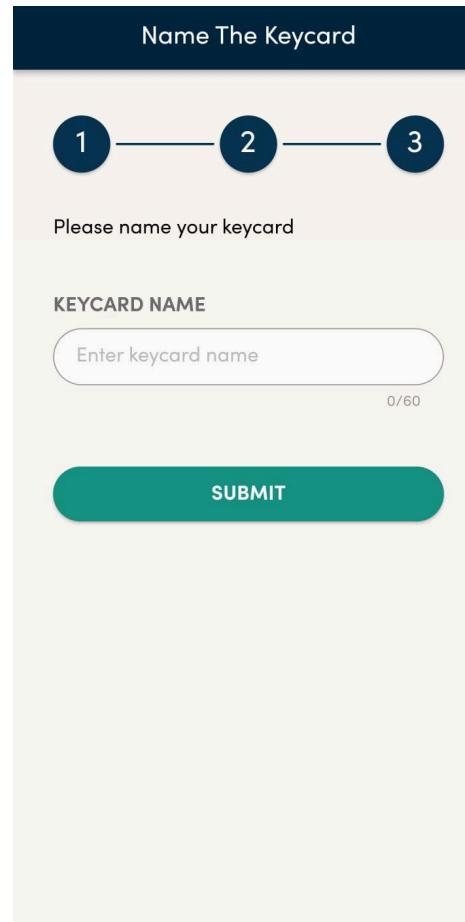
3. Select 'I'm Ready' when you are near the lock with a ready RFID tag/sticker on hand



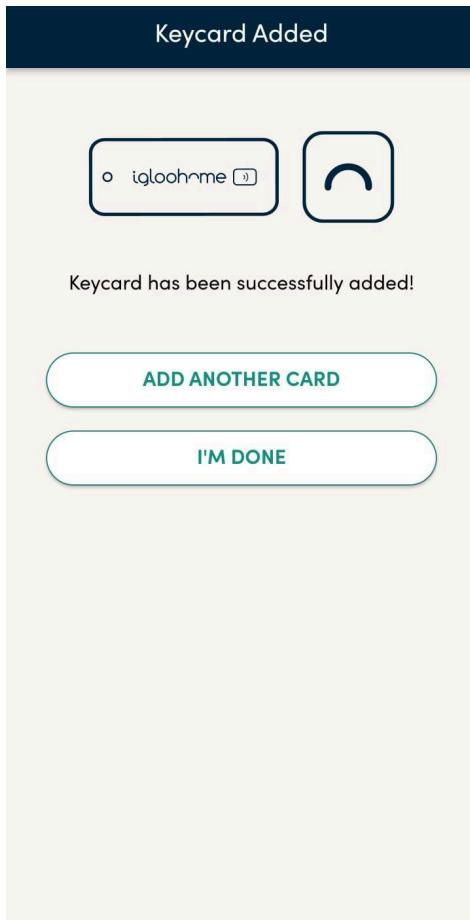
4. Wait for a beep on the lock and then tap your RFID tag/ sticker on the RFID icon on your lock



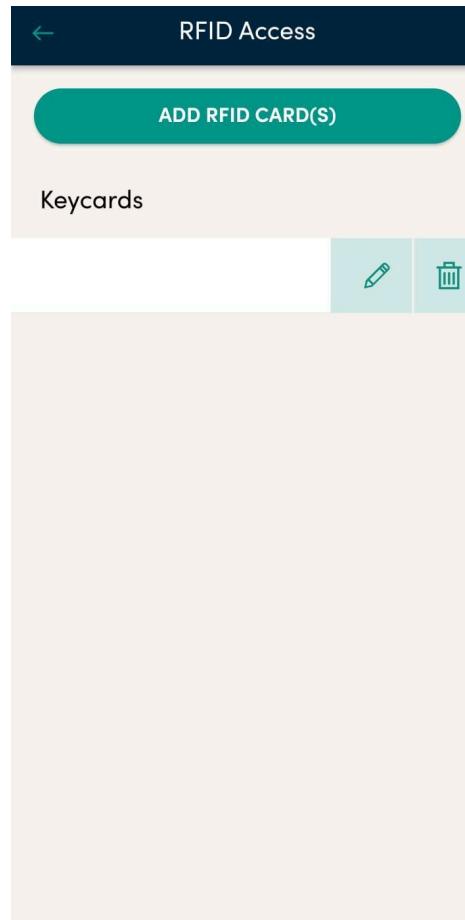
5. Enter the keycard name that you wish to identify it with



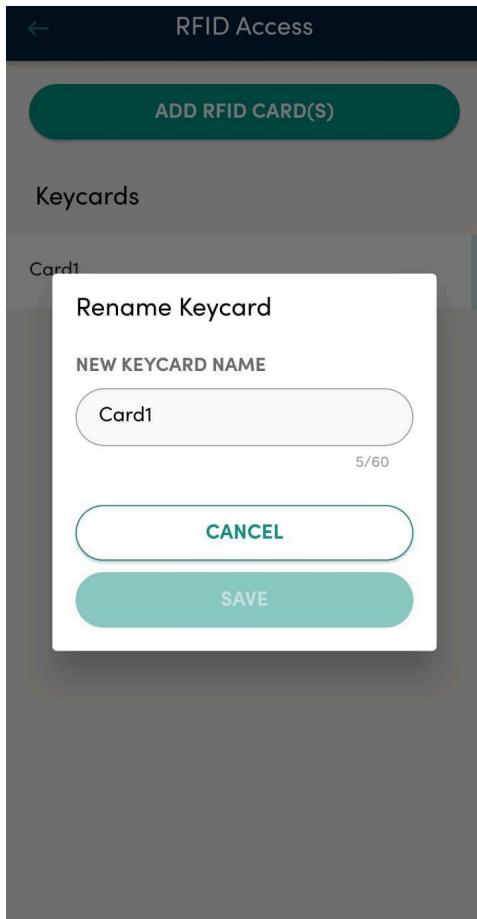
6. RFID Access tag/sticker will be successfully added, and you can decide whether to click 'Add Another Card' for adding another or 'I'm Done' to go back to RFID Access main menu



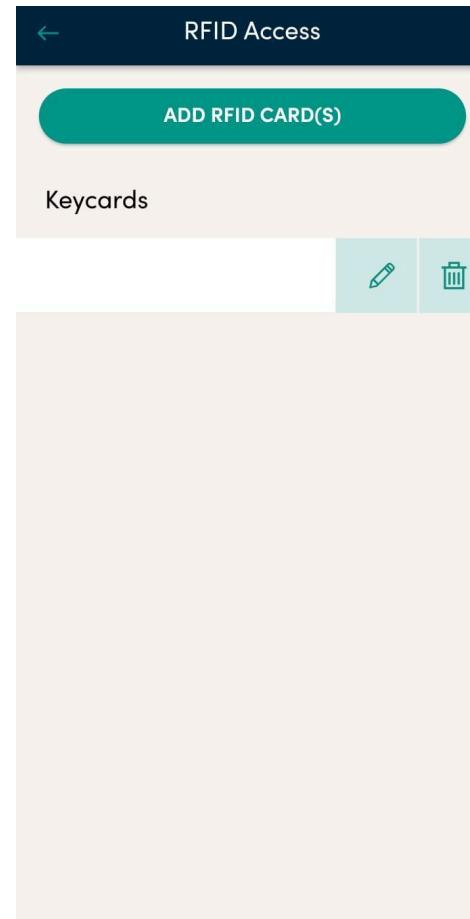
7. On RFID Access main menu, you can see the new RFID tag/sticker added. You can click on it to show the option of Edit (Pencil icon) or Delete (Trashcan icon) this RFID tag/ sticker.



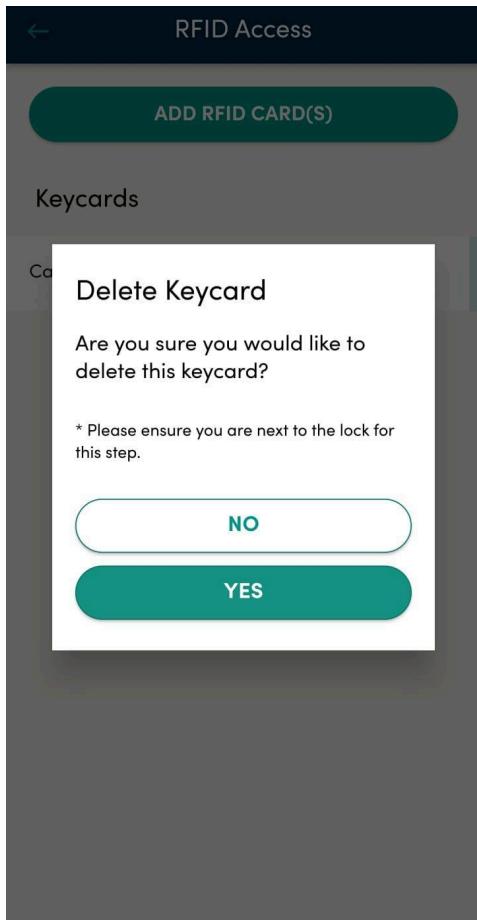
8. If you click on the Edit button (Pencil icon), you can rename the RFID tag/ sticker to a new name. You can choose to save the new changes or cancel to go back to the RFID Access main menu



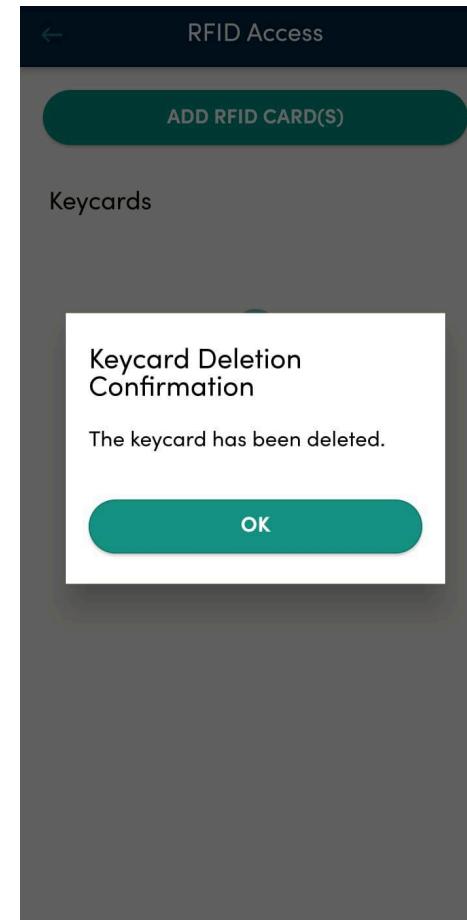
9. On RFID Access main menu, you can see the new RFID tag/ sticker added. You can click on it to show the option of Edit (Pencil icon) or Delete (Trashcan icon) this RFID tag/ sticker.



10. If you click on the Delete Button (trashcan icon), you will be shown a confirmation popup to confirm whether to proceed (Yes) or to cancel the delete operation (No)



11. If you proceed with the delete operation of the RFID tag/ sticker selected, you will be shown the following screen upon completing the delete operation

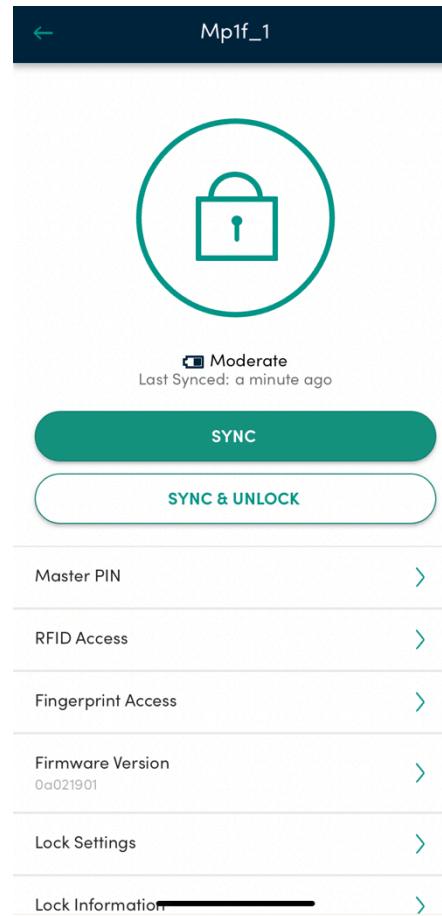


Fingerprint Access

The Fingerprint Access option is only available to the **owner/admin**. This is an option to add Fingerprint Access for compliant locks. Only the **owner/admin** can view/edit/delete Fingerprint Access.

Adding of Fingerprint Access can only be done within close range of the lock.

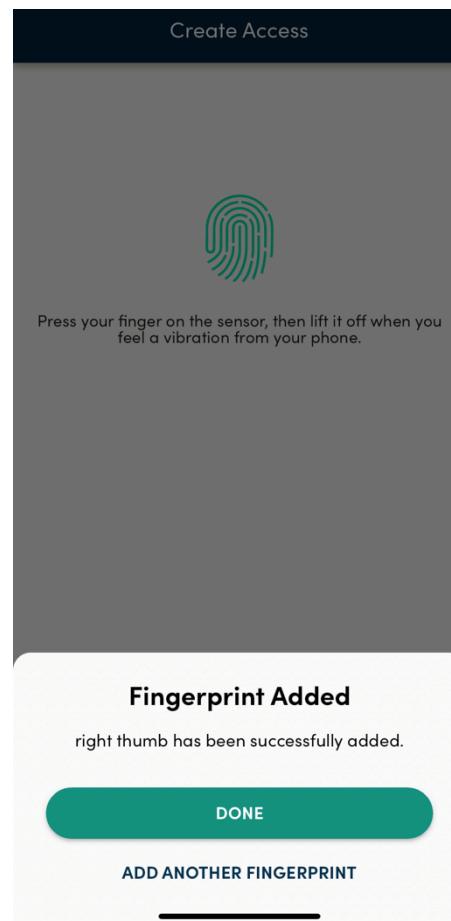
1. Go to lock details and select 'Fingerprint Access'



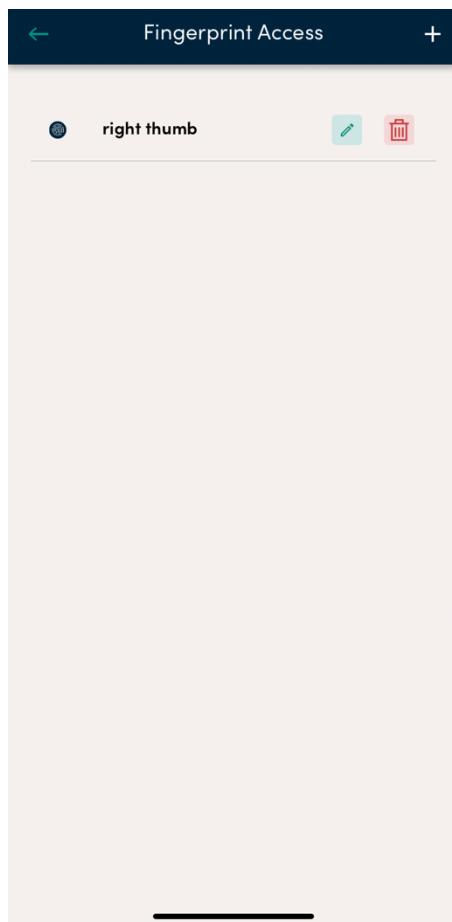
2. Select 'Add Fingerprint'



3. Follow the instructions on screen to press your finger on the fingerprint sensor on the compliant lock, then lift it off when you feel a vibration from your phone and continue doing that until you see the following screen mentioning that Fingerprint Added.



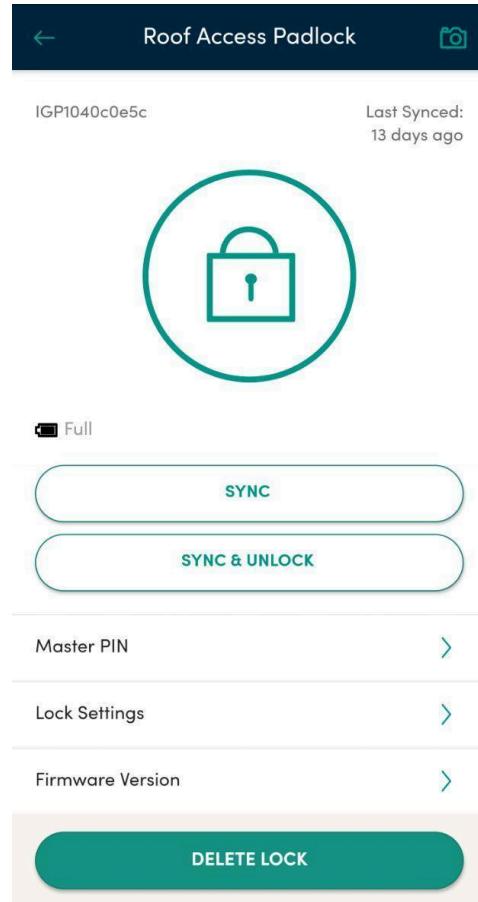
4. Once you have clicked done, the new fingerprint access will be shown, and you can click the Pencil icon on the right to edit the name. If you wish to delete the added Fingerprint Access, you can click the Trash icon on the right.



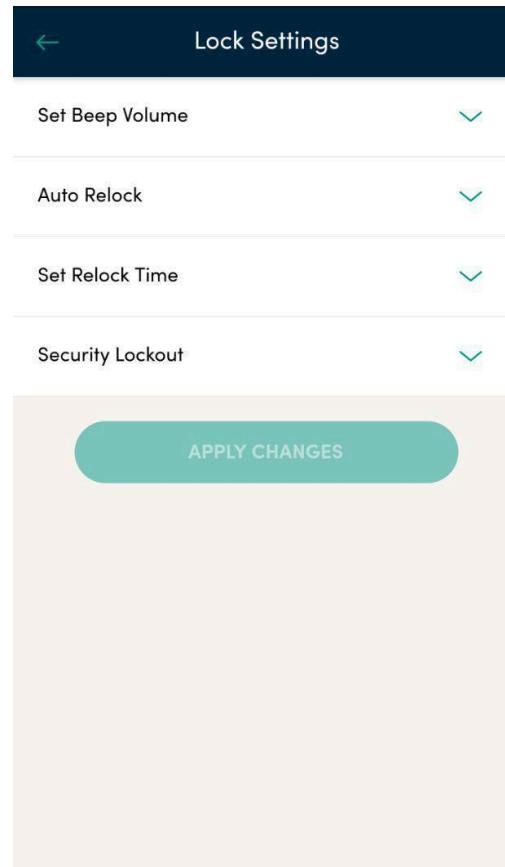
Set lock settings

Lock settings can be changed by the **owner** or **admin**.

1. Go to lock details and select 'Lock Settings'



2. Make sure the phone is within 1m of the lock, then make the preferred changes and tap 'Apply Changes'



 Tip: Certain settings may not be available depending on the lock model. Above settings are options for the deadbolt.

1. Keypad LED Toggle (Only for Padlock 2E)

Enable or disable Keypad LED Toggle

2. Set beep volume

Select a beep volume from 0-5, where 0 is mute

3. Auto relock

Enable or disable auto relock

4. Set relock time

Select a relock time from 10, 20, 30, or 60 seconds

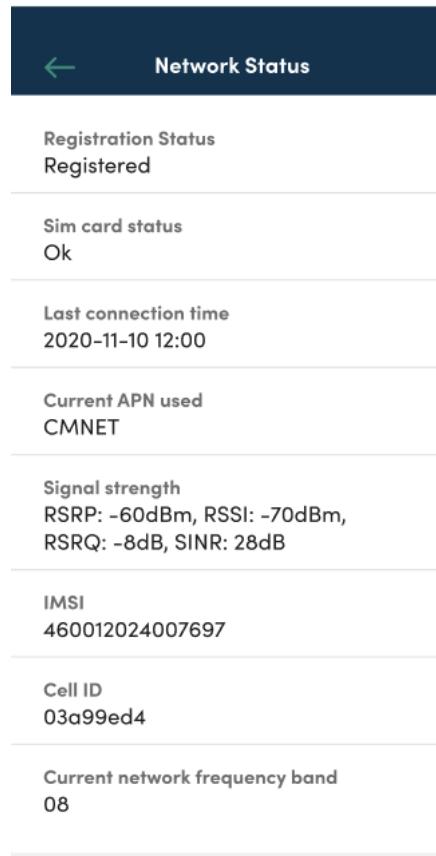
5. Security lockout

Select the number of invalid access attempts from 1-5 before security lockout

6. Automatic Downlight LED (Only for INB1)

Enable or disable automatic downlight LED

3. Under 'Lock Information' you can find the option 'Network Status' and you can see the following information on that screen (INB1 Only)



Unlock and Sync with Bluetooth

Owner and **admin** have Bluetooth unlock and sync permissions to all locks by default. **Managers** have Bluetooth unlock and sync permissions to all locks in their assigned departments. For **lock users**, they can only unlock or sync the locks based on access granted.

Before using Bluetooth Unlock/Sync, ensure the phone is within 1m of the lock and that the following settings are enabled on the phone:

- Location permissions enabled and is switched on
- Bluetooth is switched on
- Internet connection is available

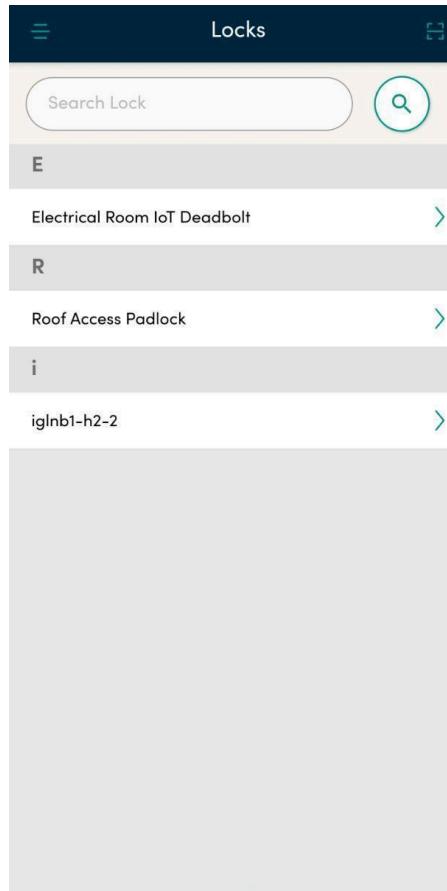
The 'Unlock' button unlocks the lock and the 'Sync' button checks for and pushes jobs to the lock if there are any, then sync activity logs.

'Sync & Unlock' button performs sync before unlocking the lock. The sync and unlock button will not be available for lock users that have only been granted only Unlock or Sync permission.

Push Jobs with Sync

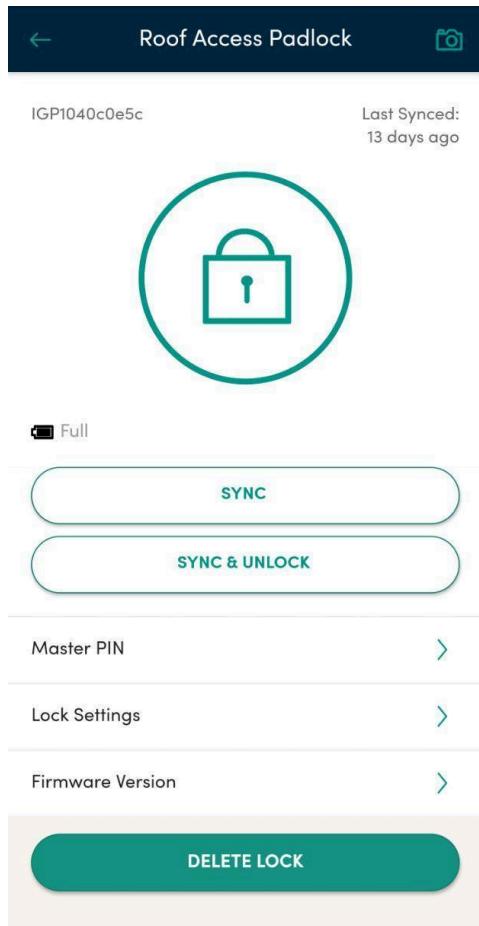
Using 'Sync', **owners** and **admins** will be able to push all jobs for the lock. **Manager** will only be able to push the jobs for that lock that were created in that department. **Lock users** are not allowed to push jobs.

1. To access unlock and sync buttons, select the lock from the list



2. To 'Unlock' (round button with lock icon), 'Sync', or 'Sync & Unlock', tap on the button within 1-2m of the lock. For **lock users**, the access will have a start/end date and the permissions granted

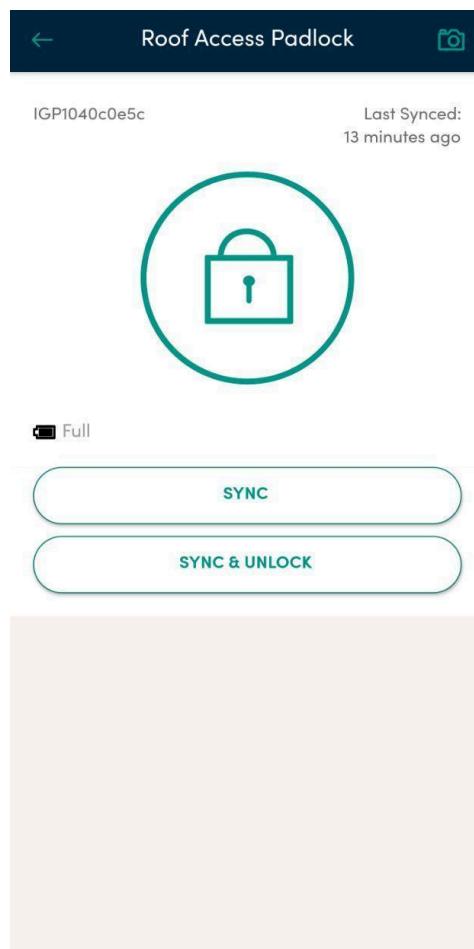
Owner view



Admin view



Manager view



Lock user view (may differ depending on permissions granted for the access)

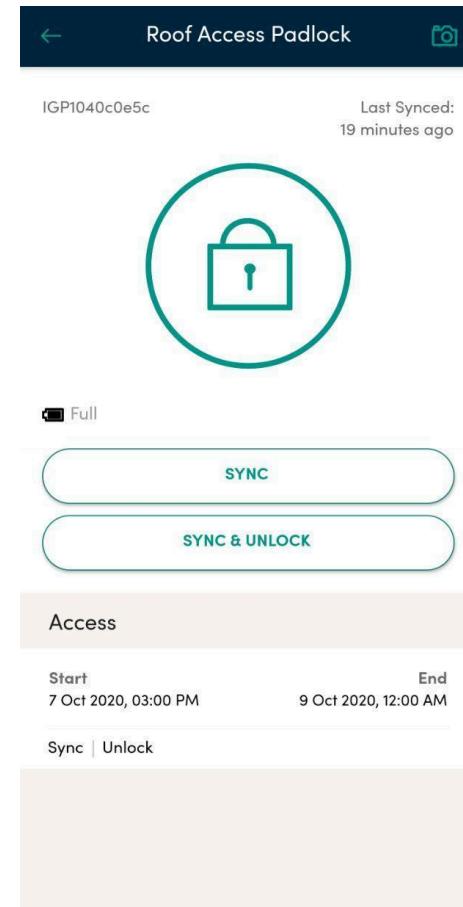
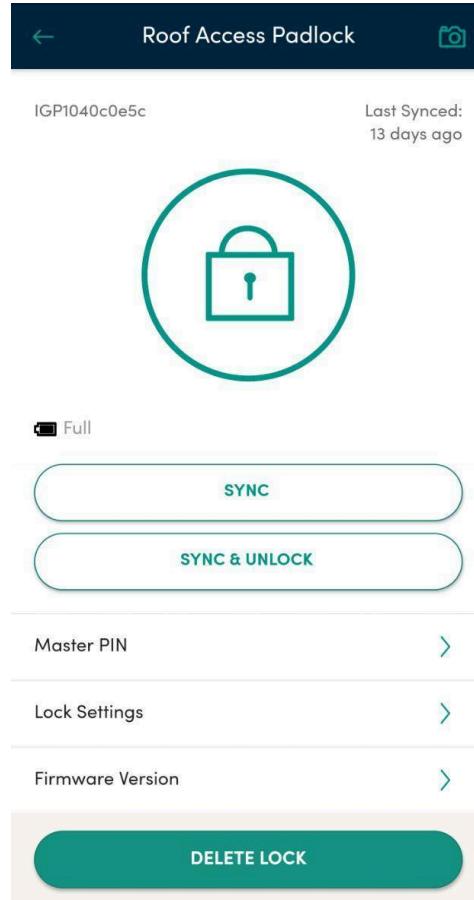


Photo-taking

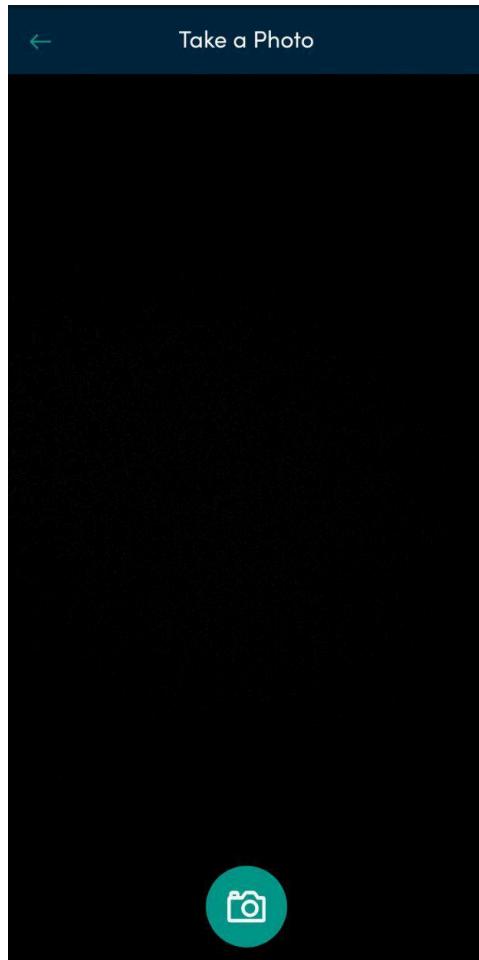
Photo-taking is a feature available to the padlock only. It allows the user to take and upload a photo of the lock after it is locked, and the photo will appear in the lock's activity logs.

The app will check if the lock is locked before allowing the user to take a photo. To prevent the user from reusing a photo from their gallery, the user can only upload a photo that was taken with the in-app camera feature.

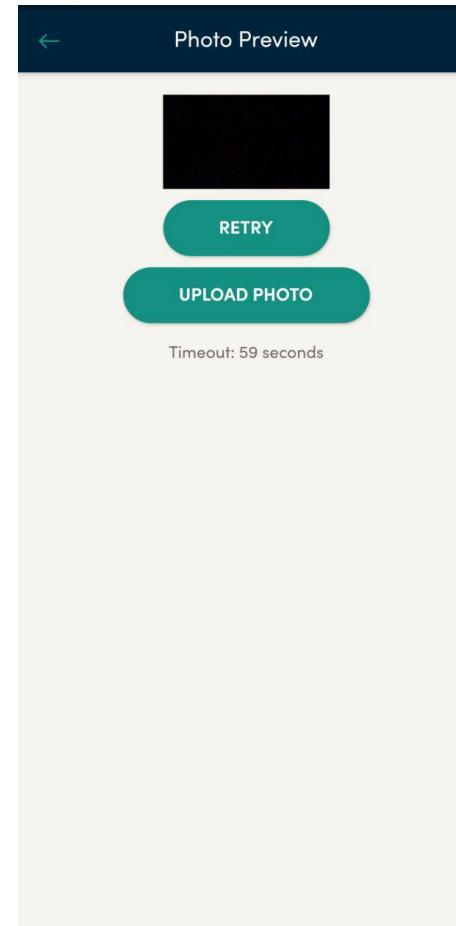
1. Click on the camera icon on the lock detail page



2. Take the photo



3. Tap 'Retry' if the photo is blurred or out of focus, or tap 'Upload Photo' to submit the photo



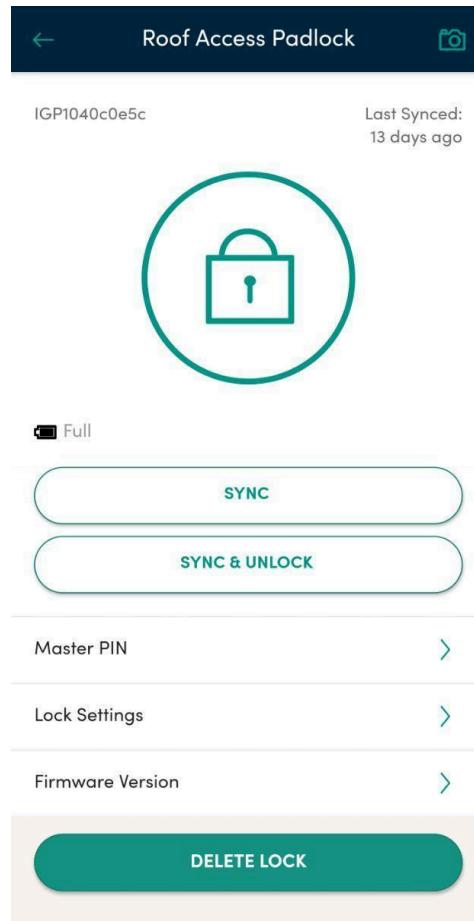
Direct Firmware Update (DFU)

A Direct Firmware Update allows you to update the firmware version of your product when a new version is available. Only the owner, admin and users who have the Firmware update rights can see this option and perform the firmware update.

During the firmware update, ensure that the lock is kept unlocked and open, and that the following settings are enabled on the phone:

- Location permissions have been granted to the app
- Location is switched on
- Bluetooth is switched on
- There is an internet connection

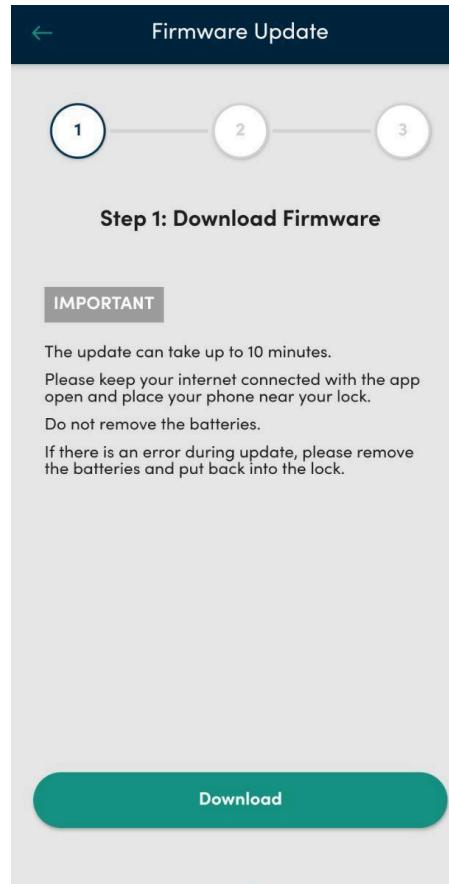
1. To check for firmware updates, go to Lock detail and tap on 'Firmware Version'



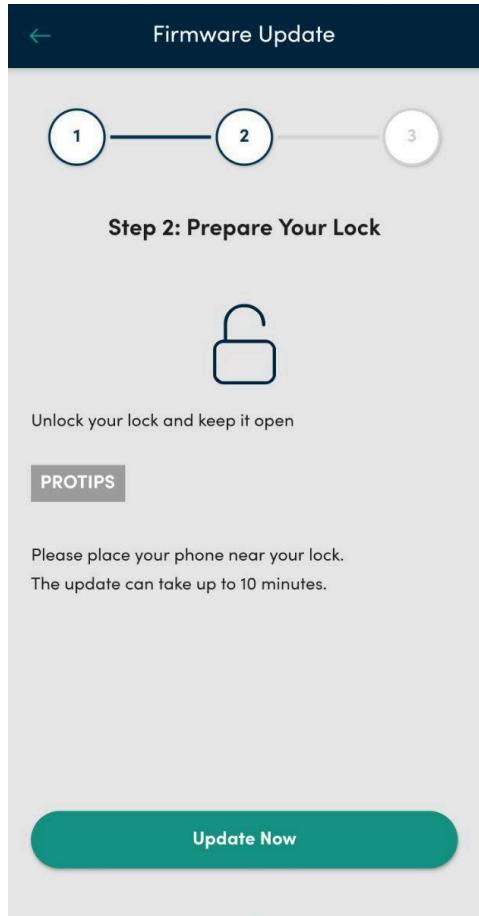
2. If there is a new firmware update available, an Update button will appear, tap on 'Update'



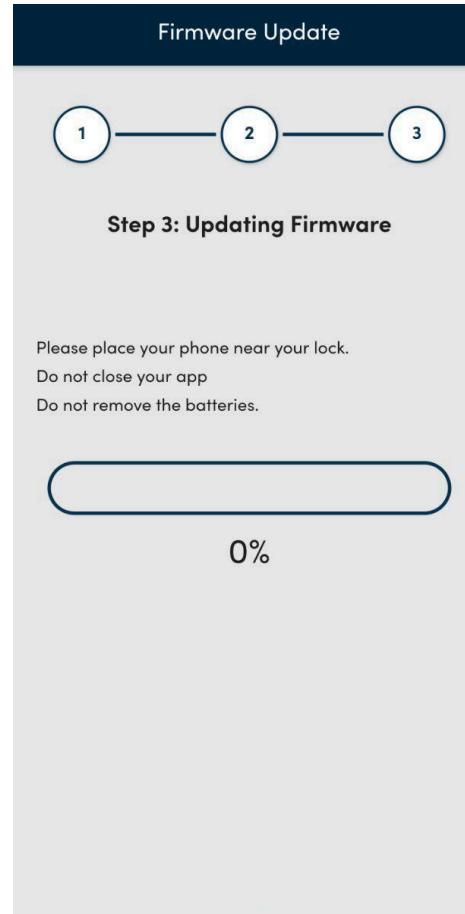
3. Click 'Download' to download the new firmware



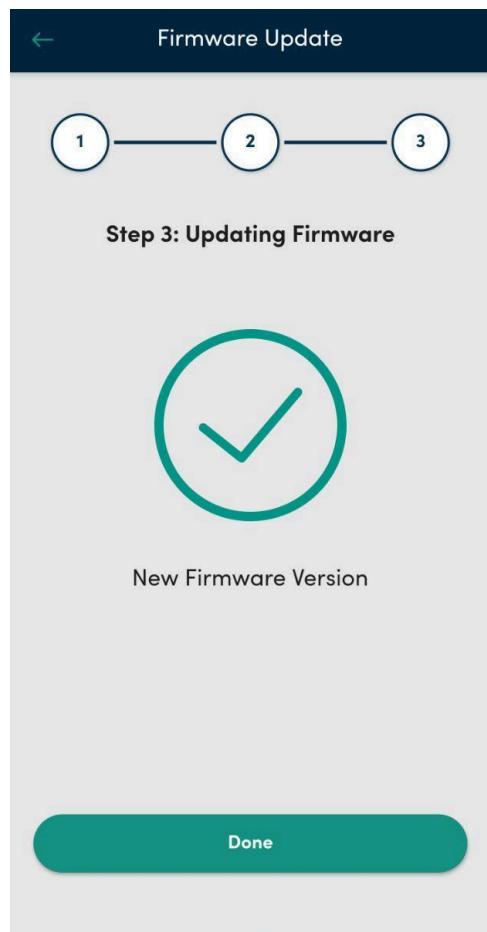
4. Prepare your lock following the instructions provided, and tap 'Update Now'



5. The firmware update will begin. Do not close the app or interrupt the firmware update until it is complete.



6. Once the firmware update is complete, tap 'Done' to go back to the lock detail page

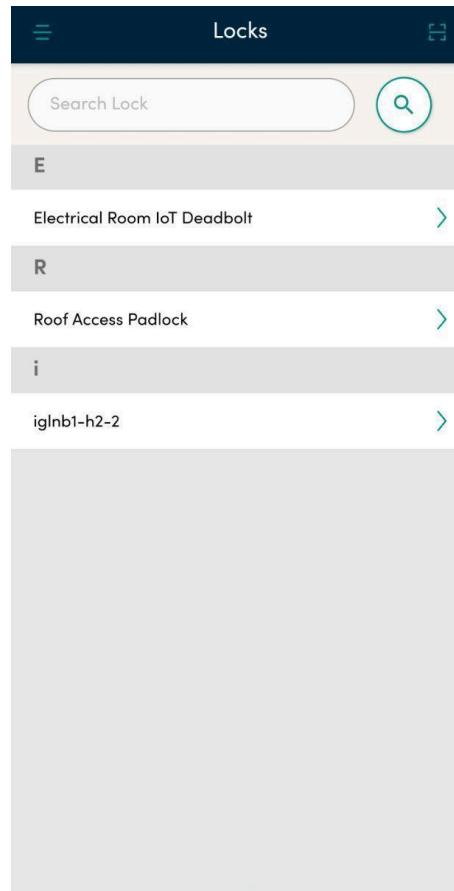


Delete locks

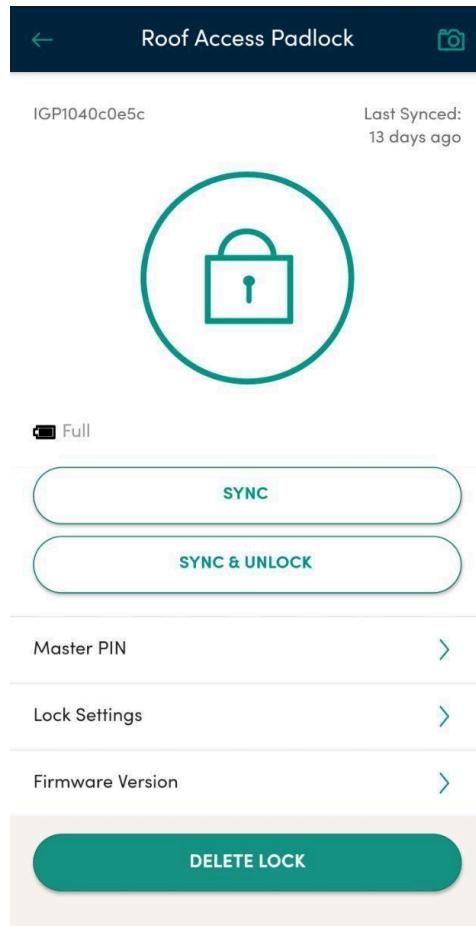
Deleting a lock removes it from the account and resets it back to factory settings. All access created and activity logs will be also deleted.

Only the **owner** and **admin** are able to delete locks. This has to be done within 1m of the lock.

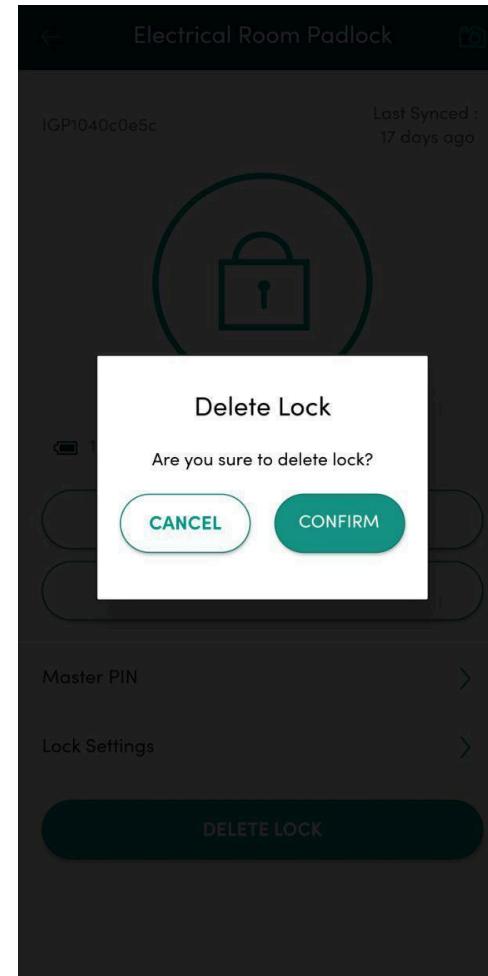
1. Select the lock



2. Click 'Delete Lock' within 1-2m of the lock

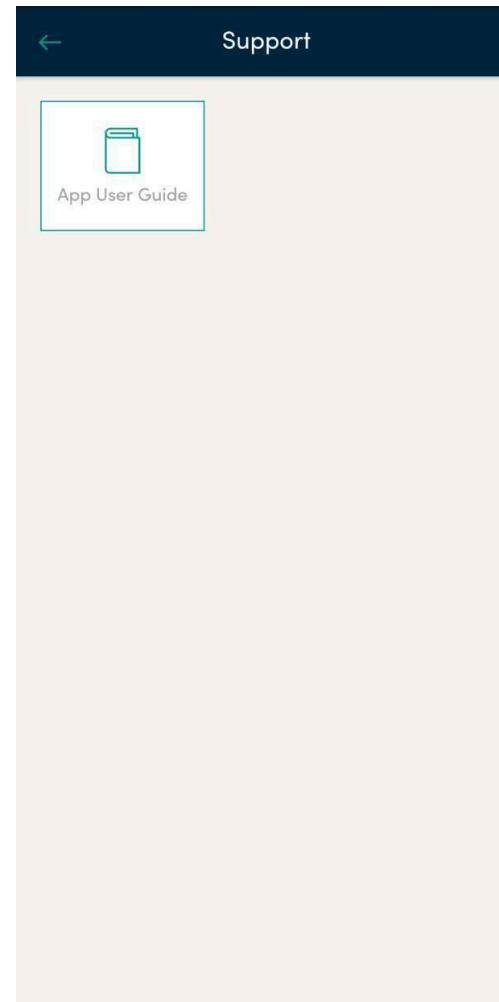
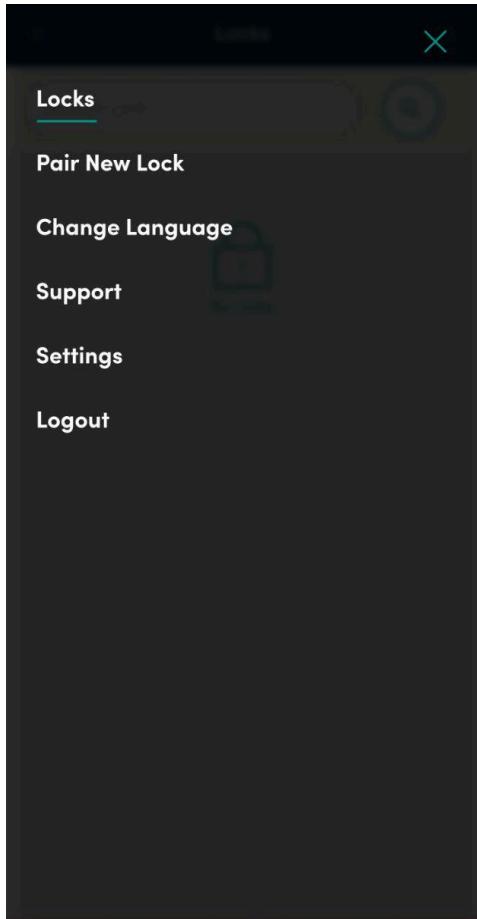


3. Click 'Confirm' to proceed with deletion



Help and Support

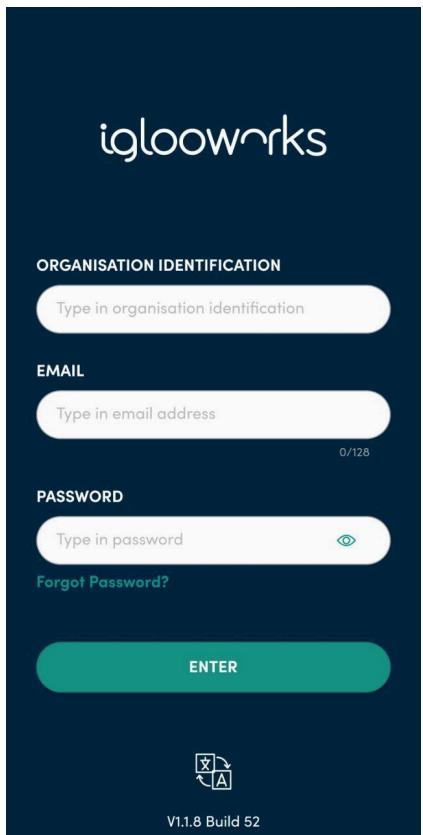
1. Click on Menu and 'Support' page to access the user guide



Change language

8. Before login

1. Tap the language icon

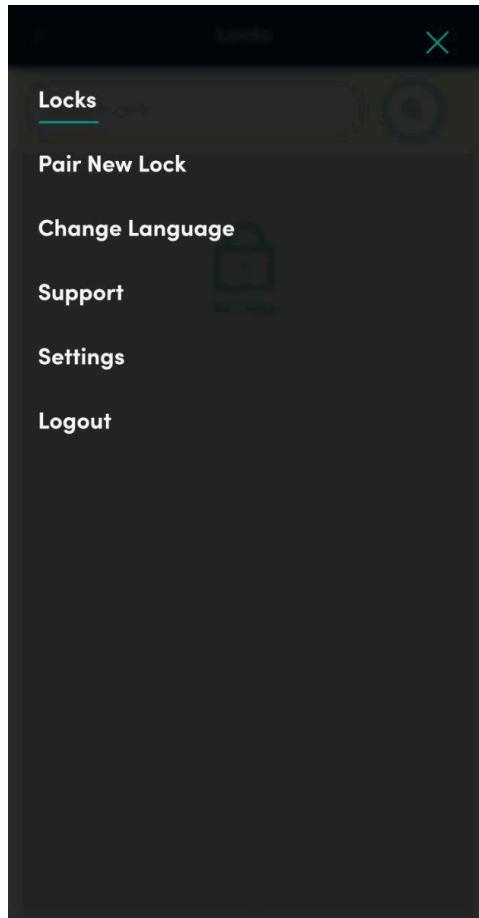


2. Select the desired language



9. After login

1. Open the menu and select 'Change language'

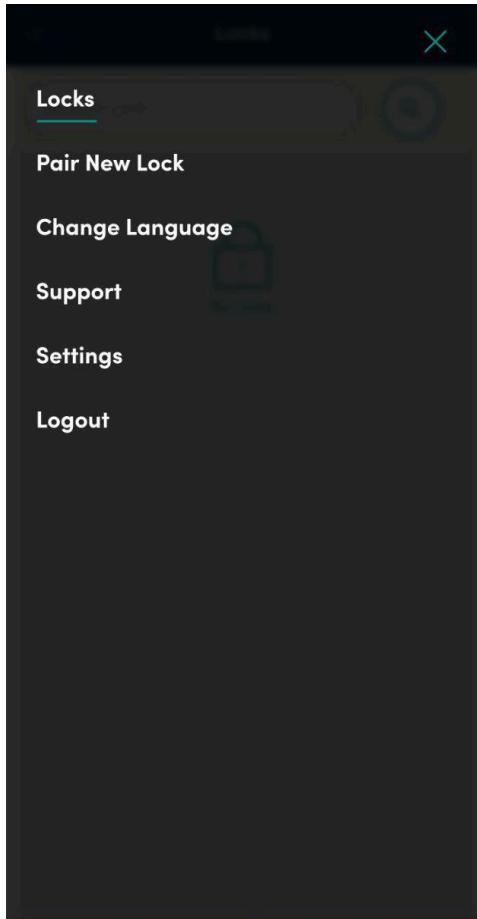


2. Select the desired language



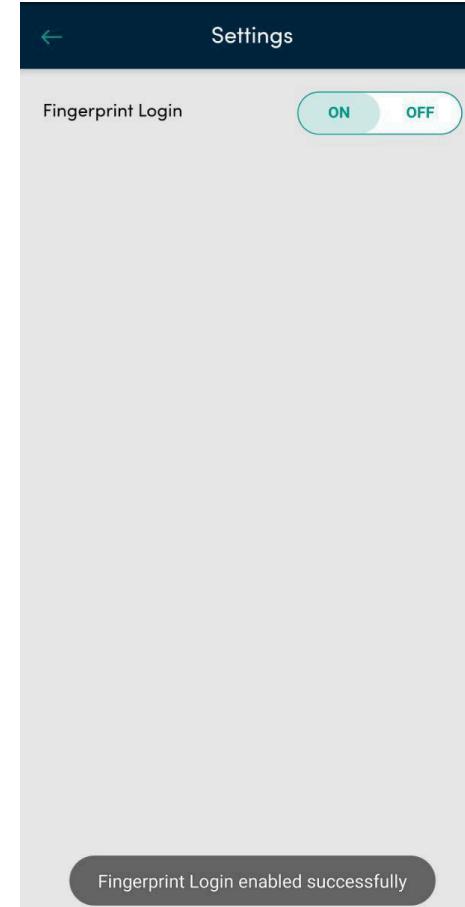
Settings

Open the menu and tap on 'Settings'

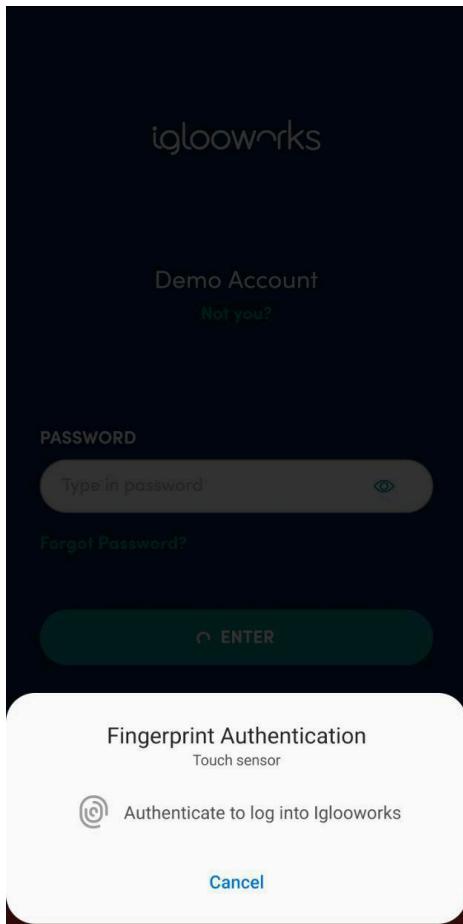


10. Fingerprint/Face ID login

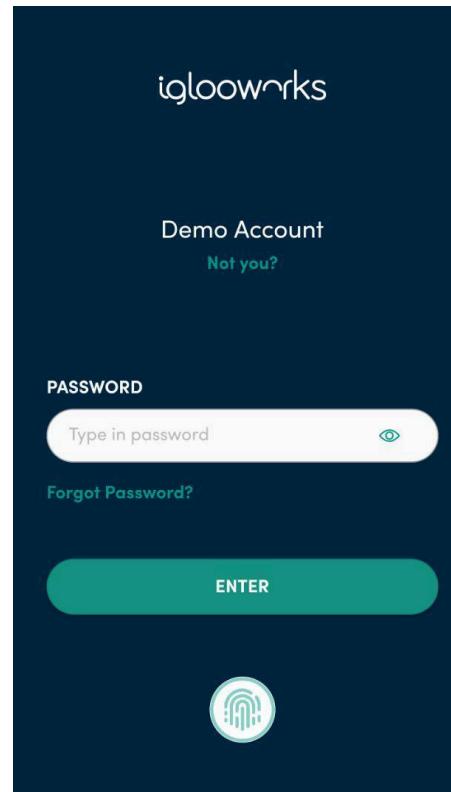
1. Toggle Fingerprint/FaceID login to 'On'



2. When accessing the app again after the login session expires, the app will require Fingerprint or Face ID authentication



3. To login with password instead, tap 'Cancel' on the verification popup, enter your password and tap on 'Enter' (For 2FA login, mobile verification is required after this step)

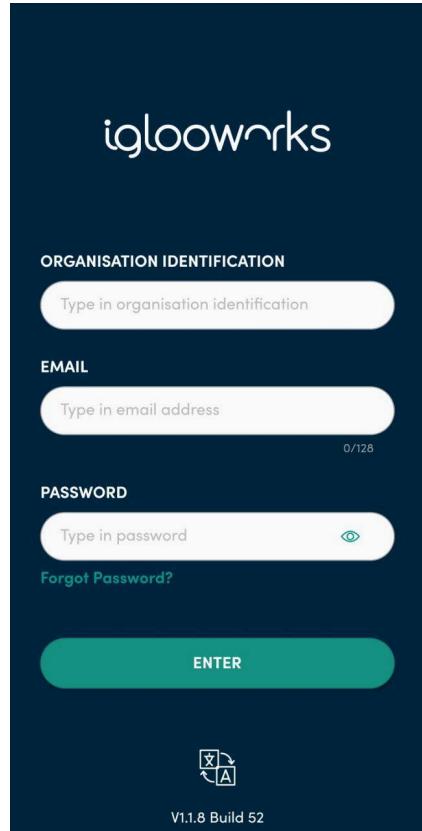


4. To change the login account, tap on 'Not you?'

💡 Tip: Account will be locked automatically after killing the app or if 2 hours have passed after the last login

Reset password

1. Select 'Forgot password'



2. Key in organisation ID and email
3. An email will be sent with a link to create a new password

User types and permissions chart

Dashboard

Permissions	Owner	Admin	Manager	Lock User	Mobile responsive
Login/logout	Yes	Yes	Yes	Yes (For 2FA access)	Yes
Generate and reset 2FA passcode	Yes	Yes	Yes	Yes	No
View/add/deactivate lock user	Yes	Yes	Yes	No	Yes
View properties in assigned department	Yes	Yes	Yes	No	Yes
View lock details	Yes	Yes	Yes	No	Yes
Edit Activity log/ Heartbeat Intervals	Yes	Yes	No	No	Yes
Create/edit/delete access	Yes	Yes	Yes	No	Yes
View lock access	Yes	Yes	Yes	No	Yes
View activity logs	Yes	Yes	Yes	No	Yes
Change departments	Yes	Yes	Yes	No	Yes
Create/delete/view jobs	Yes	Yes	Yes	No	Yes
View map	Yes	Yes	Yes	No	Yes
View/add/deactivate manager	Yes	Yes	No	No	Yes
View all properties in organisation	Yes	Yes	No	No	Yes
Add/edit/delete property	Yes	Yes	No	No	No
View department list	Yes	Yes	No	No	Yes
Add/edit/deactivate department	Yes	Yes	No	No	No

Edit lock name	Yes	Yes	No	No	No
View audit trail	Yes	Yes	No	No	Yes
Export audit trail	Yes	Yes	No	No	No
View Master PIN	Yes	No	No	No	Yes
View/add/deactivate admin	Yes	No	No	No	Yes

App

Permissions	Owner	Admin	Manager	Lock User
Login/logout	Yes	Yes	Yes	Yes
BT Unlock	Yes	Yes	Yes	Yes
BT Sync	Yes	Yes	Yes	Yes
Search lock by QR code	Yes	Yes	Yes	Yes
Search lock by BT scan	Yes	Yes	Yes	Yes
Push jobs	Yes	Yes	Yes	No
Perform DFU	Yes	Yes	No	Yes (if granted DFU rights)
Pair lock	Yes	Yes	No	No
Delete lock	Yes	Yes	No	No
Set lock settings	Yes	Yes	No	No
Change Master PIN	Yes	No	No	No
RFID Access	Yes	Yes	No	No