

User guide

Bridge

Welcome!

This guide will get you up and running with your Bridge.

In the meantime, you should follow us on Facebook and Youtube!



Like us on Facebook



Visit our Youtube



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

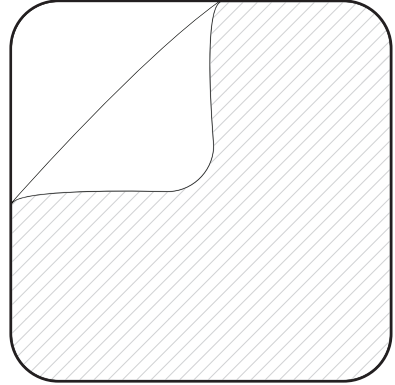
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What's Included



Bridge



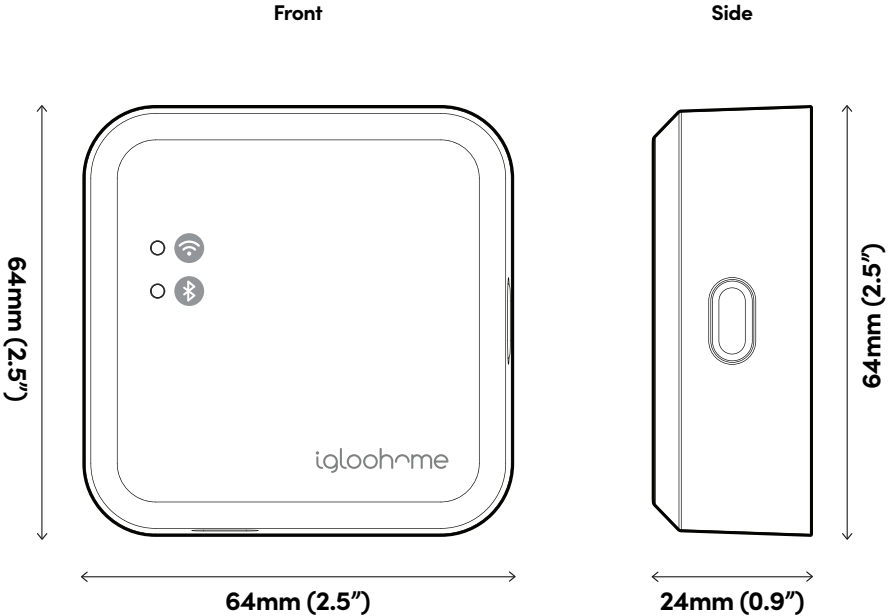
Adhesive Mounting Tape



USB-C Cable

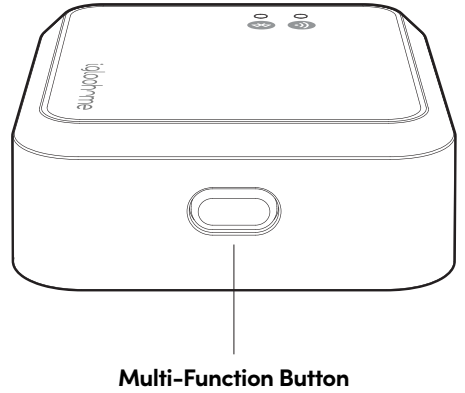
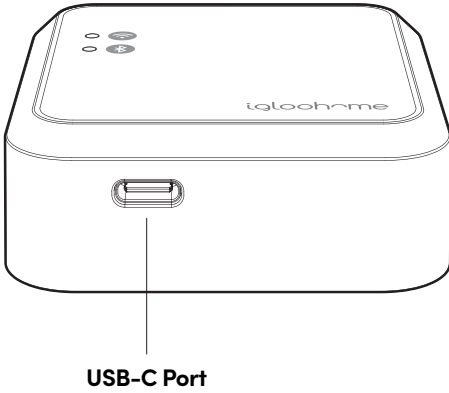
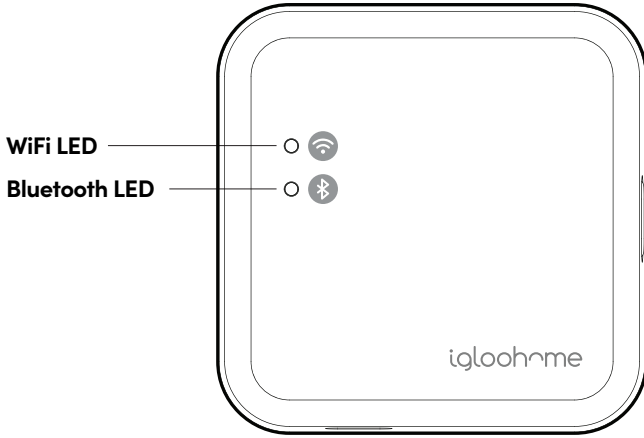
Specifications

Model	Bridge
Power Type	USB-C
Operation Temp	0°C to 40°C / 32°F to 104°F
Storage Temp	-25°C to 70°C / -13 °F to 158°F
Body Material	PC
WiFi	802.11 b/g/n [2.4GHz only]
WiFi Security	WPA2-PSK/WPA-PSK
Weight	Net: 0.04kg / 0.1lbs Gross: 0.2kg / 0.4lbs



For damage resulting from incorrect use of Bridge, or use of Bridge outside of stipulated specifications, the customer bears sole responsibility. igloocompany accepts no liability whatsoever.

Bridge Anatomy



Features

Remote Access



Lock & Unlock from Anywhere

Access your lock from anywhere in the world with an internet connection. Lock & Unlock as and when you want to.



Create and Revoke access remotely

Create, edit and delete PINs as well as revoke different types of access.



Stay in the loop

Retrieve activity logs on the go.



Connects to your home's WiFi Network

The Bridge uses 2.4GHz WiFi to connect to the internet.

Others



Near real-time notifications

Get notified in near real-time when your lock is unlocked, has low battery or when the Bridge loses internet connectivity.



Link up to 5 Devices

You can link up to 5 devices with one Bridge.



Compatible across multiple locks

The Bridge is compatible with selected igloohome locks and devices.

**Selected lock models are listed on the next page.*



Hassle-Free Configuration

Set up easily via the igloohome app, Step-by-step instructions on how to get started included in the intuitive igloohome app.

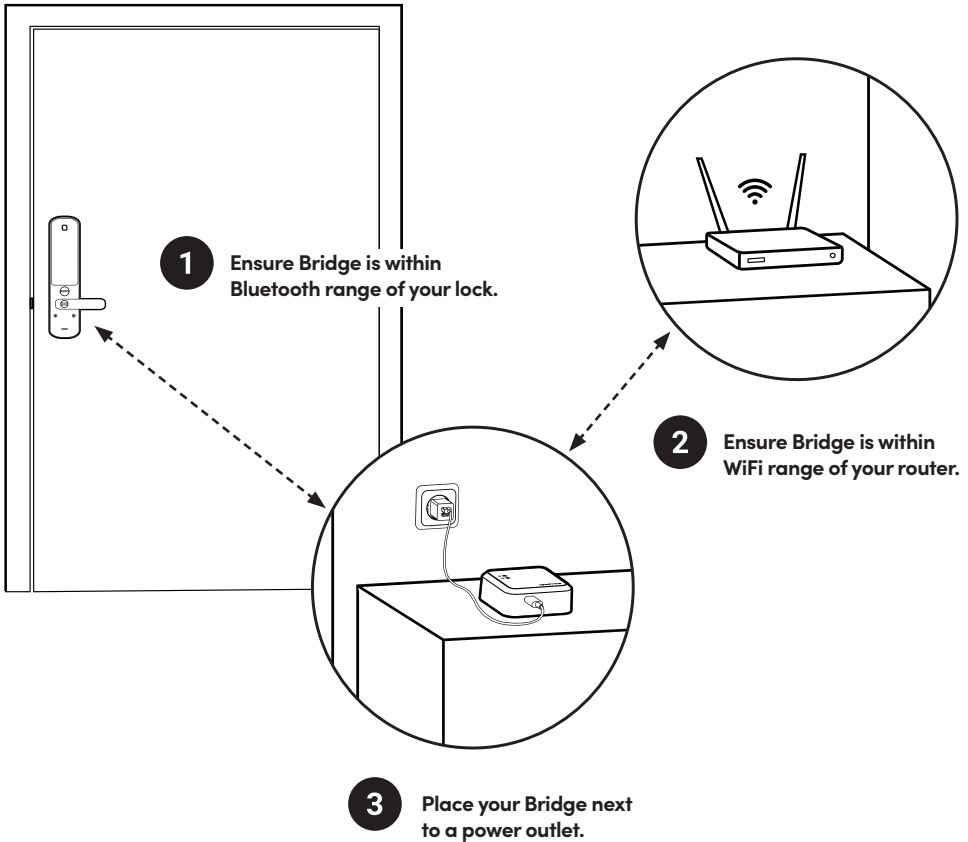
Compatible igloohome Products

Compatible Products	Maximum Bridge to Device distance* (Line of sight)
Deadbolt 2S Metal Grey ①	Less than 7m
Mortise 2/2+	Less than 10m
Push-Pull Mortise	Less than 11m
Lever Mortise	Less than 10m
Metal Gate Rim Lock	Less than 7m
Glass Door Lock	Less than 7m
Keybox 3	Less than 4m
Retrofit	Less than 7m
Padlock	Less than 1m
Padlock 2E	Less than 1m
Other Devices ②	Newer devices will be launched from time to time. For latest Bridge compatibility, go to go.igloohome.co/EB1Support

NOTE: ① If your Deadbolt's Bluetooth ID begins with IGB402, you will experience limited functions with the Bridge. The near real-time notifications of activity logs will not be available. You will need to do a Bluetooth sync to retrieve them. You will still be able to remotely unlock your door via the Bridge.

② The distance stated above are for reference only and are for line of sight between the Bridge and the device. The actual distance will vary based on actual operating conditions such as physical obstacles and interference from other electronic devices.

Placement of Bridge



NOTE: The Bridge functions best when locks are within close proximity to the Bridge. Please refer to the table on the previous page for the maximum distance between the Bridge and the igloohome device. The Bridge also needs to be placed within WiFi range of your router.

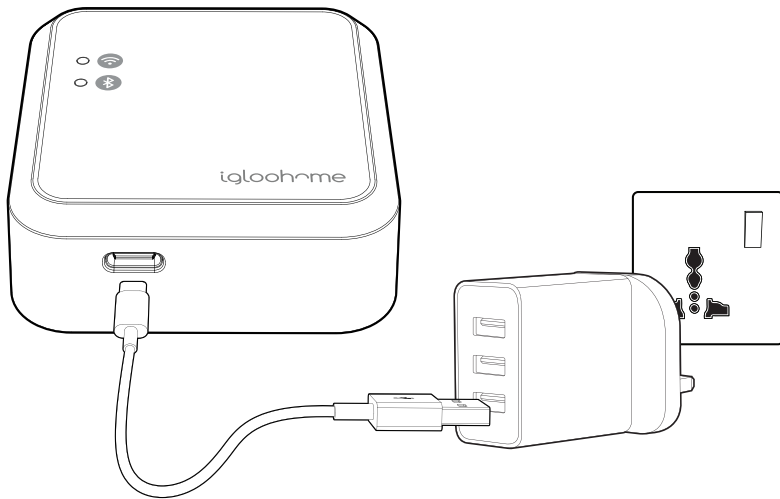
Power Up

1 Plug in the USB-C end of the provided USB cable into the USB-C port on the Bridge. Insert the other end of the cable into a USB-A Power Adapter* and then plug the adapter into a power outlet.

2 After powering on the Bridge, it will take about a minute to initialize (the LEDs will not be on during this time). When the Bridge has completed initialization, it will go into "Ready to Pair" mode with both WiFi and Bluetooth LEDs blinking.

3 Bridge will stay in this mode for 10 minutes.

If the Bridge is not configured within 10 minutes, both LEDs will stop blinking. Press the Multi-function button once to put the Bridge back into "Ready to Pair" mode.



*NOTE: Power adapter is not included. Please ensure you use a Power Adapter with stable power output of 5V, 1A. Product performance may be impacted by inconsistent power supply from the Power Adapter.

App Onboarding

1 Register as a Lock User

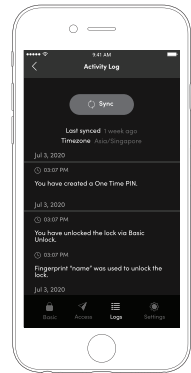
- a) Download the igloohome app from the App Store / Play Store
 - b) Create an account and login
-

2 Sync your Locks

Before linking the Bridge to a lock,

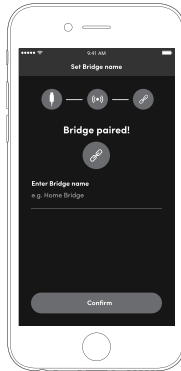
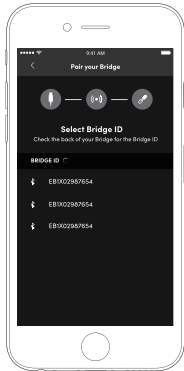
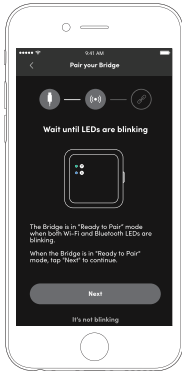
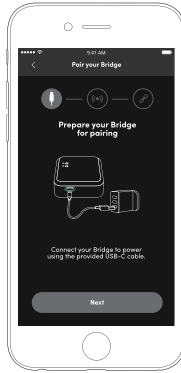
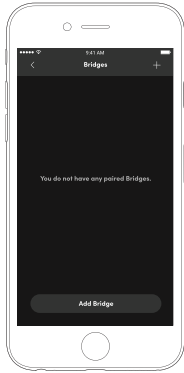
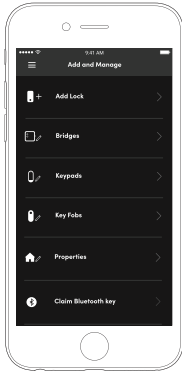
1. On the igloohome app, select the lock that you want linked
2. Select [**Settings**]
3. Select [**Sync**]

IMPORTANT: Sync your locks to the app prior to establishing a link with the Bridge to avoid losing existing activity logs.



3 Pairing the Bridge

Go to **[Add and Manage]**, select **[Bridges]**, and select the **[+]** sign at the top right corner. Follow the onscreen instructions and wait for the pairing to complete. Once the Bridge is paired, enter a name for the Bridge.

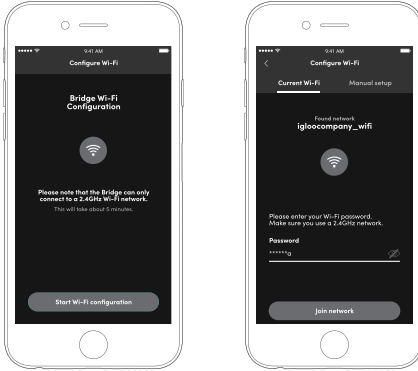


4 Connect the Bridge to your WiFi Network

a) Select **[Start WiFi configuration]**

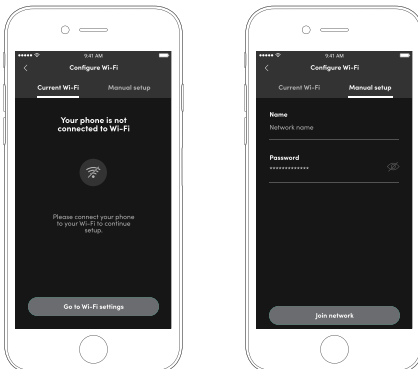
b) If your phone is already connected to a WiFi network and you would like the Bridge to connect to the same WiFi network, please enter the password for that WiFi network.

Note: The Bridge can only connect to a 2.4GHz WiFi network. 5GHz is not supported. The Bridge only supports routers with WPA2 or WPA, which are the most popular methods of securing your network. The Bridge will not be able to connect to routers using unsecure protocols such as WEP or routers without encryption.



If your WiFi is not turned on, please turn it on to continue the WiFi configuration. Select **[Go to WiFi settings]** to be redirected to your phone's settings to turn on WiFi. Connect your phone to the WiFi network that you want the Bridge to connect to and return to the igloohome app and enter the password for that network.

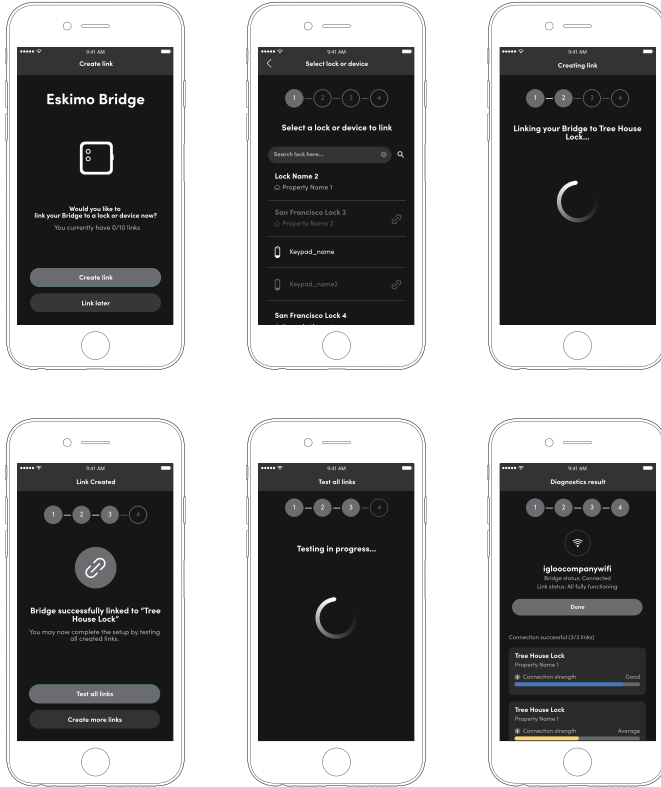
Or, select the **[Manual setup]** tab and type in the WiFi name and password manually.



5 Add / Link a Lock to your Bridge

a) Select [Create Link]

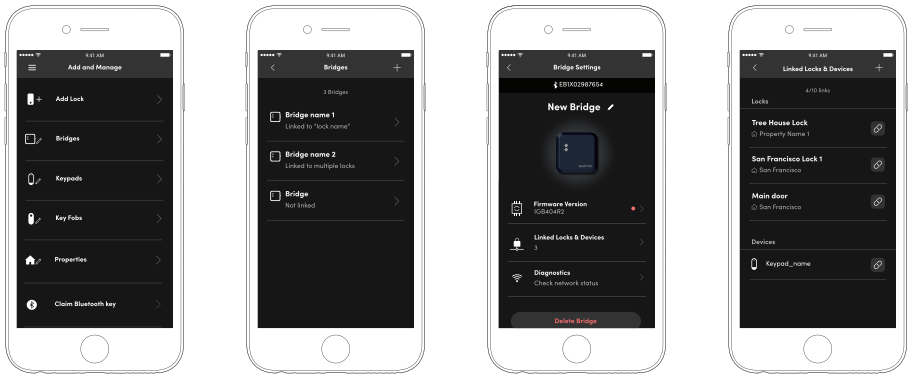
b) Select a lock to begin linking, wait for the linking to complete. Select [Test all links] to complete your setup or select [Create more links] to link more devices.




Managing Locks/Devices in App

a Link more Locks to your Bridge

1. Pair your lock to the igloohome app first
2. Select [**Bridges**] in the [**Add and Manage**] Menu
3. Select the Bridge you want to link to
4. Select [**Linked Locks & Devices**]
5. Select [**+**] icon on the top right hand corner



b Unlink Locks from your Bridge

To Unlink locks, **repeat steps 2 - 4 above**. Select the Bridge you want to unlink the locks from and select the **unlink icon**  to the right of the lock.

Retrieving Activity Logs

Activity Logs

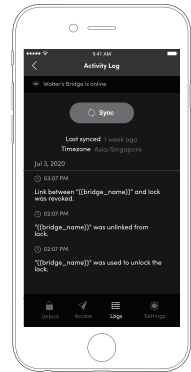
To retrieve activity logs from your lock, go to the Activity Log view in the App. If your lock is from the latest batch or has the latest Firmware update, the Bridge will automatically retrieve activity logs from the lock.

If your lock is from an earlier batch, the activity logs will not be automatically retrieved by the Bridge. You will have to upgrade the Firmware on the lock in order for the Bridge to automatically retrieve activity logs from the lock. Please check the availability of a Firmware update for your lock.

There are 3 steps to viewing Activity Logs

1. Go to Home
2. Select the lock you want to view the activity logs for
3. Select the **[Logs]** tab from the bottom of the screen

Note: Users may need to press the **[Sync]** button to view the activity logs if the logs are not automatically updated.



Bridge & Linked Device Status

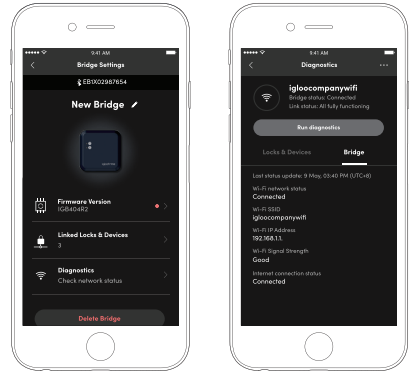
a Bridge Status

Here are the steps to check the status of your Bridge as well as all of the linked devices.

1. Select on **[Diagnostics]** under Bridge Settings
2. Select on **[Run diagnostics]** to update the parameters for the Bridge and any linked devices

Under the Bridge tab, the 2.4Ghz WiFi connection information will be displayed. Here, you can check if your Bridge is connected to your WiFi network, the WiFi signal level and connection to the internet. Ensure that the signal level is strong enough to get optimal performance from the Bridge.

The WiFi connection can be changed any time by selecting the three dots on the top right corner.

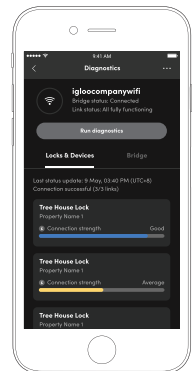


b Lock/Device Status

Under the Locks and Devices list, all of the linked devices will show up with their respective Bluetooth signal level. Place the Bridge and lock in close proximity to ensure reliable Bluetooth communication between them.

Please refer to the table on page 8 for the maximum 'line-of-sight' distance between the Bridge and lock depending on the type of lock(s) you are using.

Please note that the actual range will be lower when there are obstacles between the Bridge and the lock as well as interference from other electronic devices.



c Heartbeat

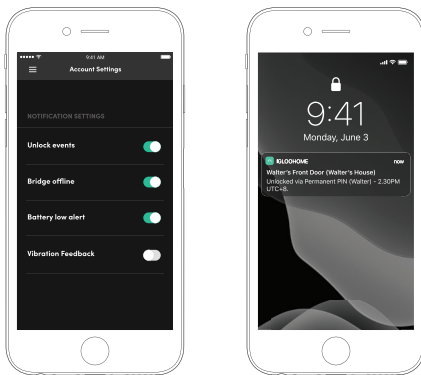
The Bridge will perform a “Heartbeat” automatically every 24 hours. The first heartbeat will be done at time of Bridge pairing. Subsequent heartbeats will happen at that time every day as long as the Bridge has internet connectivity. The Heartbeat allows the Bridge to update its own status as well as the status of its linked devices. This will ensure that the WiFi status of the Bridge as well as the individual device status, battery level as well as the Bluetooth signal strength gets automatically updated.

Push Notifications

The Bridge enables near real-time push notifications to inform users about lock activities and status. These notifications can be enabled at the account level and will apply to all locks and devices that are linked to the Bridge.

Push Notifications will be sent out near real-time whenever a user unlocks a lock linked to the Bridge or when the lock’s battery is low. The igloohome App will also receive a notification when the Bridge loses internet connectivity and when it resumes internet connectivity subsequently. Notifications for other activities or alerts may be added in the future.

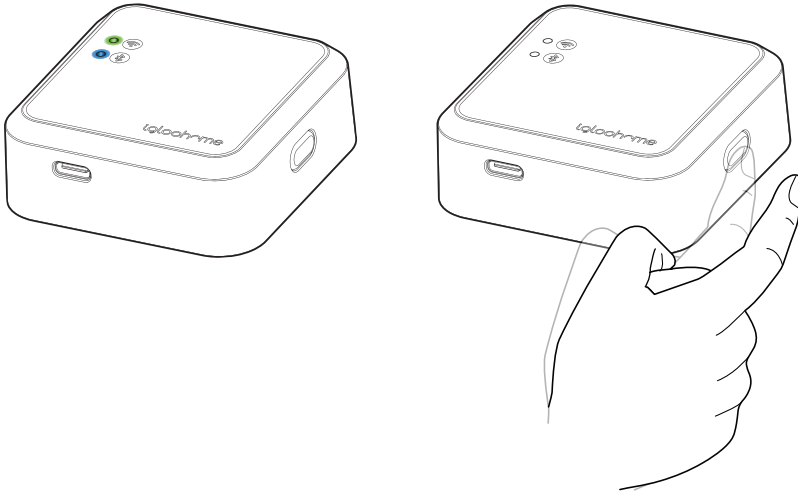
These notifications can be enabled or disabled in the **[Account Settings]** menu in the igloohome App.



Night Mode

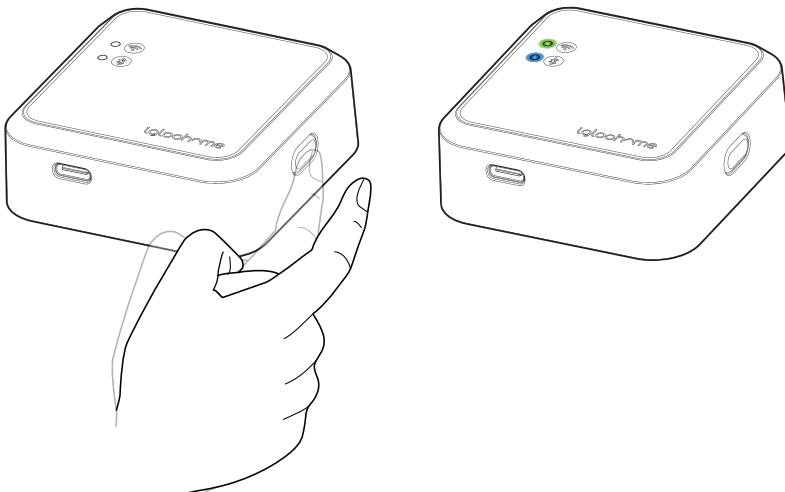
a Activate

Night Mode turns off the Bridge's status indicator lights to ensure that they do not disturb the user at night. To activate Night Mode, press the Multi-function button twice in quick succession.



b Deactivate

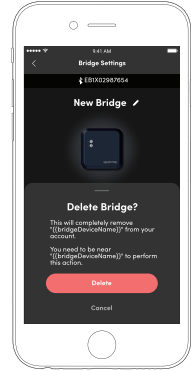
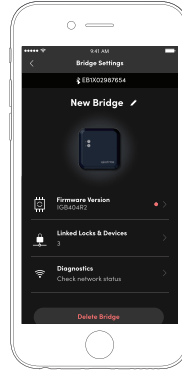
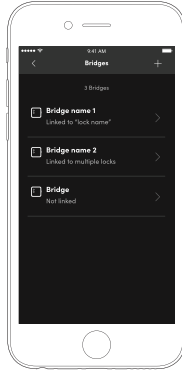
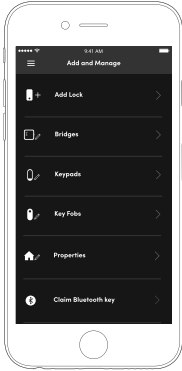
To deactivate Night Mode, press the Multi-Function button twice.



Unpairing the Bridge

To remove the Bridge from your account

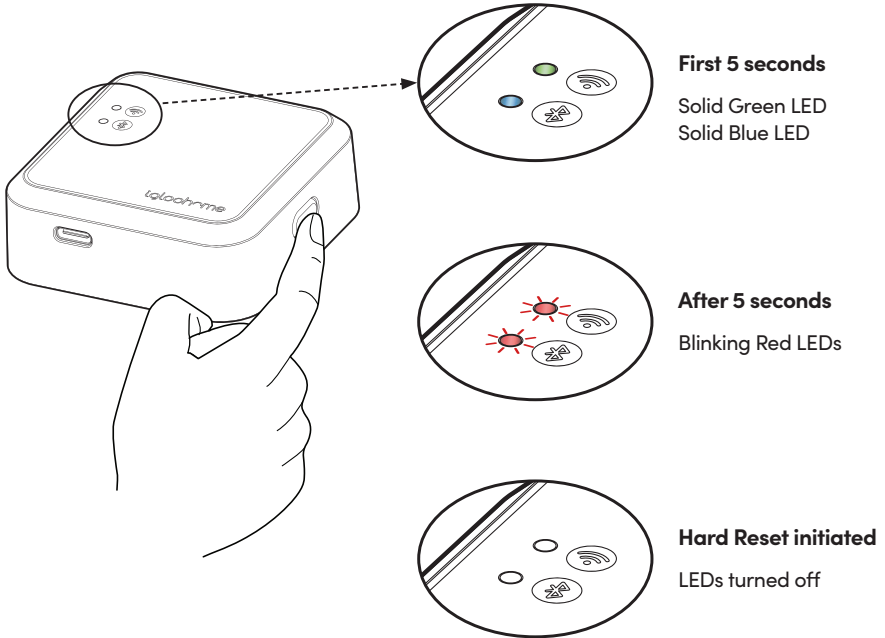
1. Go to [Add and Manage], select [Bridges]
2. Select on the Bridge you want to remove
3. Select on the [Delete Bridge] button




Note: The Bridge can be paired to other igloohome accounts after the bridge has been unpaired from your igloohome account.

Hard Reset

Press and hold the Multi-Function button for at least 10 seconds. After the first 5 seconds of pressing the button, the WiFi and the Bluetooth LEDs will start blinking red. Continue pressing the button until the two LEDs turn off, which will indicate that Hard Reset has been initiated on the Bridge.



 Hard reset will result in all settings and data being reset on the Bridge. The Bridge will not be able to be deleted from the igloohome account when the Bridge is hard reset and the user will have to contact igloohome customer support to remove the Bridge from their account. Please refer to the previous page for instructions on how to unpair the bridge from your igloohome account.

LED Status Indicators

WiFi LED	Bluetooth LED	Bridge State
Slow blinking Green	Slow blinking Blue	Bridge powered on, "Ready to pair" mode
N/A	Solid Blue	Pairing complete
Solid Green	N/A	WiFi connection established / stable
Blinking Green	N/A	Bridge powered on and attempting to connect to WiFi network
Blinking Green	N/A	WiFi activity (data transfer)
Blinking Red	N/A	WiFi connection / internet connection failed
N/A	Blinking Blue	Bluetooth activity (data transfer)
N/A	Blinking Blue	Linking a new Bluetooth Device
N/A	Blinking Blue	Unlinking a linked Bluetooth Device
N/A	Blinking Red	Bluetooth connection / command failed
Off	Off	Night Mode enabled
Off	Off	Bridge is unpaired and dormant or Powered Off
Blinking Red when button pressed for more than 5 seconds	Blinking Red when button pressed for more than 5 seconds	Multi-function button pressed (Bridge will hard reset when button pressed for 10 seconds)

Troubleshoot

Can't connect to WiFi while setting up

- Ensure the device is connecting to a 2.4GHz WiFi network, not a 5GHz network
- Move the Bridge closer to the WiFi Access Point/Router for better WiFi reception

Can't remotely access lock

- Check that the WiFi LED is solid green (unless in Night Mode. To turn on/off Night Mode, double press on the Multi-function button)
- Ensure that the Bridge is within Bluetooth range of the locks.
- Check the connection status of the Bridge and the linked lock. Refer to page 16 for more details
- Check that the locks have not run out of battery
- Check that your phone has an active internet connection

WiFi signal strength is very weak

- Move the Bridge to a power outlet that is closer to the WiFi router
- Consider moving the router closer to the Bridge
- Consider installing a WiFi range extender or repeater

Bluetooth signal strength is very weak

- Move the Bridge to a power outlet that is closer to the lock
- Check that the lock is not low on battery

Bridge is offline

- Check the diagnostics settings to troubleshoot the problem. Diagnostics can be accessed in the igloohome app via **[Add and Manage]** → **[Bridges]** → **[Diagnostics]**
- Ensure that the WiFi router has an active internet connection
- If your WiFi network credentials have been changed, please reconfigure the Bridge's WiFi settings.
- Unplug and plug back the Bridge from the power outlet
- Restart the igloohome app, go to Diagnostics page and press the **[Run diagnostics]** button.

Can't link a new device to the Bridge

- There is a limit of 5 devices that can be linked to the Bridge
- Ensure that the device is paired to the same igloohome account that the Bridge is paired to

Can't pair the Bridge

- Ensure that the Bridge is not already paired to another igloohome account
- If a hard reset has been done on the Bridge, please contact igloohome Customer Support in order to re-pair the Bridge

My WiFi offers both 2.4GHz and 5GHz network

- First, please check if your WiFi name indicates both the 2.4GHz and 5GHz frequency. If it does, connect to the 2.4GHz WiFi during setup
- Sometimes, only the 5GHz is indicated while the 2.4GHz is not. In this case, connect to the non-5GHz WiFi network.

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 5mm between the radiator and your body.

For inquiries go to:
igloohome.co/support