FAQs for Court Hire

Igloohome Smart Padlock 2E – installation & troubleshooting

FAQs for Court Hire – Igloohome 2E Smart Lock

Please use this document as a first port of call to help set up and resolve any issues with your new Igloohome Smart Padlock Court Hire solution, integrated with ClubSpark online bookings.

If you are still unsure, please visit the online Support Centre: https://support.tennis.com.au/

Alternatively, contact your local State representative or Customer Support on 1800 752 983 / email play@tennis.com.au

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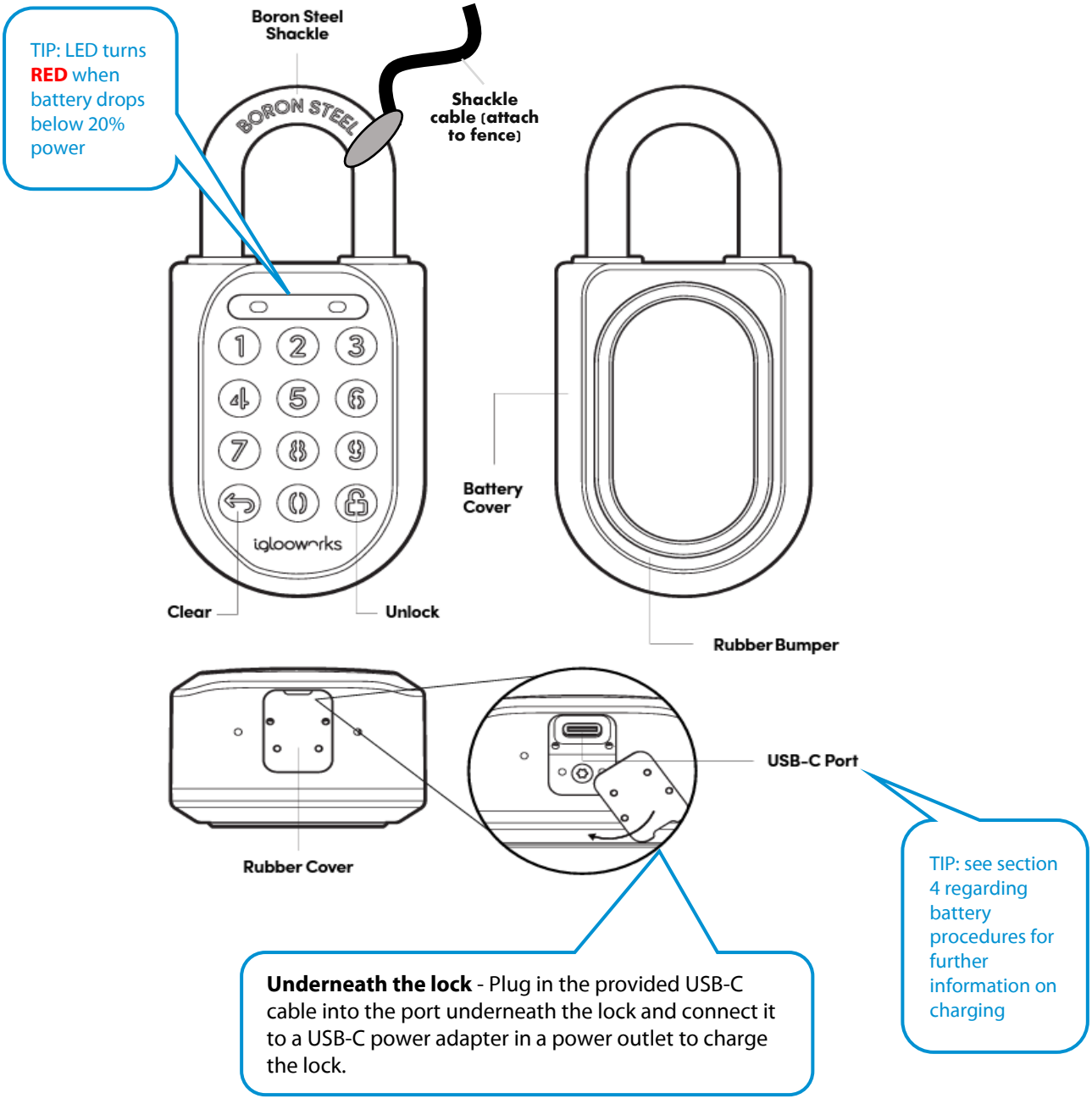
Section 1: Setup and getting started

FAQ101: My padlock has just arrived - what are the key features?

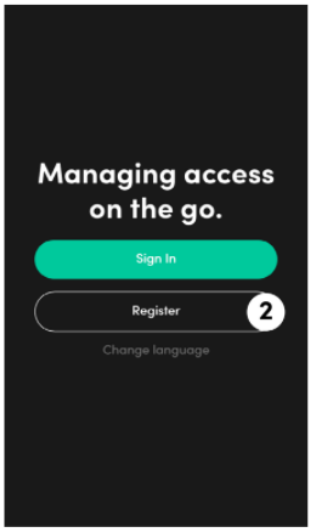
Front of the lock – LED & keypad:



FAQ102: How do I get the lock working? Pairing a new lock with your account

Your new Igloohome Smart Lock will need to be paired with an active account before it will work with your ClubSpark booking software.

NOTE: If not completed already, you must set up an account / username & password to pair your lock by downloading the **Igloohome app** from the App Store / Play Store to a mobile phone.



igloohome App Home Screen

Register Steps

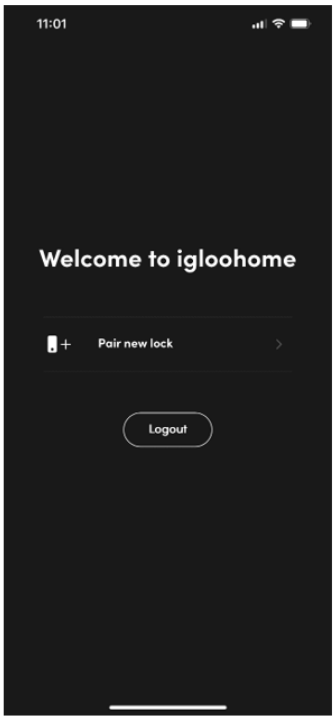
1. Download igloohome app from the App Store / Play Store
2. Click on [Register]

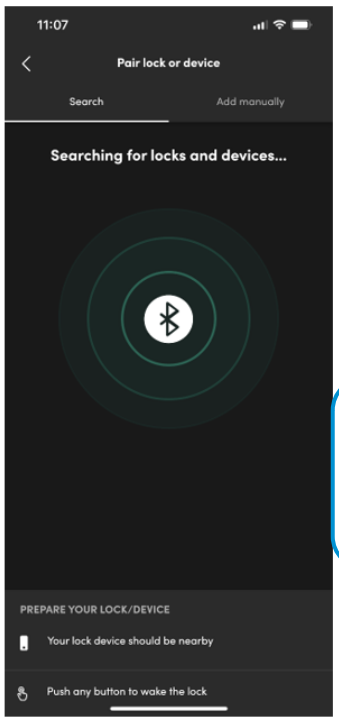
For more information on setting up your account, click here: ***Igloohome app user guide***

Once you have downloaded the software and established an account, you are ready to pair the lock.

NOTE: A lock can only be paired to 1 account at a time, so please make sure the correct account setup has been completed before pairing the lock.

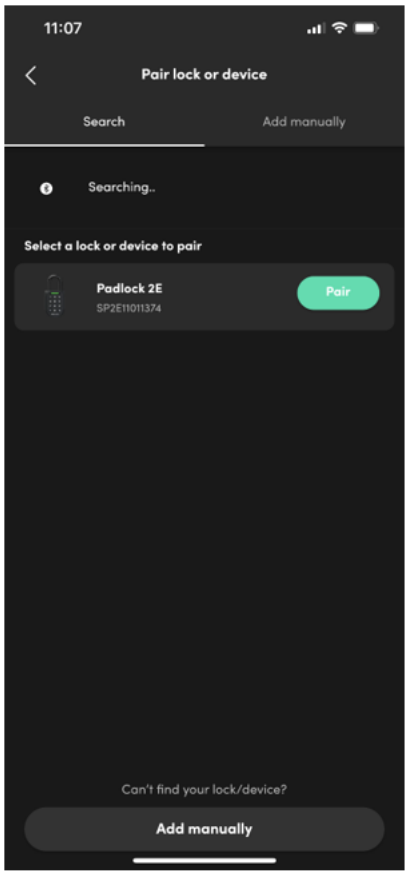
TIP: If the Club intends to have multiple people manage lock operations, it is advised to set up a generic Club email/password that can be shared to enable multiple people to log into the Igloohome App using their own mobile phone.

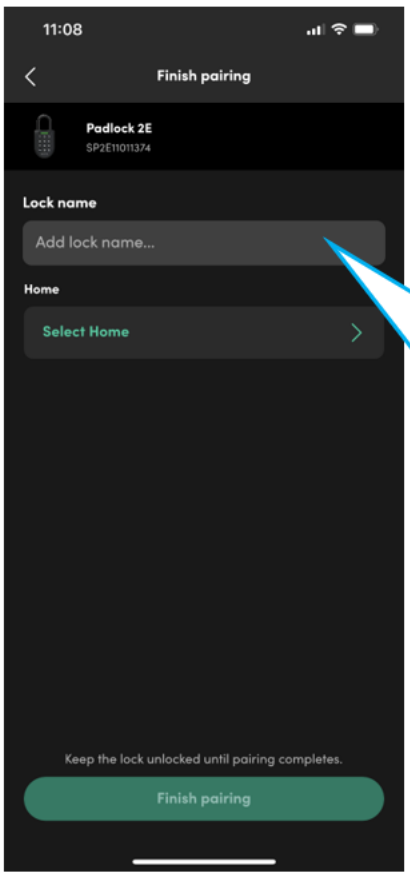




1. Click on **'Pair new lock'**
2. Ensure your lock is nearby and push any button to wake it up so it can connect via Bluetooth

TIP: these instructions are for brand new users – if the account is already set up, see FAQ4 for information on adding more locks from the main menu

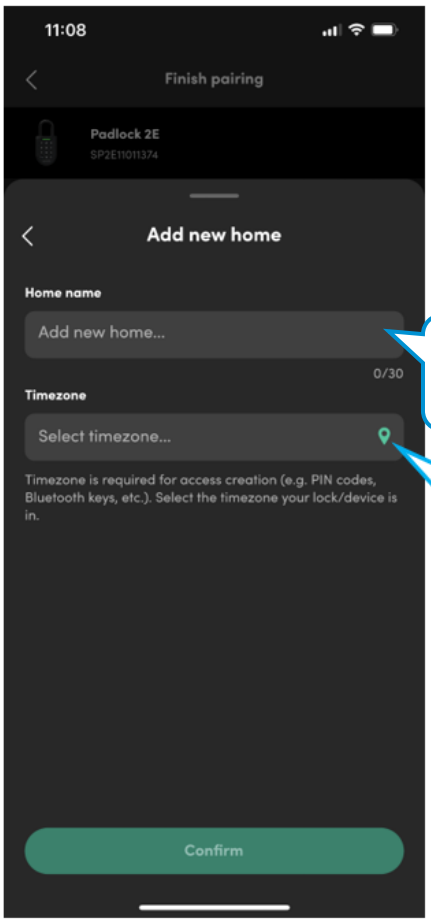


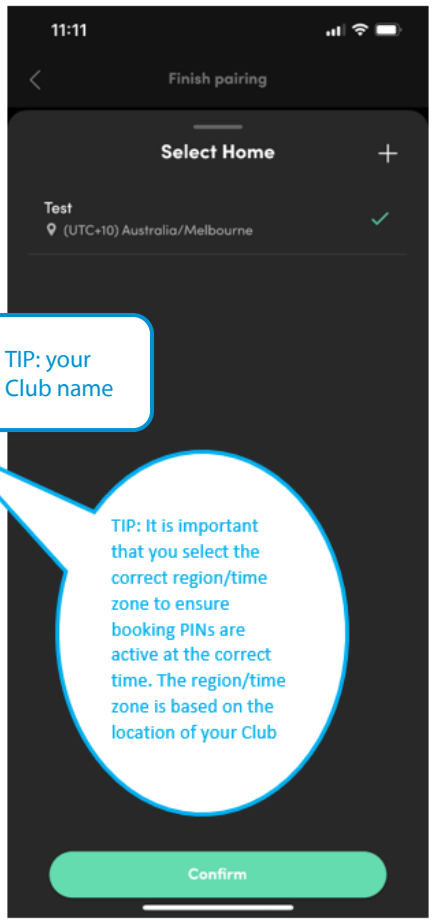


1. Click **'Pair'**
2. Enter your **'Lock name'**
3. Click **'Select Home'**

TIP: make the lock name meaningful for the location.

E.g., Courts 1&2 gate

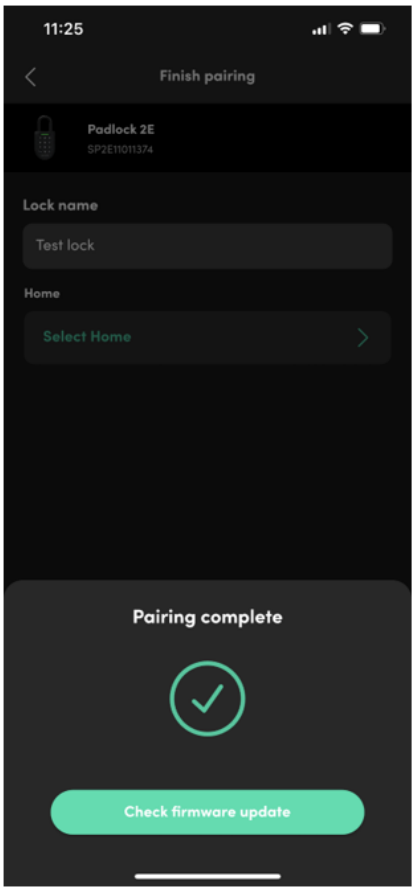




TIP: your Club name

TIP: It is important that you select the correct region/time zone to ensure booking PINs are active at the correct time. The region/time zone is based on the location of your Club

1. Enter the **'Home name'** E.g., your Club name
2. Select your time zone
3. Select your added time zone and click **'Confirm'**

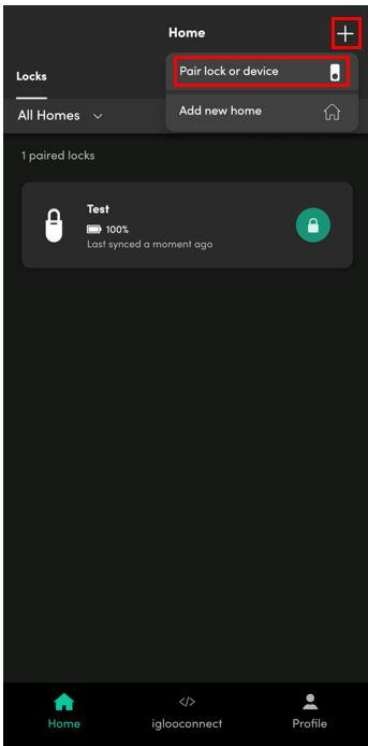


Your lock has now successfully been paired!

You are now ready to link your new padlock with the booking system. Click here to find out more about configuring ClubSpark booking software with your new lock: *Configure your lock with ClubSpark*

FAQ103: I want to add another lock – are the instructions the same?

Almost – when logging in after the account has been created, the Home page is displayed. Click the '+' icon from the top left of the screen and click 'Pair lock or device'. Follow instructions and add lock as per above FAQ.



For more information on using the Igloohome app, click this link: *Igloohome app user guide*

FAQ104: Is there a limit to how many locks can be integrated with ClubSpark?

NO - there is **no limit** to the number of locks that a Club can have on site integrated with ClubSpark. A Club can have individual padlocks for individual courts, and the PIN associated with the court booked will only open that court's padlock.

Click here to find out more about configuring ClubSpark booking software with your new lock: *Configure your lock with ClubSpark*

NOTE:
A court can only be assigned 1 lock to provide access, that is then configured in ClubSpark to the appropriate booking area.

Also, please note each individual padlock requires the Club to purchase a separate exchange code to make this integration with ClubSpark work (monthly fee), therefore if you intend to integrate two locks with ClubSpark, you will require two exchange codes.

FAQ106: Generating exchange codes

Follow the instructions outlined via this support article to purchase and generate your exchange code
http://support.tennis.com.au/articles/how-to-purchase-generate-an-exchange-code/

Section 2: Unlocking your padlock

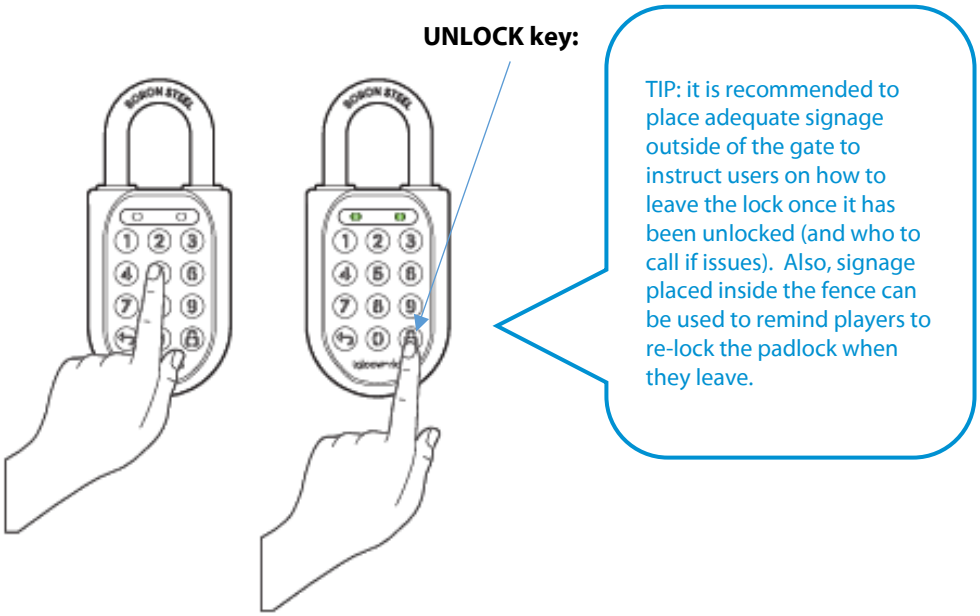
FAQ201: How do I unlock the Smart padlock using a PIN code?

NOTE**: If it is the first time this lock has been used, it must be paired with your Club's Igloohome account via the app before PIN codes will work – see **Section 1 - Setup

Using the keypad:

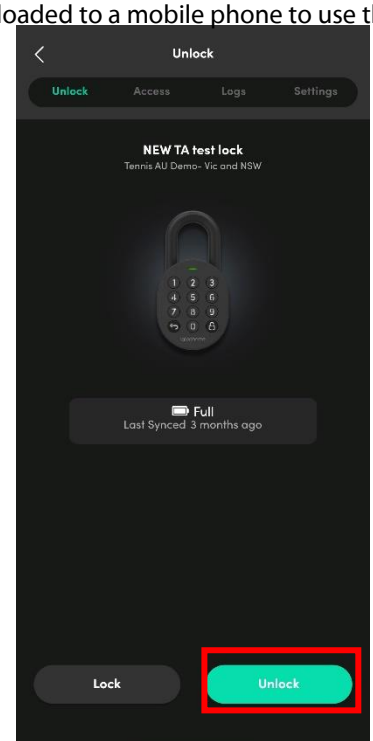
1. Press any button on the keypad to wake the device up, key in a valid PIN then press the **UNLOCK** key
2. The status indicator will flash GREEN twice and sound 4 short beeps (ascending) once unlocked – pull out the shackle from the padlock to open

   NOTE: See **FAQ301** to understand any other LED flashing/noises the lock makes



FAQ202: Can I open the padlock using the app instead of the keypad?

YES – the lock can be opened using Bluetooth via the Igloohome app. Select the lock from the **Home** tab and then click **Unlock**. **NOTE:** you will need the account username and password and have the app downloaded to a mobile phone to use this option:



FAQ203: What's the difference between PINs created in ClubSpark to those generated in the Igloohome App?

PINs generated by bookings in ClubSpark:

Single bookings: players will receive a 9-digit PIN when a booking is made online. The PIN will be active for the entire booking period + the grace period (at least 30 minutes before the start time and 3 hours after the end time).

Recurring bookings: a new PIN will be generated for each individual session of the booking.
NOTE: An automated email will be sent to the booking contact of the recurring booking at the start of each day. The email will display the booking PIN for each session on that day.

PINs generated by the Igloohome app:

The app can create additional types of PIN code that last for different durations that are not linked to ClubSpark bookings:

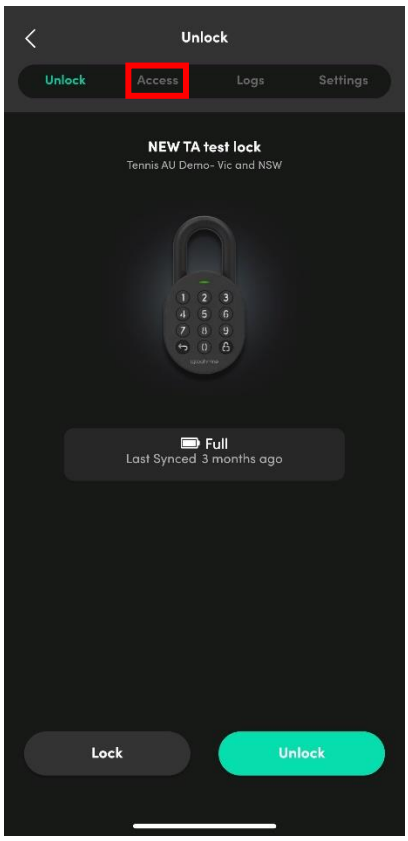
PIN type	Description	Example of use
Permanent PIN	The permanent PIN will provide access 24/7 to a specific lock	PIN may be used to provide access outside of playing tennis, and should only be shared within the Club committee members
Weekly PIN	The weekly PIN will provide access for a specified time-period every week from a specific start date.	If access is required every Monday from 9am-12pm ongoing, then a weekly PIN will be easier to manage **NOTE:** This type of PIN might be helpful to provide to ongoing regular users (i.e., Coach/ Competition coordinators) who need to gain access on the same day / time each week without the need to make a booking / issue a new PIN every time. Not intended for participants.
Duration PIN	The duration PIN works for a one-off specified period. You set the start date & time and the end date & time for the PIN to remain active.	This might be useful to provide to Council workers or trade contractors who may require access to the courts for consecutive days with a single PIN. NOTE: It may still be relevant to 'book out' the booking sheet in ClubSpark if the work being carried out will mean no players can use it during that time
One Time PIN	The One Time PIN only works once. Once it is used, it will no longer be active / open the lock.	Quick way to provide temporary access using the app. If a booking PIN is not working (for unknown reason), you may generate a One Time PIN to allow the player to gain access on the spot rather than needing to make another booking in ClubSpark.
Bluetooth (Guest) Key	This is an alternative to the Duration PIN for a specified period; however, access is gained via Bluetooth from your mobile rather than keying in a PIN. You can set the start date & time and the end date & time for the Bluetooth key to be active.	In circumstances where it is more effective to unlock via phone rather than using the numbers on the lock. Again, this might be useful to provide to Council workers or trade contractors who may require access to the courts for consecutive days.

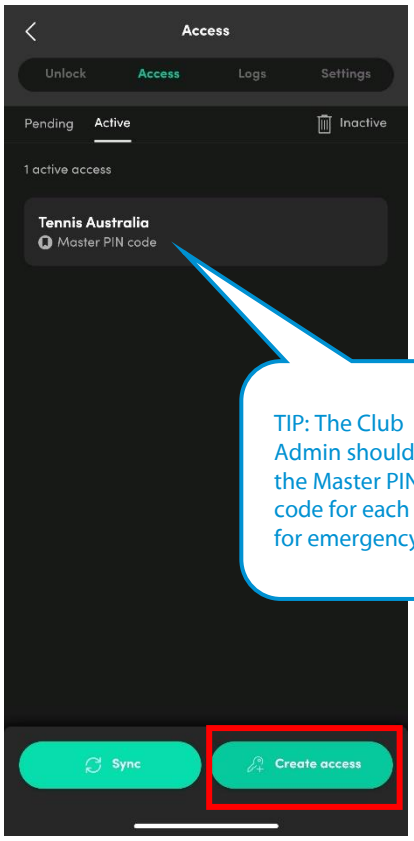
FAQ204: How do I generate different types of PIN in the Igloohome App?

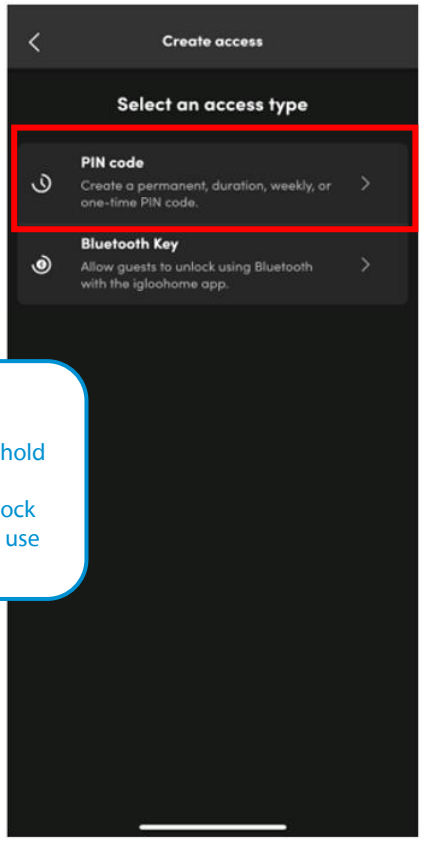
Creating a PIN code

From the **[Home]** tab select the relevant lock.
PIN codes can then be generated on the app under **[Access]**. Click **[Access], [Create Access]** and then choose **[PIN code].**

Note: Under the **[Access]** tab, Master Pin is created as soon as the lock is paired.





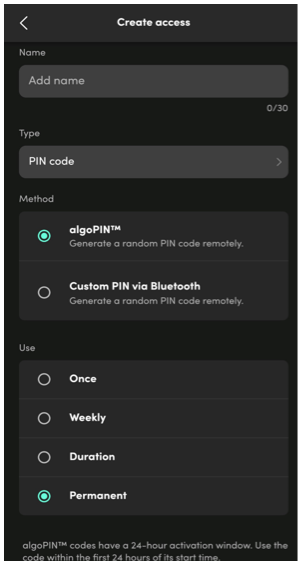


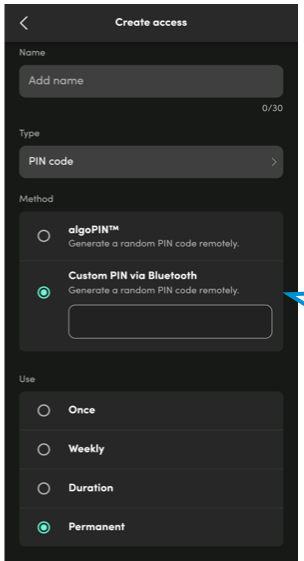
TIP: The Club Admin should hold the Master PIN code for each lock for emergency use

The following sections show how to configure these types of PIN. For more information on using the Igloohome app, click this link: *Igloohome app user guide*

Permanent PINs

1. Valid Until deleted or lock unpaired from the app



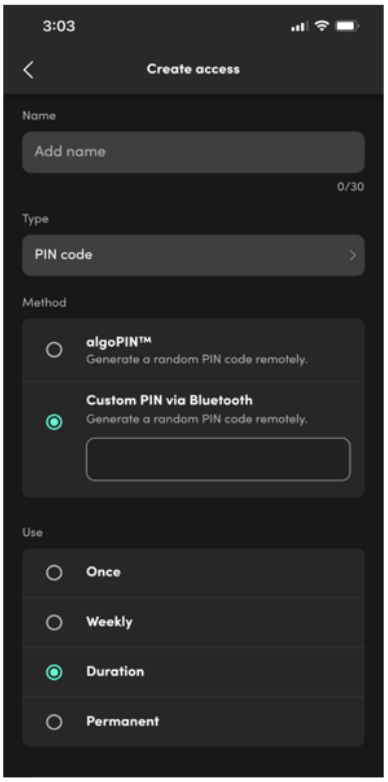


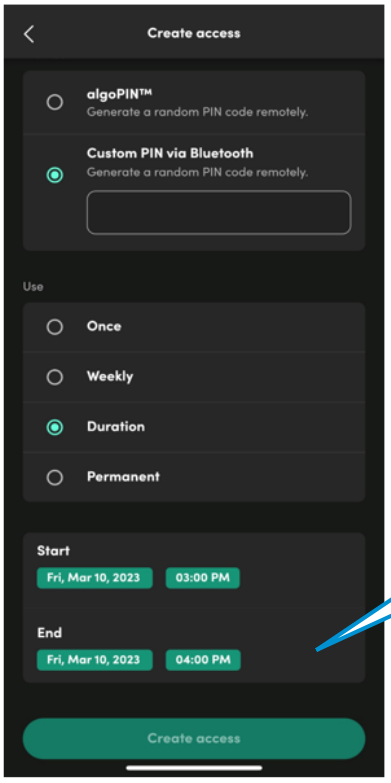
E.G: can issue this PIN type to Club committee – could set 1 PIN per person, per lock – BUT: could set the SAME PIN code in each lock for that 1 person to make it easier to remember

TIP: Customising a PIN is only possible when the lock is within Bluetooth range of your mobile. If you are outside of Bluetooth range, the PIN will be generated at random.

Duration PINs

1. Valid only within a particular duration of time
2. Start time and end time can be only to the nearest hour

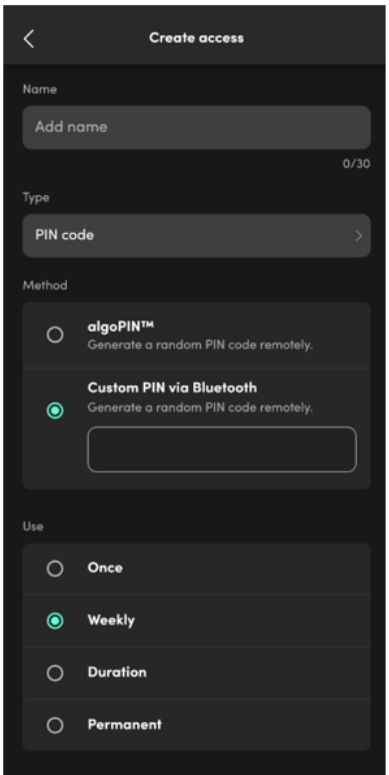


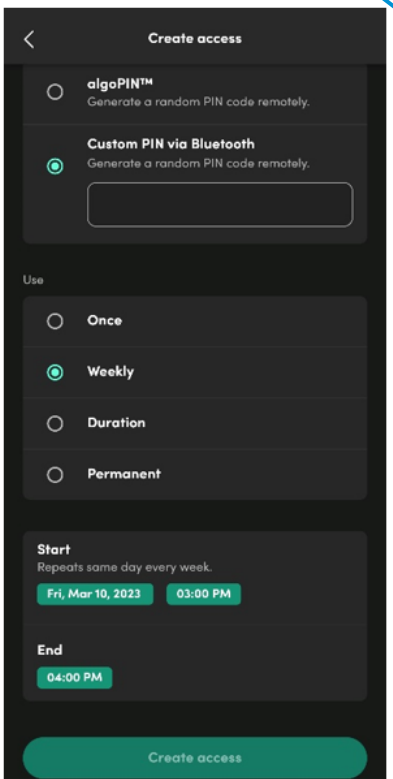


TIP: End times can be customised within a 28-day timeframe.

Weekly PINs

1. Repeats one day of every week within the specified start and end time
2. Start time and end time can be only to the nearest hour

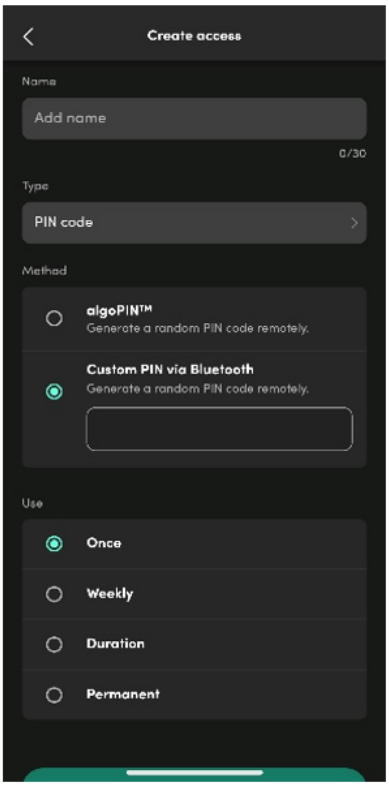




TIP: Could be used for coaches or other regular access requirements

One Time PINs

1. Valid only for single use



E.G: This may not be used often - all booking PIN codes for player bookings are generated in ClubSpark for security, flexibility, and reporting purposes – this might only be used to provide temporary access as a workaround – see above table

FAQ205: I have multiple locks on site - will 1 PIN open all locks?

Booking PIN generated in ClubSpark:

NO – each lock needs a separate PIN code to open it. Each booking confirmation shows the booking PIN relevant only for that booking **date, time, and court** (for example, if there are different locks for different courts, the PIN will only work for the court that has been booked).

PIN generated by the app:

See **Permanent PIN** in the above FAQ for advice on setting the same PIN for Club committee members.

FAQ206: How does someone open the lock without touching the buttons on the lock?

In special circumstances, a **Bluetooth (Guest) Key** that can be configured for a set timeframe within the Igloohome app, then revoked once it is no longer needed.

NOTE: this is not advised for everyday use as it requires continued manual intervention. Access for court hire bookings should always be via online bookings within ClubSpark using the 9-digit PIN.

Bluetooth Guest Key

Bluetooth Guest Key can be shared with other users for mobile access. It allows your guest to unlock the Igloohome smart lock via Bluetooth.

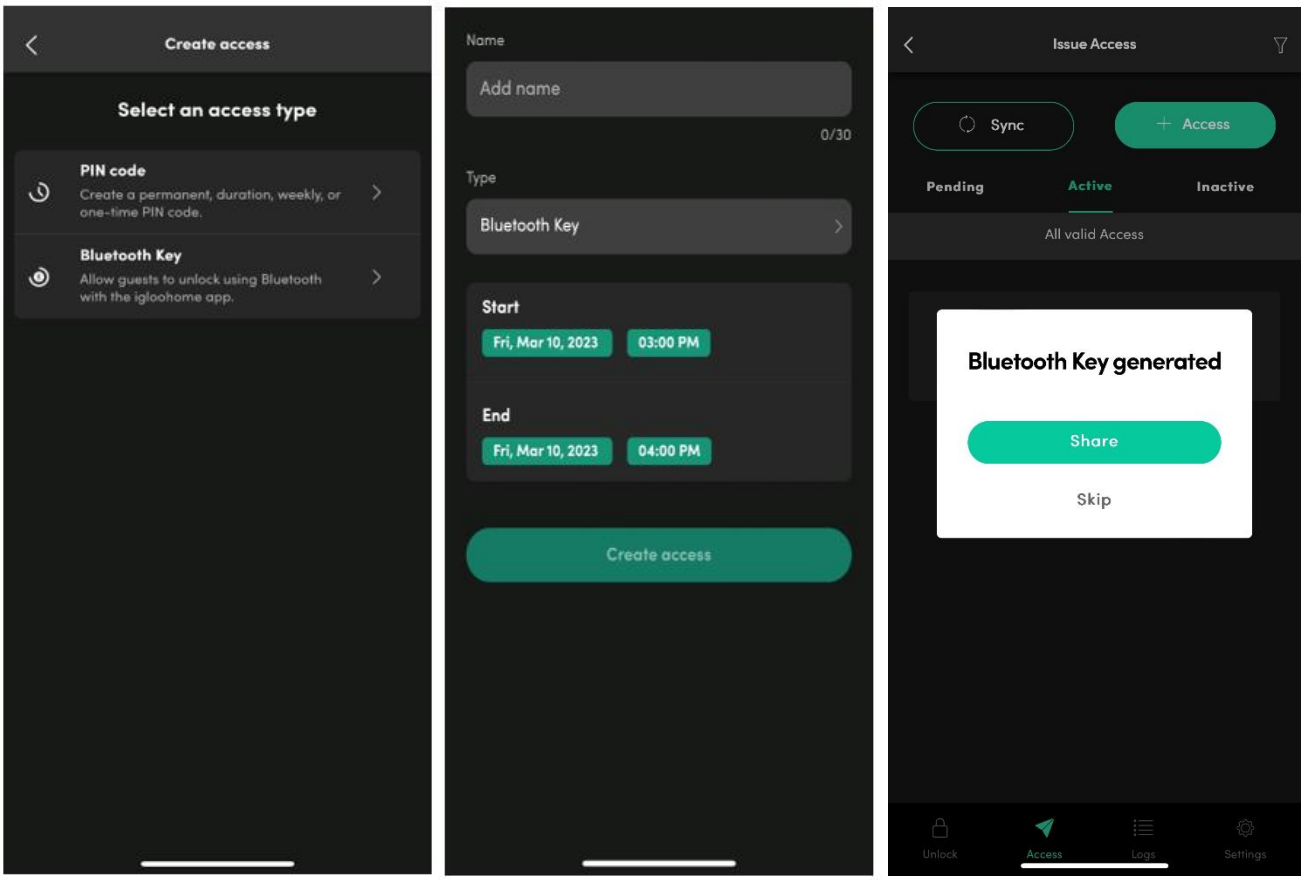
There are 3 steps to using a Shared Bluetooth Key

1. Under **[Access]**, press **[+ Access]** and choose **[Bluetooth Key]** under the access types.
2. Input the name and start/end time of when you want the Bluetooth key to be valid for and click **[Create access]**.
3. Click **[Share]** to share the link to users who you want to be able to use this Bluetooth guest key

Users can now use the Bluetooth Key under the Guest Bluetooth Key section whenever he/she is within range of the lock using a Shared Bluetooth Key

Notes:

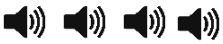
- The owner can revoke the Bluetooth Key in the App
- Bluetooth Key must be accepted within 1 hour generation before it expires

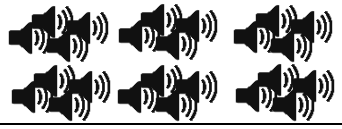


Section 3: Troubleshooting unlocking and locking the padlock

FAQ301: the LED is flashing and/or making sounds – what does it mean?

Use the following table to help understand any sounds and LED indicators coming from your lock:

What is the lock doing?	What does this mean?	What do I do next?
1 long beep then 2 quick beeps	Lock **power start-up** was successful	The lock has successfully been powered up – continue normal / desired action
The LED indicator above the keypad is flashing BLUE	A **Bluetooth connection** has been established between the lock and the Igloohome app (for data management)	Perform your intended action with the app / lock – OR – do nothing (the device may simply be uploading reporting data to the app while you have your mobile phone in close proximity)
4 fast ascending tones after the padlock is unlocked, and the LED flashes GREEN twice	The lock has been successfully **unlocked**	Remove the shackle from the padlock as required to open, then follow Club procedures for re-locking
1 long beep after the padlock has been locked, and the LED turns GREEN for 2 seconds	The lock has been successfully **locked**	Nothing – the padlock has been successfully locked
4 short beeps and the LED flashed RED twice after a PIN is entered 	An **incorrect PIN** has been entered	Check the PIN being used is correct and try again (NOTE: repeated incorrect PIN entries may lead to a Security Lockout – see below)
Low to high siren for 30, 60, then 90 seconds after entering a PIN several times	The **Security Lockout Alarm** is sounding – an incorrect PIN has been entered too many times	Put in the correct PIN before the Security Lockout alarm finishes, or wait for the lockout period to elapse and then enter the correct PIN (**see FAQ302 below for more info on lockout alarms**)
The sound changes to 2 long beeps during the Security Lockout Alarm sequence	**Security Lockout has been deactivated** – the correct PIN was entered	Pull out the shackle – the lock should function as expected

What is the lock doing?	What does this mean?	What do I do next?
3 sets of 4 short beep bursts, and the LED flashed RED twice when entering a PIN	A **deleted PIN** has been used	Use a valid PIN, or generate a new one (via the app or booking as relevant)
6 sets of 4 short beep bursts when trying to close shackle 	**Obstruction alarm** – shackle is unable to lock into place in the padlock	Remove the obstruction and try again Contact your State representative or Customer Support if still does not work after obstruction removed
3 fast tones descending when keypad is touched, and / or LED pulsates RED	**Low battery alert** – 20% or less power remains	Change the battery in the padlock. NOTE: Must use CR2 Lithium batteries – **see section 4 for more information on battery maintenance**
4 slow descending tones sound	The hardware reset or unpair **admin function** that you were carrying out has been successful	Continue with next steps (if this admin function was intended). Or, if this occurs by accident, contact your State representative or Customer Support to troubleshoot - the lock may need to be reset to operate correctly.

FAQ302: I entered the wrong PIN too many times – what do I do next? Security Lockout

FAQ301 above explains all the lock behaviours surrounding incorrect PIN entry, however the below extract is likely to be happening right now:

What is the lock doing?	What does this mean?	What do I do next?
Low to high siren for 30, 60, then 90 seconds after entering a PIN several times	The **Security Lockout Alarm** is sounding – an incorrect PIN has been entered too many times	Put in the correct PIN before the Security Lockout alarm finishes, or wait for the **lockout period** to elapse and then enter the correct PIN

See the Security Lockout table below for further information

The following two tables explain the Security Lockout behaviour (if this feature has been activated).

NOTE: Once the keypad lockout time has expired (depending how many times it was triggered), a correct PIN can be entered, and the padlock will respond as normal. Using the Master PIN or Bluetooth Unlock will override this temporary lockout time more quickly if necessary.

	Keypad Security Lockout
Triggered by	5 consecutive PIN Code attempts by default (Configurable via Bluetooth)
Disable By	After 1 / 5 / 10 Minutes or Master / Guest Bluetooth Unlock
Behaviour	Single flash White LED on keypad and Red LED on status indicator when keypad is triggered.
Duration	

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

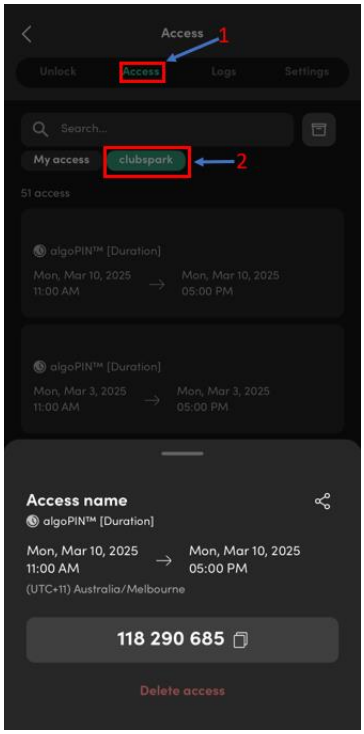
FAQ303: My booking PIN courtside is not working – what should I check?

Players – booking PINs:

Booking PINs are created in ClubSpark by making a booking online.

First, confirm you are entering the correct 9-digit booking PIN, then press the **UNLOCK** button (see Section 2 – unlocking your lock). You should hear 4 fast ascending beeps and see the LED flash GREEN twice if the PIN is correct. Also, check you are using the correct PIN for the **current** booking date/time – booking PINs are only valid for an individual booking (within the grace period to allow for entry and exit around the time of the booking).

Club admins can confirm what PIN should be entered by clicking into the booking via the booking module on ClubSpark, or the Igloohome app as shown on the following page:



1. From the **[Home]** tab select the relevant lock.
2. Click **[Access]**
3. Select **[clubspark]**
4. Select the booking date/time you are after.

Note: the time includes the 30-minute grace period before the booking, and 3-hour grace period after the booking.

Note for Club committee members – non-booking PINs:

Different types of permanent / recurring PIN codes may have been created via the Igloohome app rather than linked to ClubSpark. Again, confirm the correct PIN is being used, however as this is not linked to ClubSpark, troubleshooting needs to be performed via the Igloohome app if still not working.

FAQ304: I used the app to generate a PIN and it isn't working – what do I do?

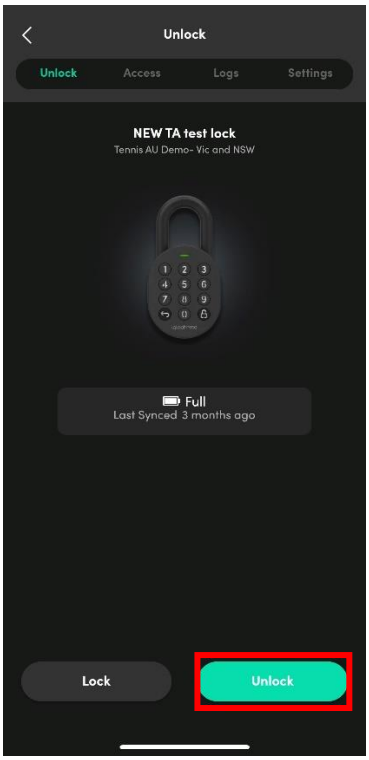
First, perform the normal lock operational checks on the padlock to confirm:

1. there is power to the lock, and it is operating as normal,
2. that the correct PIN is being used with the correct lock,
3. and that the padlock has been paired (activated) with your Club's Igloohome user account since it arrived on site

WARNING: all PIN codes created in the app **must be activated** within a specific timeframe, otherwise they automatically expire for safety – check this has been done within the timeframe:

PIN Type	Use PIN within*
Permanent PIN	24 hrs of generation
One-Time PIN	24hrs of generation
Duration PIN	24hrs from the start time

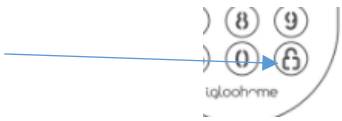
If it is still not working when the above options have been checked, perform **a Basic Bluetooth Unlock** on the lock via the app when it is next to the lock to force a sync, then close it, and then **re-enter** the correct PIN to unlock as normal:



FAQ305: The shackle won't go back into the padlock – why?

Check there are no obstructions in the padlock shackle hole – if so, remove / clean, and try again.

The padlock may have accidentally locked while the shackle was undone – hold down the **UNLOCK** button for 2 seconds while the padlock is open, or unlock with your PIN in normal way:



FAQ306: I can push the shackle into the padlock, but it doesn't lock – why?

First, try unlocking the padlock again by entering the PIN then pressing the UNLOCK button with the shackle released (**see Section 2 – unlocking the lock**). Next, make sure the shackle is pushed all the way into the padlock firmly, and select the appropriate instruction as per the below diagram.

- **NOTE:** The lock can either be set **to Auto Relock** once the shackle is pushed back into the lock, or to **Manual Relock** which requires your PIN to be re-entered once the lock is closed. TA recommends using the Auto Relock option for security.

See **FAQ301** for further information on sounds/LED indicators if the lock is not working as expected, or contact your State representative / Customer Support for further troubleshooting advice

a **Auto Relock**

Simple close the shackle in place and Status Indicator will show green with a long beep.

b **Manual Relock**

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

Note: Used when Auto Relock is "Off"

FAQ307: The lock is not working at all – what should I check?

Does it have power?

1. Enter a PIN into the keypad to see if it wakes up the lock
2. If there is no response, the battery may have been drained – see **Section 4 – battery maintenance**

Is it brand new?

1. Is it the first time it's been used since purchase? Confirm that an Igloohome user account has been set up, and the lock has been paired (which activates it) – see **Section 1 – setup** for further information about using the Igloohome app

Yes, it does have power, and no it's not new:

1. Try using the Igloohome app to unlock the padlock to confirm if the lock itself is still functioning correctly – See **FAQ101** for further information about using the Igloohome app
2. If after performing all of the above tests the lock is still not working, please take a video of your attempts to lock/unlock the padlock and send via email to **play@tennis.com.au** to be investigated by TA Customer Support. Please include in your email the steps you have taken to troubleshoot, and your contact information.

FAQ308: Can a player get locked inside a court?

The player is still on court after the booking time has passed:

To avoid this scenario, there is a grace period to ensure the booking PIN is active post the booking end time to allow players to exit via their PIN, should the padlock be re-locked while they are on court.

The lock is out of reach or has a power failure:

One of the following has happened:

1. The padlock has been re-locked when players are inside the court and the lock battery has run out of power (very unlikely if monitored regularly - see **Section 4 – battery maintenance**)
2. The padlock has been locked from the outside and it is not possible for the player to reach the lock from the inside (depending how the lock is fastened and the shape of the Club's gate)

Signs with clear instructions of how and when to lock / unlock the padlock should be made visible **on both sides of the fence** near to the lock position to avoid incorrect usage. To further safeguard players in the event of incorrect use or a total power/lock failure, it may be useful to add **emergency contact telephone number(s)** on the sign to enable players to call the right person for help.

FAQ309: Is the Club Admin notified if lock isn't closed at the end of the night (or after the grace period)?

NO - The lock is an offline device, so a live open/closed status is not available. If a lock is left open, the Club can sync the app with the lock (when in close proximity) to download an access log to see who the last person was to open it, therefore knowing who to contact to remind of correct usage procedures. To help mitigate incorrect usage, it is suggested that the Club put instruction signs on the inside and outside of the gate reminding court users to re-lock the gate after use.

Section 4: Powering the lock – battery maintenance

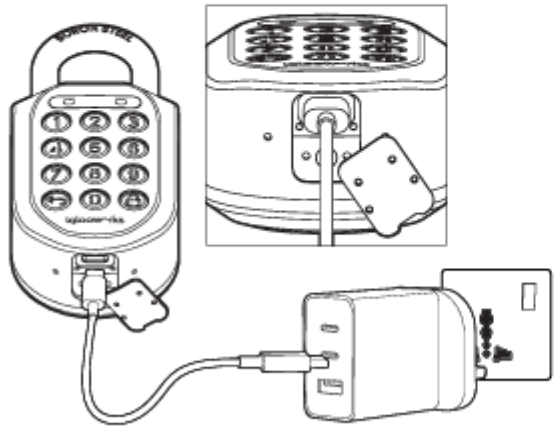
FAQ401: What type of battery can I put in the lock?

Your new lock will be delivered with a rechargeable lithium battery already included.
In the unlikely event that your battery fails, replacement batteries will have to be purchased from elsewhere.

FAQ402: How do I charge the lock?

The lock comes with a lithium rechargeable battery that can be charged via the USB-C port at the bottom of the padlock. Simply connect the USB-C cable (provided with your lock) into a USB-C Power Adapter plugged into a power outlet.

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



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

Alternatively, you can connect the USB-C cable to a power bank or Android phone to charge the lock.

Charging time is 30 minutes to 50% and 1 hour for 100% battery level.

Note: The USB-C Power Adapter is not included and can be purchased from any electronics store.

FAQ403: How often does the battery need charging?

Charging time is 30 minutes to 50% and 1 hour for 100% battery level. The battery has a 2000 recharge cycle lifespan. We recommend a weekly-fortnightly occurrence of syncing the padlock to track the battery percentage.

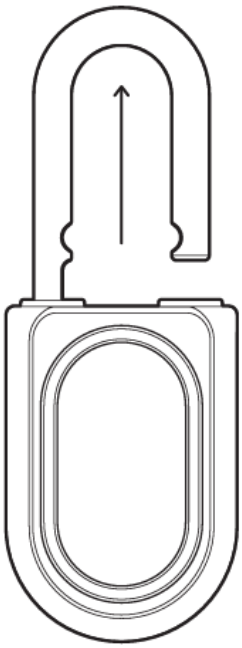
See **FAQ405** for checking whether a battery is running low.

NOTE: It may be useful to include charging the battery every 6 months as part of your routine maintenance such as with smoke alarms to avoid loss of power. It's recommended that you keep the USB-C cable at the club to charge when needed.

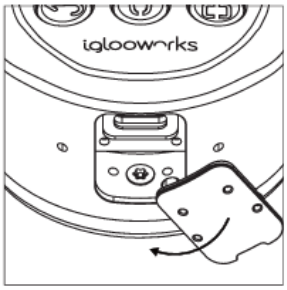
FAQ404: How do I replace the battery?

In the unlikely event that the battery will need to be replaced, please follow the below steps

1. Padlock must be unlocked. Pull the shackle to 'open' position.

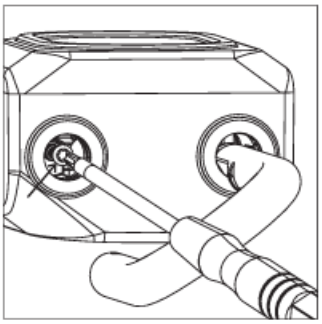


2. Pull the rubber cover from the bottom of the Padlock out, and release the Torx screw.

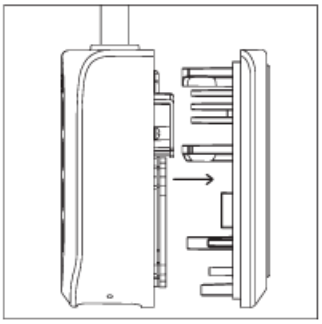


⚠ Do not lose the screw! Replacement screws are not available. Not using this screw could result in security issues.

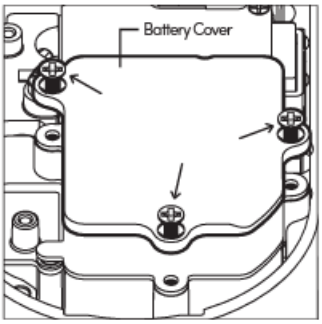
3. Release the Torx screw located below the shackle on the inside of the Padlock and remove the back cover.



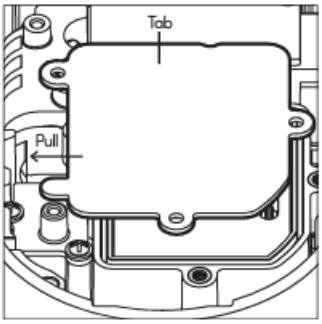
⚠ Turn the screw anticlockwise 5 times till it pops up. The screw will be retained in the lock.



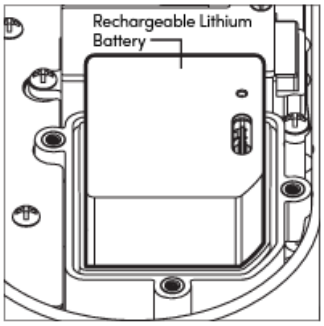
4. Release the 3 screws that secures the battery cover and pull the tab to remove the battery.



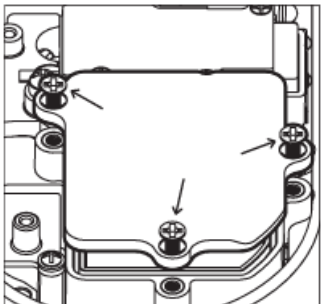
⚠ Turn the screws anticlockwise 5 times till it pops up. The screw will be retained in the battery cover.



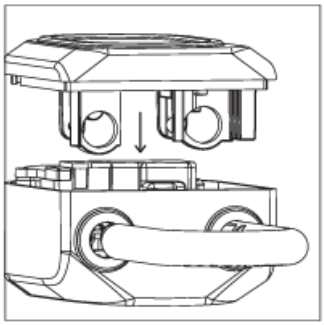
5. Replace the Rechargeable Lithium Battery, close the battery cover and secure it with the 3 screws.

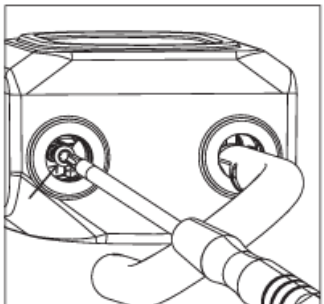


Note: Extra batteries are sold separately.

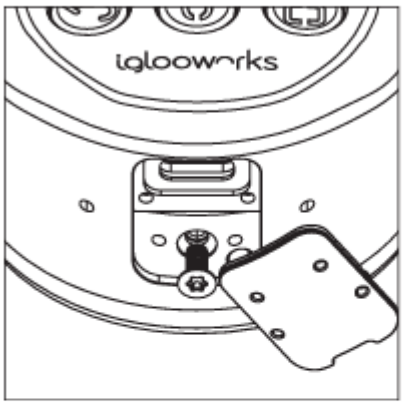


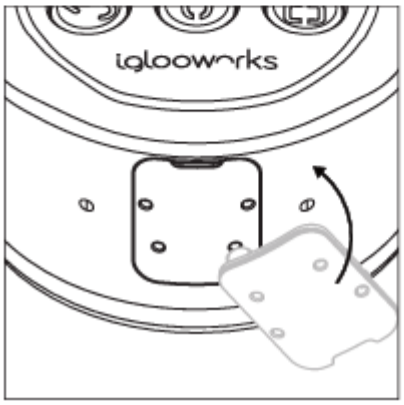
6. Insert the back cover and tighten the Torx screw located below the shackle on the inside of the Padlock.



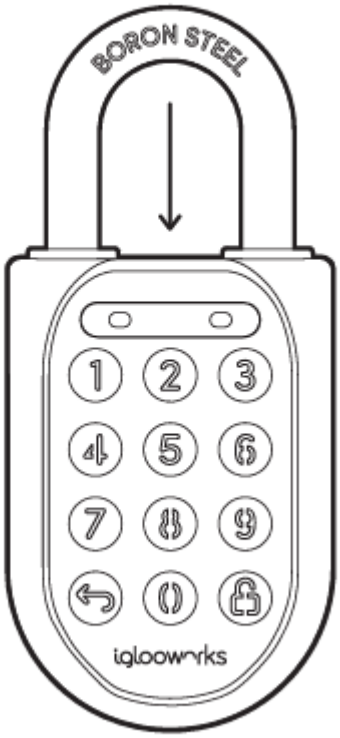


7. Tighten the Torx screw at the bottom of the Padlock and plug the rubber cover into place.





8. Push the shackle to 'close' position for the Padlock to automatically lock.

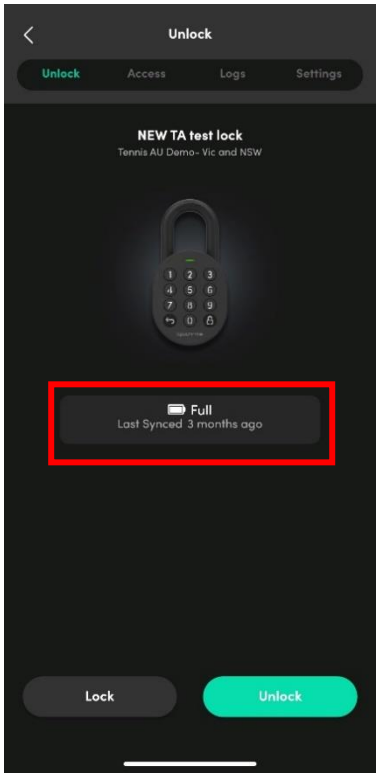


FAQ405: How can I tell if the battery is running low?

On the lock:

The LED status indicator above the numbers on the lock keypad turns **RED** when battery level is **20% or below** (if configured by your Club to be displayed). The battery power is likely to last several days or weeks before it is completely drained. Also, if the low power sound feature is activated on your padlock, an alert may sound when the keypad is touched once the battery level drops below 20% – **descending 3 fast beeps.**

On the Igloohome app: It is possible to see current battery level of all locks via the Igloohome app BUT this will only be accurate directly after a Bluetooth sync is performed with each lock when in close proximity to your mobile phone. It is recommended that **a regular site visit** and sync takes place to keep your information on the app current.



FAQ406: Can I still unlock the Smart Padlock if the battery is flat? Jump Starting

YES – if the power is completely drained, the USB-C cable and Power Adapter can be used to jumpstart the battery and begin charging. See **FAQ402** for information on charging the lock.

FAQ501: My lock has been stolen, is no longer working or has been vandalised – what is covered under warranty?

If the lock (or any sub-component) fails mechanically within the warranty period(s), that component (or the full lock) will be replaced without additional charge. Please contact Customer Support for troubleshooting steps – you may need to supply photographic or video evidence by email, and/or return the lock to the supplier for further diagnostic analysis to confirm issue and status. For fixing other damage issues caused by vandalism, or fixing items outside of the warranty period, costs will be assessed on a case-by-case basis and options will be discussed with the Club prior to any action being taken. A full replacement of the lock due to theft is not covered under warranty.

If you are still unsure, please visit the online Support Centre: https://support.tennis.com.au/ Alternatively, contact your local State representative or Customer Support on 1800 752 983 / email play@tennis.com.au.

For all hardware related issues (i.e. lock is not locking), please contact our Igloohome supplier directly via sales@iotlocks.com.au or 03 9981 0486. Please ensure you provide the Bluetooth ID for your lock and any videos which help show your issue.