



FAQs for Court Hire

Igloohome Keypad – Troubleshooting Guide

FAQs for Court Hire – Igloohome Keypad

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



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SECTION 1: SETUP AND GETTING STARTED

FAQ101: MY KEYPAD HAS JUST BEEN INSTALLED. HOW DO I CONNECT IT TO CLUBSPARK FOR BOOKINGS?

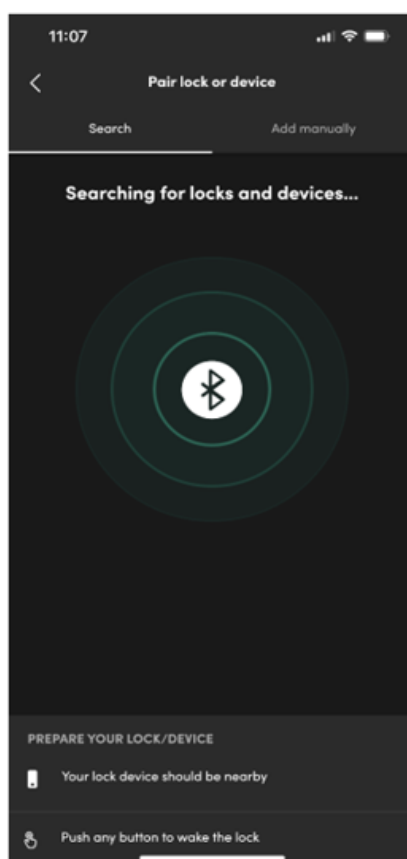
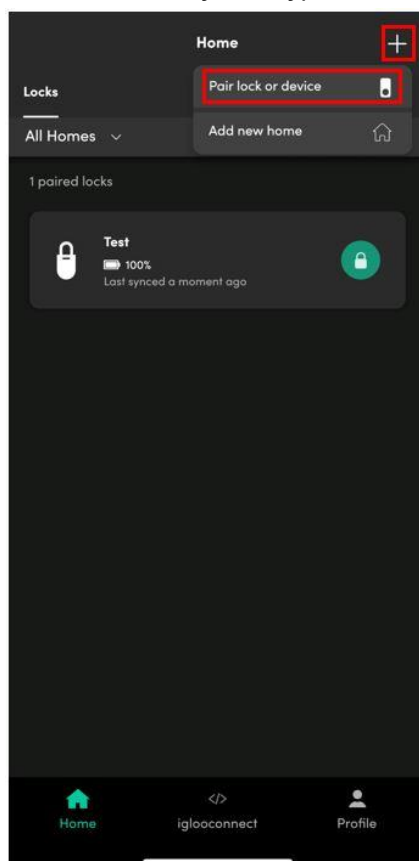
Your Igloohome Keypad will arrive pre-paired with your Igloohome account.

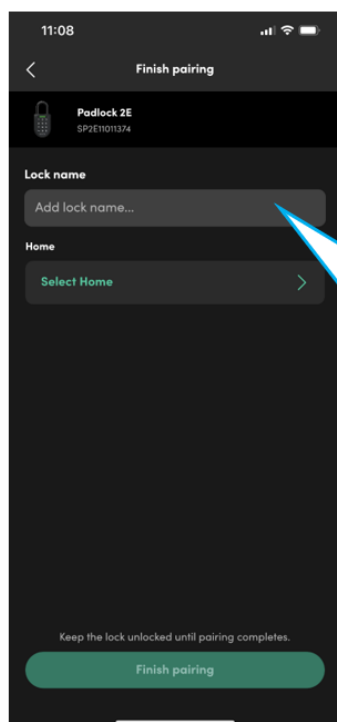
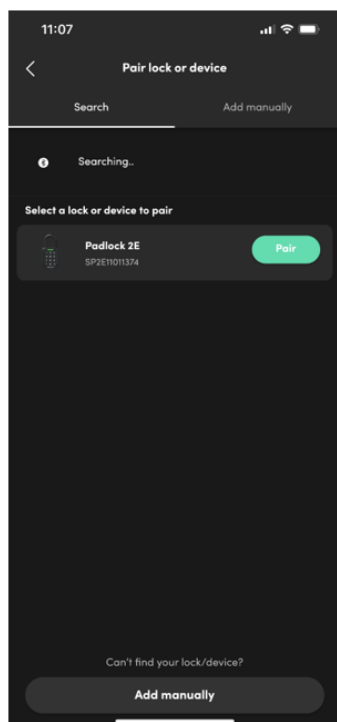
To connect it to Clubspark so a PIN is generated for bookings, you'll first need to purchase and generate an exchange code through [Iglooconnect](#). Click [here](#) to view a support article with step-by-step instructions on how to do this.

Once you've purchased your exchange subscription, you're ready to connect your keypad to Clubspark. Click [here](#) for a support article demonstrating this process.

FAQ102: I WANT TO ADD ANOTHER KEYPAD OR LOCK – HOW DO I DO THIS?

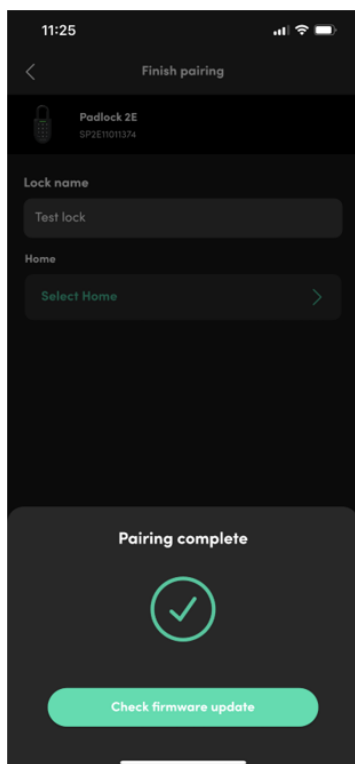
On the home page of the Igloohome app. Click the '+' icon from the top left of the screen and click '**Pair lock or device**'. Ensure your keypad/lock is nearby and push any button to wake it up so it can connect via Bluetooth.





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



Your lock has now successfully been paired!

For more information on using the Igloohome app, click this link: [Igloohome app user guide](#)

FAQ103: IS THERE A LIMIT TO HOW MANY KEYPADS CAN BE INTEGRATED WITH CLUBSPARK?

No there isn't – if you have multiple court enclosures that require separate access points then you can install and integrate as many keypads as you like with Clubspark.

NOTE: each keypad requires a separate exchange code subscription to be purchased to activate the Clubspark booking integration.

FAQ104: CAN I CONNECT MULTIPLE KEYPADS/LOCKS PER RESOURCE?

Currently a resource (e.g. court or clubhouse) can only have one access lock/keypad linked to it. Therefore, if you have keypads on both the entry gate and the clubhouse door, and a court is booked, a PIN will only be generated for the keypad connected to that court (i.e. the entry gate).

As an alternative, a manual/custom PIN can be created through the Igloohome app which can be used to provide access to the secondary access point (i.e. clubhouse).

We're exploring development for this scenario to implement in the near future.

FAQ105: WHEN A BOOKING IS MADE, HOW LONG DOES IT TAKE FOR THE BOOKING PIN TO BECOME ACTIVE?

Instantaneously! If a booking has been made on the spot, the booking pin associated to that booking will work straight away – no need to book hours in advanced.

FAQ106: WHEN WILL THE BOOKING PIN UNLOCK THE GATE?

The active period of each PIN is seamlessly integrated with the player's court booking time made through Clubspark (plus a grace period for entering and exiting the court for safety). When a PIN is entered, the gate will unlock for 10 seconds and then automatically re-lock. This removes the need for committee members to provide keys or attend onsite to lock up late at night.

FAQ107: CAN A PLAYER GET LOCKED INSIDE A COURT?

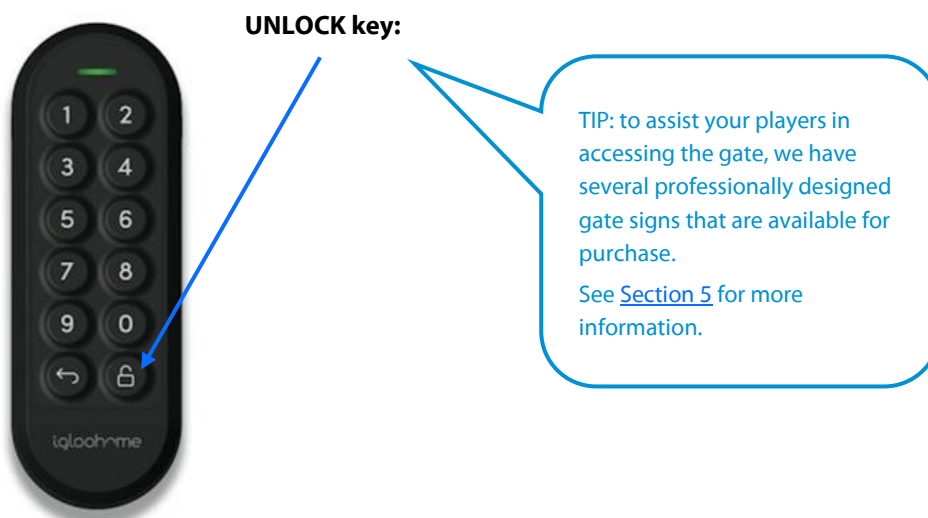
No, they cannot. On the inside of the gate is an exit handle that can be used at any time to exit the venue.

SECTION 2: UNLOCKING YOUR GATE USING THE KEYPAD

FAQ201: HOW DO I UNLOCK THE GATE USING A PIN CODE?

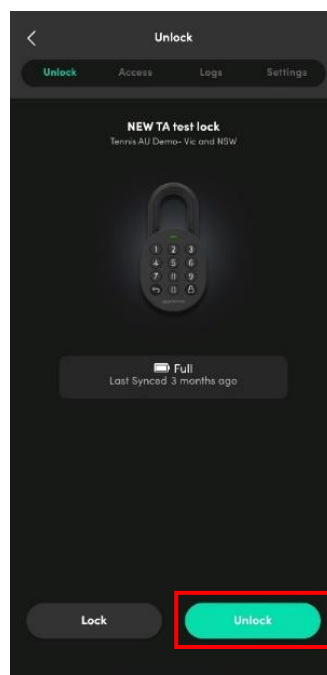
Using the keypad:

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 – use the gate handle to push open the gate
 - **NOTE:** See **FAQ301** to understand any other LED flashing/noises the lock makes



FAQ202: CAN I UNLOCK THE GATE USING THE APP INSTEAD OF THE KEYPAD?

YES – the gate can be unlocked by using Bluetooth via the Igloohome app. Select the keypad 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. This PIN can be found within the booking details of the booking. If the booking is under the normal 'booking' category, an automated booking reminder 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 the keypad	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 gate.	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.

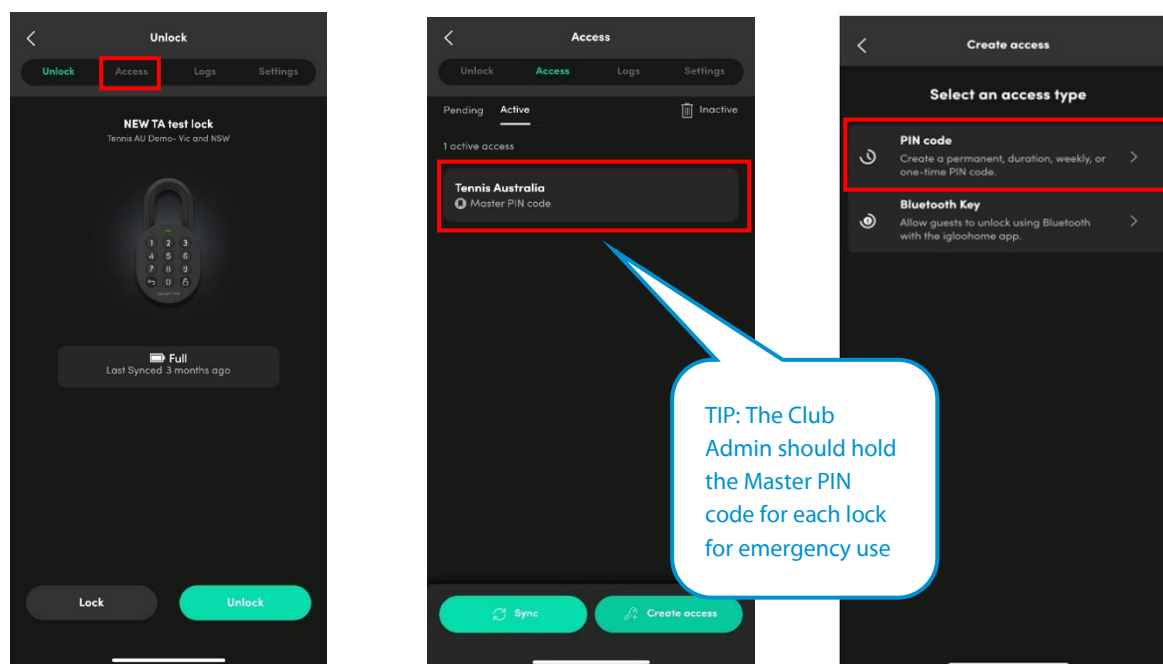
FAQ204: HOW DO I GENERATE DIFFERENT TYPES OF PINS IN THE IGLOOHOME APP?

Creating a PIN code

From the **[Home]** tab select the keypad/lock.

PIN codes can then be generated on the app under **[Access]**. Click **[Access]**, **[Create Access]** and then choose **[PIN code]**.

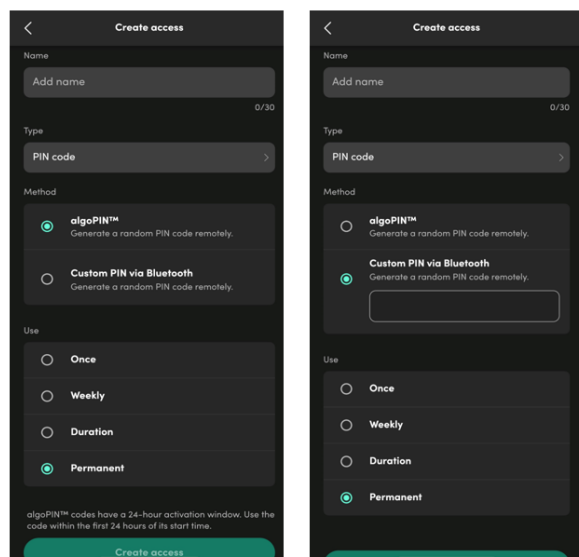
Note: Under the **[Access]** tab, Master Pin is created as soon as the keypad has been paired.



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

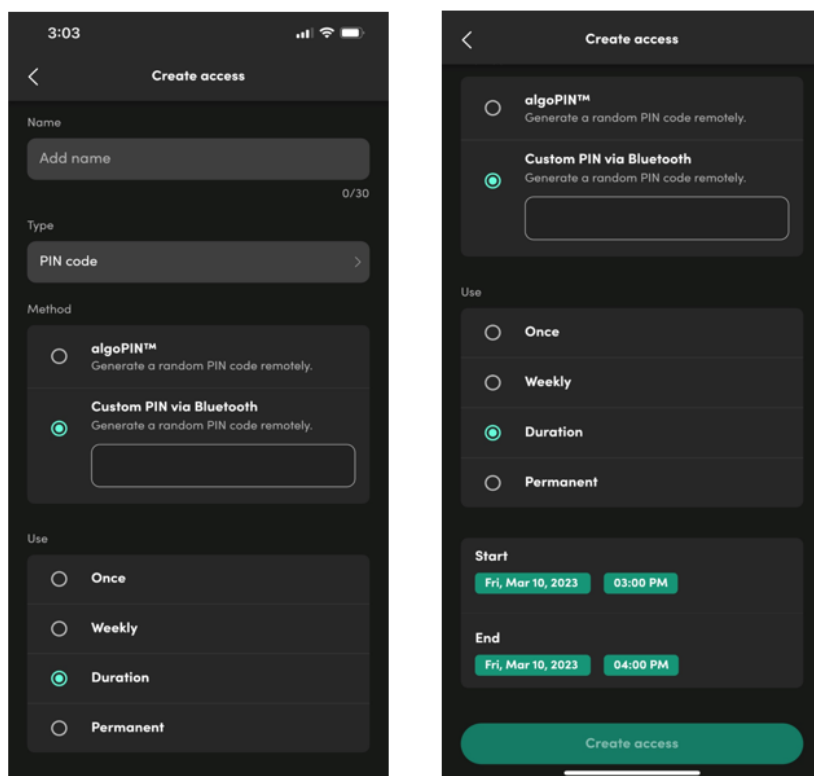


E.G: can issue this PIN type to Club committee – could set 1 PIN per person, per keypad/lock – BUT: could set the SAME PIN code in each lock for that 1 person to make it easier to remember

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



The first screenshot shows the 'Create access' screen with the following fields:

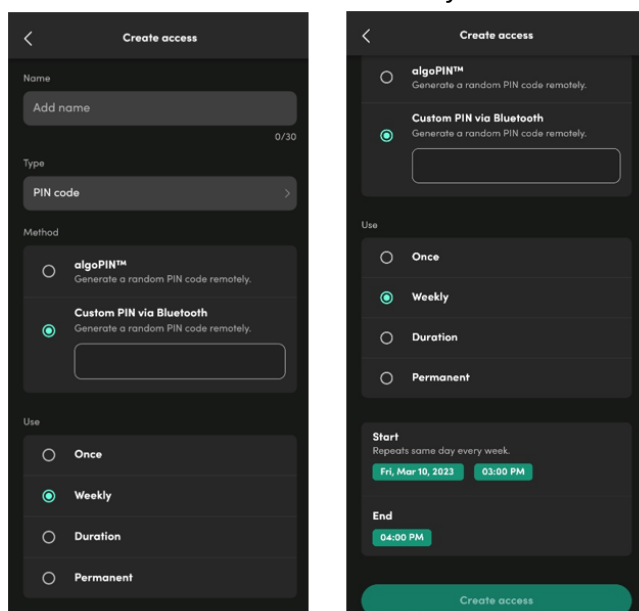
- Name:** Add name (0/30)
- Type:** PIN code
- Method:** Custom PIN via Bluetooth (selected)
- Use:** Duration (selected)

The second screenshot shows the 'Create access' screen with the following fields:

- Name:** Add name (0/30)
- Type:** PIN code
- Method:** Custom PIN via Bluetooth (selected)
- Use:** Duration (selected)
- Start:** Fri, Mar 10, 2023 03:00 PM
- End:** Fri, Mar 10, 2023 04:00 PM
- Create access** button

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



The first screenshot shows the 'Create access' screen with the following fields:

- Name:** Add name (0/30)
- Type:** PIN code
- Method:** Custom PIN via Bluetooth (selected)
- Use:** Weekly (selected)

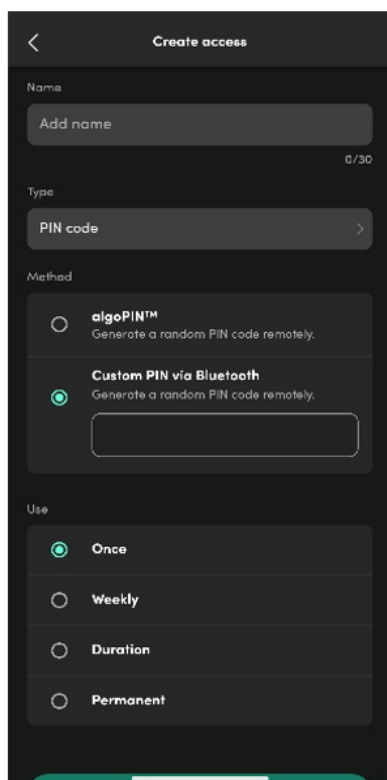
The second screenshot shows the 'Create access' screen with the following fields:

- Name:** Add name (0/30)
- Type:** PIN code
- Method:** Custom PIN via Bluetooth (selected)
- Use:** Weekly (selected)
- Start:** Repeats same day every week. Fri, Mar 10, 2023 03:00 PM
- End:** 04:00 PM
- Create access** button

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 KEYPADS ON SITE - WILL 1 PIN GIVE ACCESS TO ALL?

Booking PIN generated in ClubSpark:

NO – each keypad needs a separate PIN code to access it. Each booking confirmation shows the booking PIN relevant only for that booking **date, time, and court** (for example, if there are different keypads 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 ACCESS THE GATE WITHOUT TOUCHING THE BUTTONS ON THE KEYPAD?

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.

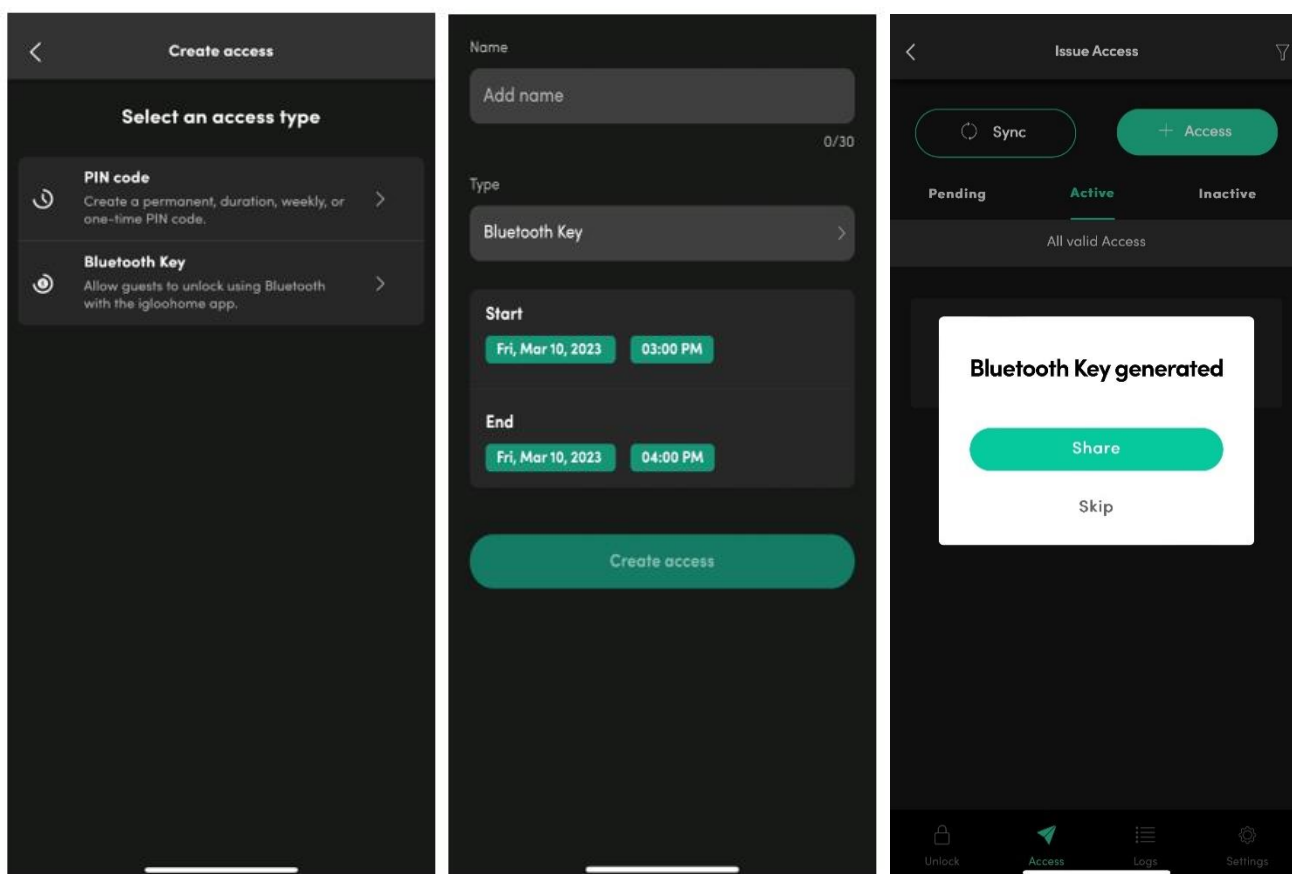
There are 3 steps to using a Shared Bluetooth Key

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:





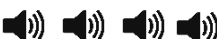


- The owner can revoke the Bluetooth Key in the App
- Bluetooth Key must be accepted within 1 hour generation before it expires



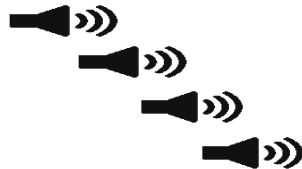


SECTION 3: TROUBLESHOOTING ISSUES

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 keypad:

What is the keypad doing?	What does this mean?	What do I do next?
1 long beep then 2 quick beeps 	Power start-up was successful	The keypad 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 keypad and the Igloohome app (for data management)	Perform your intended action with the app / keypad – 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 keypad is unlocked, and the LED flashes GREEN twice 	The gate has been successfully unlocked	Open the gate and access the venue/courts
1 long beep and the LED turns GREEN for 2 seconds 	The gate has successfully re-locked	Nothing – the gate has successfully re-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	Open the gate and access the venue/courts – the gate should function as expected

What is the keypad 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)
3 fast tones descending when keypad is touched, and / or LED pulsates RED 	Low battery alert – 20% or less power remains	Change the batteries in the keypad. NOTE: Must use 2xAA – 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 keypad 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 keypad 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

Security Lockout Information

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

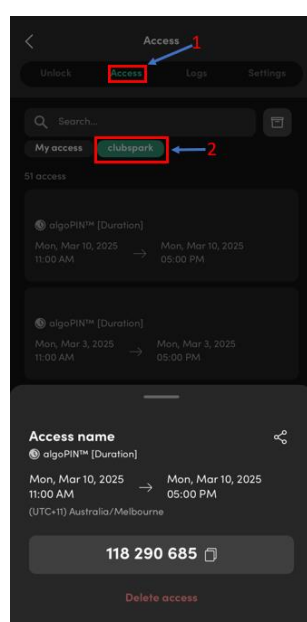
NOTE: Once the keypad lockout time has expired (depending how many times it was triggered), a correct PIN can be entered, and the keypad will respond as normal. Using the Master PIN or Bluetooth Unlock will override this temporary lockout time more quickly if necessary.

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	<div></div> <table><tr><th>Triggered</th><th>Security Alarm</th><th>Keypad Lockout</th></tr><tr><td>1st Time</td><td>30 Sec</td><td>1 Min</td></tr><tr><td>2nd Time</td><td>60 Sec</td><td>5 Min</td></tr><tr><td>3rd and Consecutive Time</td><td>90 Sec</td><td>10 Min</td></tr></table>			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
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 CLUBSPARK BOOKING PIN IS NOT WORKING – WHAT SHOULD I CHECK?

Confirm you are entering the correct 9-digit booking PIN, then press the **UNLOCK** button (see Section 2 – unlocking your keypad). 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.

If the correct PIN is being entered at the correct time, please confirm the following:

- If you have multiple keypads/locks at the venue, ensure the PIN is being entered into the keypad/lock connected to the booking.
- The keypad has been paired with the Igloohome app with an active exchange subscription slot

If Issues Persist:

- Is the Clubspark booking PIN being accepted (i.e. the LED lights up **green** with 4 fast ascending tones)?
→ if yes, See **FAQ 304**

Note: this can also be tested by unlocking the gate manually via the Igloohome app

- Does the keypad have power (i.e. it lights up and beeps when keys are pressed)?
→ If no, see **FAQ 305**.
→ If yes, contact **Customer Support** at **1800 752 983** or play@tennis.com.au, including the troubleshooting steps you've already completed.

Note for Club committee members – non-booking PINs:

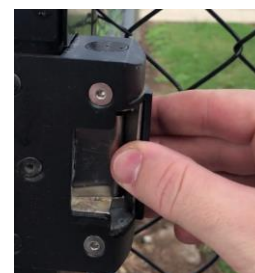
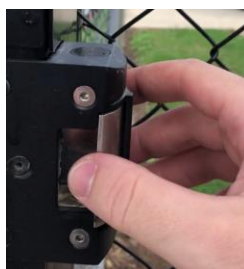
Different types of permanent / recurring PIN codes may have been created via the Igloohome app rather than linked to Clubspark. Again, confirm the correct PIN is being used, however as this is not linked to Clubspark, troubleshooting needs to be performed via the Igloohome app if still not working → see **FAQ306**

FAQ304: MY GATE IS NOT CLOSING/LOCKING OR NOT UNLOCKING WITH SUCCEFULL PIN ENTRY

If you are experiencing issues with the gate not closing/locking or unlocking, it is important to troubleshoot whether the issue is with the gate itself (alignment with fencing) or with the electronic strike that unlocks after a successful PIN code is entered.

The photos below show the gate lock and the electronic strike. The electronic strike is the device that allows the gate to unlock after successful entry of a booking PIN code. The metal tongue of the electronic strike unlocks when a successful PIN code is entered, allowing the gate to be pushed open.

In order to test if your electronic strike is working, keep your gate open, enter a successful PIN code (ensuring the LED light of the keypad turns green) and immediately push the metal tongue of the electronic strike with your thumb. You should be able to push the metal tongue inwards with your thumb very easily, as shown in the photos below. If you cannot do so, please take a video and send via email to play@tennis.com.au



FAQ305: MY KEYPAD DOESN'T HAVE POWER, WHAT DO I DO?

Battery levels can be monitored within the Igloohome app and replaced with 2 x AA batteries when required. The keypad can also be jumpstarted with a 12V battery if needed.

A physical key is also provided that can be used to access the gate when the keypad is temporarily unavailable.

If you've replaced the batteries and the keypad is still not activating, please contact **Customer Support** on **1800 752 983** or play@tennis.com.au

FAQ306: I USED THE APP TO GENERATE A PIN AND IT ISN'T WORKING – WHAT DO I DO?

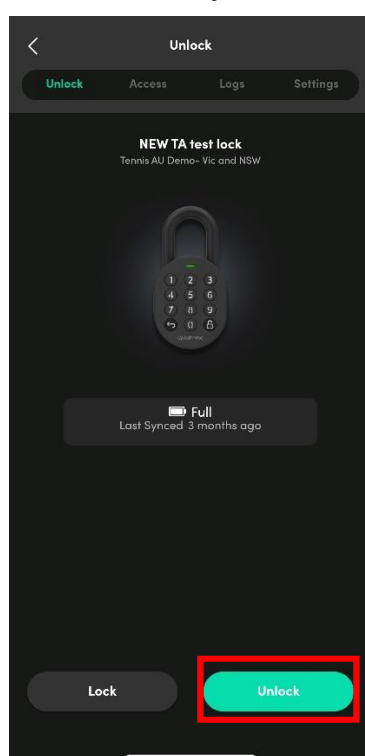
First, perform the normal operational checks on the keypad to confirm:

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

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:



FAQ307: MY KEYPAD IS NO LONGER WORKING OR HAS BEEN VANDALISED – WHAT IS COVERED UNDER WARRANTY?

Contact **Customer Support** on **1800 752 983** or email play@tennis.com.au with details about your issue. Please supply a photo of the equipment if damaged, and a video of you entering your PIN if the keypad has stopped working. Some elements are covered under warranty, others may incur charges, which will be explained during the issue resolution process

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.

SECTION 4: POWERING THE LOCK – BATTERY MAINTENANCE

FAQ401: HOW IS THE KEYPAD POWERED?

The keypad is powered by 2xAA batteries while the locking mechanism runs off a 12V battery which is powered by a solar panel.

FAQ402: HOW LONG DO THE KEYPAD BATTERIES LAST?

The batteries are expected to last up to 12 months and can be monitored within the Igloohome app

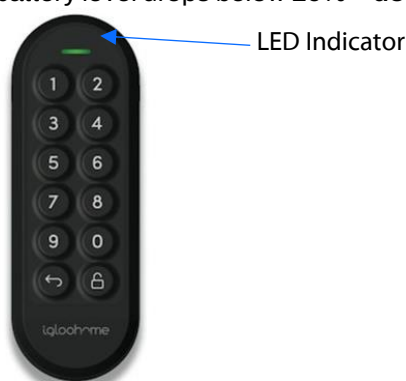
FAQ403: HOW DO I REPLACE THE KEYPAD BATTERIES?

The keypad batteries can be replaced by unscrewing and taking off the back cover of the keypad and replacing the two old AA batteries with new ones.

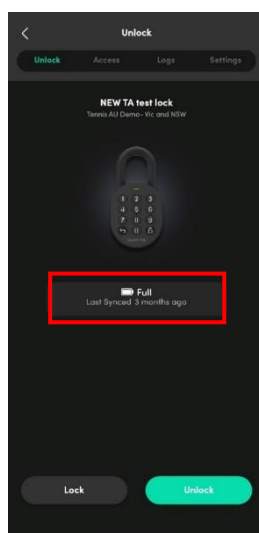
FAQ404: HOW CAN I TELL IF THE BATTERY IS RUNNING LOW?

On the keypad:

The LED status indicator above the numbers on the keypad turns **RED** when battery level is **20% or below** (if configured by your Club to be displayed). If the low power sound feature is activated on your keypad, 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 keypads/locks via the Igloohome app BUT this will only be accurate directly after a Bluetooth sync is performed when in close proximity to the keypad. It is recommended that a regular site visit and sync takes place to keep your information on the app current.



FAQ405: CAN I STILL UNLOCK THE GATE IF THE KEYPAD BATTERY IS FLAT? JUMP STARTING

YES – if the power is completely drained, the keypad can be jumpstarted with a 12V battery. The gate can also be manually opened using the key provided during installation.

SECTION 5: PRINTABLE ASSETS

FAQ501: ARE THERE ANY GATE SIGNS OR BANNERS AVAILABLE?

Yes – we have a self-service portal for Clubs and Coaches to order professionally designed signage. Choose from a range of approved templates, from promotional fence banners to instructional gate signage. Personalise with your details, pay securely and enjoy direct-to-door delivery. This benefit is available to affiliated Clubs and Coach members only.

Click [here](#) to access the online portal if you're a club, and click [here](#) to access the online portal if you're a coach.

**If you have any further questions, 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.**