WeHere Wi-Fi Bridge

WeHere Smart Lock Wi-Fi Bridge M501 User Manual

Model: Wi-Fi Bridge (for M501 Smart Lock)

Introduction   Setup   Operating Instructions   Maintenance   Troubleshooting   Specifications   Support

1. INTRODUCTION

The WeHere Smart Lock Wi-Fi Bridge is a device designed to enhance the functionality of your WeHere M501 Smart Lock by enabling remote access and control. This bridge quickly connects your smart lock's Bluetooth capabilities to your home's Wi-Fi network, allowing you to remotely open and close the door, manage access, and monitor activity from anywhere using the dedicated mobile application.

This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your WeHere Smart Lock Wi-Fi Bridge to ensure optimal performance and convenience.

2. SETUP GUIDE

2.1 Unboxing and Initial Inspection

Carefully unpack all components. Ensure that the Wi-Fi Bridge and any accompanying accessories are present and undamaged. If any items are missing or damaged, please contact customer support immediately.

2.2 Powering the Wi-Fi Bridge

Connect the Wi-Fi Bridge to a power source using the provided power adapter. Ensure it is placed within a reasonable range of both your M501 Smart Lock and your Wi-Fi router for optimal signal strength.

2.3 App Installation and Account Creation

1. Download the WeHere Smart Lock application from your smartphone's app store (iOS or Android).
2. Open the app and follow the on-screen instructions to create a new user account or log in if you already have one.

2.4 Pairing the Wi-Fi Bridge with the App and Smart Lock

Follow these steps to connect your Wi-Fi Bridge:

1. In the WeHere app, navigate to the device addition section.
2. Select the option to add a Wi-Fi Bridge.

3. The app will guide you through connecting the bridge to your home Wi-Fi network. You may need to enter your Wi-Fi credentials.

4. Once the bridge is connected to Wi-Fi, the app will prompt you to pair it with your M501 Smart Lock via Bluetooth. Ensure your smart lock is powered on and within Bluetooth range of the bridge.

5. **Important Note:** Some bridge models may require scanning a QR code for setup. If your device has a QR code, locate it on the back of the unit and scan it when prompted by the app. If no QR code is present, the app should guide you through an alternative pairing method.

Figure 1: Wi-Fi Remote Unlock setup via the mobile application.

Figure 2: Overview of unlock methods enabled by the smart lock and Wi-Fi Bridge.

3. OPERATING INSTRUCTIONS

3.1 Remote Unlocking

Once the Wi-Fi Bridge is successfully paired, you can remotely unlock your M501 Smart Lock from anywhere with an internet connection:

1. Open the WeHere app on your smartphone.
2. Select your M501 Smart Lock from the device list.
3. Tap the "Click To Unlock" button to remotely open the lock.

3.2 Managing Access Codes (OTP, Fixed Codes)

The Wi-Fi Bridge allows for remote management of various access methods:

- **OTP Share Unlock:** Generate and share One-Time Passwords (OTPs) for temporary access. These codes can be

time-limited and are ideal for guests or service providers.

- **Fixed Code Unlock:** Create and manage permanent or long-term fixed codes for regular users.
- **Time Period Passwords:** For scenarios like house rentals (e.g., Airbnb), you can generate passwords that are valid only for specific time periods.

Figure 3: Various access management scenarios enabled by the smart lock system.

3.3 Access Log Monitoring

The app provides an "Unlock Log" feature, allowing you to view a history of all lock and unlock events, including who accessed the lock and when. This feature is accessible remotely via the Wi-Fi Bridge connection.

4. MAINTENANCE

4.1 Wi-Fi Bridge Care

- Keep the Wi-Fi Bridge in a dry environment, away from direct sunlight and extreme temperatures.

- Clean the device with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- Ensure the power adapter and cable are not damaged.

4.2 M501 Smart Lock Battery Replacement

The M501 Smart Lock requires 2 AA batteries for operation. The Wi-Fi Bridge relies on the lock being powered. When the lock's battery is low, the app will typically notify you. To replace the batteries:

1. Locate the external battery cover on your M501 Smart Lock.
2. Open the battery cover.
3. Remove the old AA batteries and insert new ones, ensuring correct polarity.
4. Close the battery cover securely.

Smart Lock Features

- Zinc alloy housing
- Lock failure rate is less than 1/1000
- When battery depletion, external battery cover design is easily replace the battery without opening box.

Figure 4: The M501 Smart Lock features an external battery cover for convenient battery replacement.

5. TROUBLESHOOTING

Problem	Possible Cause	Solution
Wi-Fi Bridge cannot connect to Wi-Fi.	Incorrect Wi-Fi password, out of range, router issues, 5GHz network.	• Ensure correct Wi-Fi password is entered. • Move the bridge closer to the Wi-Fi router. • Restart your Wi-Fi router. • Confirm your Wi-Fi network is 2.4GHz (most smart devices do not support 5GHz).
Remote unlock not working.	Bridge not connected to Wi-Fi, lock not connected to bridge, lock battery low, internet connectivity issues.	• Check if the Wi-Fi Bridge is online in the app. • Ensure the M501 Smart Lock is powered and within Bluetooth range of the bridge. • Replace the lock batteries if low. • Verify your smartphone has an active internet connection.
Cannot pair Wi-Fi Bridge (e.g., missing QR code).	QR code not present or unreadable, app pairing issue.	• If your bridge model lacks a QR code, follow the app's alternative pairing instructions (e.g., manual entry or Bluetooth discovery). • Ensure the app is updated to the latest version. • Try restarting the bridge and your smartphone.
App shows "Offline" for the lock.	Bridge offline, lock battery dead, Bluetooth connection lost between lock and bridge.	• Check the bridge's power and Wi-Fi connection. • Replace the lock batteries. • Ensure the bridge is within close proximity to the lock. • Restart the bridge and the lock.

6. SPECIFICATIONS

- **Brand:** WeHere
- **Model:** Wi-Fi Bridge (for M501 Smart Lock)
- **Product Dimensions (L x W x H):** 11 x 4.5 x 18 cm (4.3 x 1.8 x 7.1 inches)
- **Product Weight:** 1.31 kilograms (2.89 lbs)
- **Power Source (for M501 Smart Lock):** 2 AA batteries (not included with bridge)
- **Connectivity:** Wi-Fi (2.4GHz), Bluetooth
- **UPC:** 791711609735

7. WARRANTY AND CUSTOMER SUPPORT

For warranty information, technical assistance, or any questions regarding your WeHere Smart Lock Wi-Fi Bridge, please contact WeHere customer support through the official website or the contact information provided with your product packaging.

Please have your product model number (Wi-Fi Bridge) and UPC (791711609735) ready when contacting support.