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> [WeHere MB200 Electronic Wall Mount Mailbox User Manual](#)

## WeHere MB200

# WeHere MB200 Electronic Wall Mount Mailbox User Manual

Model: MB200

## 1. INTRODUCTION

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This manual provides detailed instructions for the installation, operation, and maintenance of your WeHere MB200 Electronic Wall Mount Mailbox. Please read this manual thoroughly before use to ensure proper function and longevity of the product.

The WeHere MB200 mailbox features multiple unlocking methods including key, Bluetooth via app, remote WiFi (with optional bridge), and customizable passwords. It is designed with a weatherproof plastic housing and a versatile delivery port.

## 2. PRODUCT OVERVIEW

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### 2.1 Key Features

- **Multiple Unlocking Methods:** Key, Bluetooth via app, remote WiFi (with WeHere W100 bridge, sold separately), or app-set password.
- **Customizable Passwords:** Dynamic (one-time), time-based, or static passwords for flexible access management.
- **Weatherproof Design:** IP44 rated plastic housing for protection against light rain.
- **Versatile Delivery Port:** Accommodates letters, magazines, and small parcels. Couriers can use one-time passwords for access.
- **Easy Setup and Maintenance:** Simple installation, powered by 2 AA alkaline batteries with in-app monitoring.

### 2.2 Package Contents

- WeHere MB200 Electronic Wall Mount Mailbox
- Mounting Hardware
- Backup Keys
- User Manual

## 3. SETUP

### 3.1 Installation

The mailbox is designed for wall mounting. Ensure the chosen location is under eaves or in a sheltered area to maximize protection from the elements, as it is weatherproof for light rain but not intended for long-term direct exposure.

1. **Choose a Location:** Select a suitable wall location, preferably under an overhang or eave, that is easily accessible for mail delivery and retrieval.
2. **Mark Drilling Points:** Use the mailbox as a template to mark the desired drilling points on the wall.
3. **Drill Holes:** Drill pilot holes at the marked locations.
4. **Mount the Mailbox:** Secure the mailbox to the wall using the provided mounting hardware. Ensure it is firmly attached.



Image 3.1: WeHere MB200 Mailbox mounted on a wall, showing its design and how mail is inserted. The image highlights the smart lock and backup key.

# Mailbox & Key drop box

Spacious Drop Slot: Insert Mail, Magazines & Keys with Ease  
Transparent Viewing Window:  
Easily Check Incoming Items



37 cm  
14.6 in

10 cm  
3.9 in

26 cm / 10.2 in



Image 3.2: Detailed view of the mailbox dimensions (21cm x 3cm drop slot, 37cm/14.6in height, 10cm/3.9in depth, 26cm/10.2in width) and the visualization window for checking contents.

## 3.2 Battery Installation

The electronic lock is powered by 2 AA alkaline batteries.

1. Open the mailbox door using the backup key or a pre-set code.
2. Locate the battery compartment on the inside of the lock mechanism.
3. Insert 2 AA alkaline batteries, ensuring correct polarity.
4. Close the battery compartment.

## 4. OPERATING INSTRUCTIONS

### 4.1 Unlocking Methods

Your WeHere MB200 mailbox offers multiple ways to unlock:

- **Physical Key:** Use the provided backup keys for manual unlocking.
- **Bluetooth via App:**
  - a. Download the WeHere app from your smartphone's app store.

- b. Register an account and add your mailbox device.
- c. Ensure Bluetooth is enabled on your phone and you are within range of the mailbox.
- d. In the app, select your mailbox and tap the "Open" button.

- **Remote WiFi Unlock (Optional):**

- a. This feature requires the WeHere W100 bridge (sold separately).
- b. Connect the W100 bridge to your home WiFi network and link it to your mailbox via the app.
- c. Once connected, you can unlock the mailbox remotely from anywhere with an internet connection via the WeHere app.

- **Password Unlock:**

- a. **Dynamic (One-Time) Passwords:** Generate a temporary password through the app for single use. Ideal for couriers or temporary access.
- b. **Time-Based Passwords:** Set a password that is valid only for a specific duration.
- c. **Static Passwords:** Create a permanent password for regular access.
- d. Enter the password on the mailbox's keypad, then press "OK" to unlock.



Image 4.1: Visual representation of the four unlocking methods for the mailbox: App Unlock, Temporary Passcode, Remote Wi-Fi Unlock (with optional Wi-Fi Bridge), and Physical Key.

Video 4.1: An animated demonstration of the WeHere MB200 mailbox's one-time password unlock feature. It illustrates how a temporary code is generated and used to open the mailbox, and shows the unlock log.

Video 4.2: An animated demonstration of the WeHere MB200 mailbox's password unlock methods, including time-based and permanent passwords, and Bluetooth unlock via the app. It also shows the unlock log.

## 4.2 App Usage

The WeHere app allows you to manage your mailbox settings, generate passwords, and monitor battery levels.

- **Device Management:** Add and remove mailbox devices.
- **Password Generation:** Create dynamic, time-based, or static passwords.
- **Unlock Records:** View a log of all unlock events.
- **Battery Monitoring:** Check the current battery level of your mailbox lock.



Image 4.2: The WeHere app interface on a smartphone, showing the "Click To Unlock" button and options for Password Manage, Guest, Member, Records, Mini ERP, and Setting. This demonstrates remote unlocking capabilities.

## 5. MAINTENANCE

## 5.1 Cleaning

Clean the exterior of the mailbox with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish.

## 5.2 Battery Replacement

When the battery level is low (indicated in the app), replace the 2 AA alkaline batteries promptly to ensure continuous operation. Always use new, high-quality alkaline batteries.

## 5.3 Weather Protection

While the mailbox has an IP44 waterproof rating, it is recommended to install it under an eave or other sheltered area to protect it from prolonged heavy rain or direct sunlight, which can extend its lifespan.



Image 5.1: Close-up view of the mailbox exterior, emphasizing its galvanized steel rust-proof construction. Note: Weather-resistant for light rain; not intended for long-term exposure.

## 6. TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Mailbox not unlocking with code.	Incorrect code entered; low battery; keypad malfunction.	Verify the code. Replace batteries. Use the backup key. Contact customer support if issues persist.
App not connecting to mailbox.	Bluetooth off; out of range; app error; low mailbox battery.	Ensure Bluetooth is on and you are close to the mailbox. Restart the app. Check mailbox battery level.
Mail getting wet inside.	Heavy rain exposure; improper installation; damaged seal.	Relocate mailbox to a more sheltered area. Re-check installation for gaps. Inspect seals for damage.
Mailbox door not closing properly.	Obstruction; damaged hinge/latch.	Check for any items blocking the door. Inspect hinges and latch for damage.

## 7. SPECIFICATIONS

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- **Model:** MB200
- **Material:** 0.6 mm cold roller steel
- **Color:** Black
- **Product Dimensions:** 15"D x 10"W x 4"H
- **Item Weight:** 5.65 Pounds
- **Mounting Type:** Wall Mount
- **Lock Type:** Electronic, Key
- **Included Security Features:** Dual Locking System, Multiple Unlocking Methods
- **Power Source:** 2 AA Alkaline Batteries
- **Waterproof Rating:** IP44 (Weather-resistant for light rain)

## 8. WARRANTY AND SUPPORT

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For after-sales service or technical support, please contact WeHere customer service. You can find the email address within the WeHere APP under *Account > About Us*.



Video 8.1: Instructions on how to contact WeHere customer service through the mobile application. The video navigates to the 'Account' section and then 'About Us' to reveal the service email address.