

## WeHere KB501

# WeHere Smart Key Lock Box User Manual

Model: KB501

## 1. INTRODUCTION

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This manual provides comprehensive instructions for the installation, operation, and maintenance of your WeHere Smart Key Lock Box (Model KB501). This device offers multiple secure unlocking methods, including app-based Bluetooth, temporary passcodes, and remote Wi-Fi access (with optional bridge), along with a traditional physical key backup. Designed for durability and convenience, it is an ideal solution for secure key management in various settings such as homes, apartments, offices, and for realtors or service providers.



Figure 1.1: WeHere Smart Key Lock Box with its mobile application interface.

## 2. PACKAGE CONTENTS

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Please verify that all items listed below are included in your package:

- WeHere Smart Key Lock Box (Model KB501)
- WeHere B100 Smart Lock (integrated)
- 2 x Physical Keys
- Mounting Hardware (screws, anchors)
- User Manual (this document)

## 3. SETUP

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### 3.1 Battery Installation

The WeHere Smart Key Lock Box requires 2 alkaline batteries for operation. The external battery compartment design allows for easy replacement without needing to access the main key storage area.

1. Locate the external battery compartment on the lock box.
2. Open the compartment cover.
3. Insert 2 alkaline batteries, ensuring correct polarity (+/-).
4. Close the compartment cover securely.

*Note: The key box will resume operation immediately after battery replacement. Fully charged batteries can last for approximately six months.*

## **3.2 App Download and Setup**

The WeHere Smart Key Lock Box is controlled via a mobile application available for both Android and iOS devices.

1. Search for the "WeHere" app in your device's app store (Google Play Store for Android, Apple App Store for iOS).
2. Download and install the application.
3. Open the app and follow the on-screen instructions to create an account and pair your lock box via Bluetooth. Ensure Bluetooth is enabled on your smartphone.

# SECURE STORAGE, ANYTIME ACCESS

Bluetooth & PIN Unlock | Family Sharing |  
Anti-Tamper Design



Figure 3.1: Secure storage and convenient access with the WeHere Smart Key Lock Box.

### 3.3 Mounting the Lock Box

The lock box is designed for wall mounting. Choose a secure location that is protected from direct rain exposure, as recommended for optimal product longevity.

1. Select a suitable mounting surface.
2. Mark the drilling points using the lock box as a template.
3. Drill pilot holes and insert wall anchors if necessary.
4. Secure the lock box to the wall using the provided screws.

# 4 WAYS TO UNLOCK



**App Unlock**  
Unlock on your phone



**Temporary Passcode**  
One-time code for visitors



**Remote Wi-Fi Unlock**  
Requires Wi-Fi module. Manage from anywhere  
(Buy Separately Wi-Fi Bridge)



Figure 3.2: Wall-mounted installation of the WeHere Smart Key Lock Box.

## 4. OPERATING INSTRUCTIONS

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The WeHere Smart Key Lock Box offers multiple convenient unlocking methods.

### 4.1 App Unlock (Bluetooth)

Unlock the key box directly via Bluetooth using the WeHere app when you are within range.

1. Ensure Bluetooth is enabled on your smartphone and the app is open.
2. Within the app, select your lock box and tap the "Unlock" button.
3. The lock box will open, allowing access to the contents.

### 4.2 Passcode Unlock (OTP/Fixed)

Access the lock box using a numerical passcode entered on the keypad.

- **One-Time Passcode (OTP):** Generate temporary, time-sensitive passcodes through the WeHere app for visitors or one-time access. These codes expire after a single use or a set duration.
- **Fixed Passcode:** Set permanent passcodes via the app for regular users.

To use a passcode:

1. Enter the valid passcode on the lock box keypad.
2. Press the "OK" button (or equivalent) on the keypad.
3. The lock box will open.

### **4.3 Remote Wi-Fi Unlock (Requires WeHere W100 Bridge)**

For remote unlocking from anywhere, the WeHere W100 Bridge (sold separately) is required. This bridge connects your lock box to your home Wi-Fi network.

1. Ensure your WeHere W100 Bridge is properly set up and connected to your Wi-Fi network and paired with your lock box.
2. Open the WeHere app on your smartphone.
3. Select your lock box and use the remote unlock function within the app.
4. The lock box will receive the command via the Wi-Fi bridge and unlock.

# REMOTELY UNLOCK ANYTIME ANYWHERE



Figure 4.1: Remote unlocking capability with the optional WeHere Wi-Fi Bridge.

## 4.4 Physical Key Unlock

A traditional physical key is provided as a backup unlocking method.

1. Insert the physical key into the keyhole on the lock box.
2. Turn the key to unlock the box.
3. Open the lock box door.

## 5. MAINTENANCE

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### 5.1 Battery Replacement

When the battery level is low, the lock box may indicate this through the app or a visual/audible cue. Replace batteries promptly to ensure continuous operation. Refer to Section 3.1 for detailed battery installation instructions.

## 5.2 Cleaning

Clean the exterior of the lock box with a soft, damp cloth. Avoid using abrasive cleaners or solvents that could damage the finish or electronic components.

## 6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Lock box does not respond to app unlock.	Low batteries; Bluetooth off; Out of range; App not connected.	Replace batteries; Ensure Bluetooth is on; Move closer to the lock box; Reconnect app.
Passcode not working.	Incorrect passcode entered; Passcode expired (OTP); Keypad issue.	Verify passcode; Generate new OTP; Check battery level.
Remote Wi-Fi unlock fails.	WeHere W100 Bridge not connected/powering; Wi-Fi issue.	Check W100 Bridge power and Wi-Fi connection; Ensure bridge is paired with lock box.
Physical key does not unlock.	Incorrect key; Obstruction in keyhole.	Ensure you are using the correct key; Check for debris in the keyhole.

## 7. SPECIFICATIONS

Feature	Detail
Brand	WeHere
Model Name	KB501
Lock Type	Electronic Lock, Mechanical Lock
Special Feature	Smart lock
Material	Cold-rolled steel
Color	Blue
Dimensions (L x W x H)	4.1 x 2 x 7.3 inches (105 x 45 x 185 mm)
Item Weight	8.8 ounces
Connectivity Protocol	Bluetooth, Wi-Fi (with optional WeHere W100 Bridge)
Controller Type	Android, iOS App
Power Source	2 x Alkaline Batteries (not included)
Recommended Use Environment	Install in a location where it won't be exposed to rain.

# SMART KEY BOX

Multiple unlocking methods

Ideal for Airbnb /  
Courier/Cleaner etc.



Smart Lock



Brass Lock Cylinder



Key Unlock

185mm  
7.3in

45mm  
1.8in

105mm/4.1in



Figure 7.1: Key dimensions and components of the Smart Key Box.

## 8. WARRANTY AND SUPPORT

WeHere is committed to delivering high-quality and secure products. For any questions, technical assistance, or warranty inquiries, please contact WeHere customer support.

- **Online Support:** Visit the official WeHere website for FAQs and support resources.
- **Email Support:** Refer to your product packaging or the WeHere website for customer service email addresses.

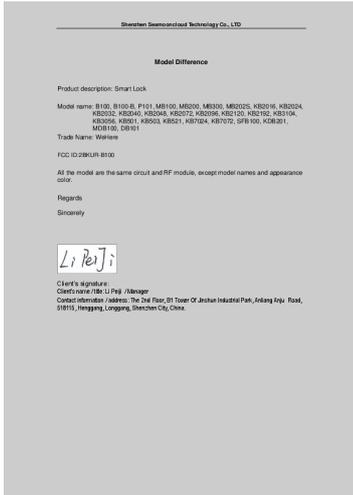
Please retain your purchase receipt for warranty validation.



## Related Documents

	<p><a href="#">WeHere Smart Lock User Manual and Product Catalog</a></p> <p>Comprehensive guide to the WeHere Smart Lock, including installation, app usage, user management, security features, and a catalog of WeHere SmartSteel key management boxes and safes.</p>
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## Documents - WeHere – KB501



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tom FCC Model Difference Shenzhen Seamooncloud Technology Co LTD B100 Smart Lock 2BKUR 2BKURB100 b100

Shenzhen Seamooncloud Technology Co., LTD Model Difference Product description: Smart Lock Model name: B100, B100-B, P101, MB100, MB200, MB300, MB202S, KB2016, KB2024, KB2032, KB2040, KB2048, KB2072, KB2096, KB2120, KB2192, KB3104, KB3056, **KB501**, KB503, KB521, KB7024, KB7072, SFB100, KDB201, MDB100,...

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