

WeHere KB503

WeHere KB503(L) Smart Key Lock Box Outdoor User Manual

Model: KB503(L)

1. INTRODUCTION

The WeHere KB503(L) Smart Key Lock Box is a wall-mountable outdoor key storage solution designed for secure access management. This device offers multiple unlocking methods, including Bluetooth via a companion application, remote Wi-Fi (requires a separately sold bridge), One-Time Passcode (OTP) or fixed passcodes, and a traditional physical key backup. Its robust construction and weatherproof design ensure reliable performance in various environments.

2. PRODUCT OVERVIEW

The WeHere KB503(L) Smart Key Lock Box is constructed from 0.8mm cold-rolled steel with rust-proof paint, providing durability against physical tampering. It features a smart lock mechanism with a protective waterproof cover.



Figure 2.1: The WeHere KB503(L) Smart Key Lock Box, shown open with keys inside and a smartphone displaying the control application.

Key Features:

- **Multiple Unlocking Methods:** Access via Bluetooth app, remote Wi-Fi (with WeHere W100 Bridge, sold separately), PIN codes (OTP/Fixed), and physical key.
- **Durable Construction:** Made from 0.8mm cold-rolled steel with rust-proof paint, designed to resist hammering, sawing, and prying.
- **Weatherproof Design:** The smart lock includes a protective cover to withstand rain and snow, suitable for outdoor installation.
- **External Battery Compartment:** Facilitates easy battery replacement without needing to access the main key storage area.
- **Versatile Use:** Ideal for homes, realtors, apartments, garages, stores, and offices for secure key management.



Figure 2.2: Dimensional diagram of the WeHere Smart Key Drop Box, illustrating its size and internal components including the smart lock, brass lock cylinder, and key unlock mechanism.

3. SETUP

3.1 Package Contents

Before installation, ensure all components are present:

- WeHere KB503(L) Smart Key Lock Box
- Physical Keys (2)
- Mounting Hardware (screws, wall anchors)
- User Manual (this document)

3.2 Wall Mounting

The lock box is designed for secure wall mounting. Follow these steps for installation:

1. **Choose a Location:** Select a flat, sturdy surface for mounting. Consider accessibility and protection from direct elements, even with its weatherproof design.

2. **Mark Drilling Points:** Hold the lock box against the wall at the desired height and use a pencil to mark the positions for the mounting screws.
3. **Drill Holes:** Using an appropriate drill bit for your wall type, drill pilot holes at the marked positions.
4. **Insert Wall Anchors:** If drilling into drywall or masonry, insert the provided wall anchors into the drilled holes.
5. **Secure Lock Box:** Align the lock box with the holes and secure it firmly to the wall using the provided screws.

3.3 Battery Installation

The WeHere KB503(L) operates on 2 AA alkaline batteries (not included). The external battery compartment allows for convenient replacement.

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

The lock box will resume operation immediately after battery replacement. A set of new batteries typically lasts for approximately six months.

4. APP INSTALLATION AND PAIRING

To utilize the smart features of your WeHere Key Lock Box, download and install the companion mobile application.

4.1 Download the WeHere App

- Search for "WeHere" in the Apple App Store (for iOS devices) or Google Play Store (for Android devices).
- Download and install the official WeHere application.
- Register for a new account or log in if you already have one.

4.2 Pairing the Lock Box via Bluetooth

Ensure Bluetooth is enabled on your smartphone and that you are within close proximity to the lock box.

1. Open the WeHere app.
2. Follow the in-app instructions to add a new device. This typically involves selecting the device type and initiating a search for nearby Bluetooth devices.
3. Select your WeHere KB503(L) from the list of discovered devices.
4. The app will guide you through the pairing process, which may involve pressing a button on the lock box or entering a default pairing code.
5. Once paired, you can manage the lock box settings and generate passcodes through the app.

5. OPERATING INSTRUCTIONS

The WeHere KB503(L) offers several methods for unlocking and accessing your stored keys.

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 5.1: Overview of the four primary unlocking methods: App Unlock, Temporary Passcode, Remote Wi-Fi Unlock, and Physical Key Unlock.

5.1 Bluetooth App Unlock

With your smartphone paired via Bluetooth, you can unlock the device directly through the WeHere app.

1. Ensure Bluetooth is active on your phone and you are within range of the lock box.
2. Open the WeHere app and select your lock box.
3. Tap the "Unlock" button within the app interface. The lock box will open.

5.2 PIN Code Unlock (OTP/Fixed Passcode)

Passcodes are generated and managed through the WeHere app.

1. **Generate Passcode:** In the WeHere app, navigate to the passcode management section. You can generate either a permanent passcode with custom validity periods or a one-time passcode (OTP).
2. **Enter Passcode:** On the lock box keypad, enter the generated PIN code.
3. **Confirm:** Press the 'OK' or '#' button on the keypad to confirm the entry. The lock box will open if the code is valid.

5.3 Remote Wi-Fi Unlock (Requires WeHere W100 Bridge)

For remote unlocking from anywhere, the WeHere W100 Wi-Fi Bridge (sold separately) is required.



Figure 5.2: Illustration of remote unlocking functionality, showing the WeHere Key Lock Box, a Wi-Fi bridge, and a smartphone displaying the unlock interface.

1. **Bridge Setup:** Install and configure the WeHere W100 Wi-Fi Bridge according to its separate instructions, ensuring it is connected to your home Wi-Fi network and linked to your WeHere account.
2. **Remote Unlock:** Open the WeHere app from any location with internet access.
3. Select your lock box and tap the "Unlock" button. The command will be sent via the Wi-Fi bridge to the lock box.

5.4 Physical Key Unlock

A traditional key backup is provided for manual access.

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

6. BATTERY MANAGEMENT

The WeHere KB503(L) is powered by 2 AA alkaline batteries, offering approximately 6 months of battery life under normal usage conditions.

6.1 Battery Life and Indicators

- The app will provide notifications regarding low battery status.
- A visual indicator on the lock box (if available) may also signal low battery.

6.2 Replacing Batteries

The external battery compartment is designed for easy access and replacement.

1. Locate and open the external battery compartment cover.
2. Remove the old AA alkaline batteries.
3. Insert 2 new AA alkaline batteries, ensuring correct polarity.
4. Close the battery compartment cover securely.

The lock box will immediately resume normal operation after battery replacement. This design allows for convenient battery changes by authorized individuals without needing to access the main key storage.

7. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your WeHere KB503(L) Smart Key Lock Box.

7.1 Cleaning

- Wipe the exterior of the lock box with a soft, damp cloth.
- Avoid using abrasive cleaners or solvents, as these can damage the finish or electronic components.
- Ensure the keypad and waterproof cover are free from dirt and debris to maintain functionality.

7.2 Weather Protection

ACCESS YOUR KEYS—EVEN IN A DOWNPOUR

Perfect for Airbnb hosts, property managers, or families—eliminates the stress of in-person key handoffs.



Figure 7.1: The WeHere Key Lock Box is designed to allow key access even in wet conditions, thanks to its waterproof features.

- The smart lock is equipped with a protective waterproof cover. Ensure this cover is properly seated to protect against rain and snow.
- While designed for outdoor use, installing the lock box in a location with some overhead protection (e.g., under an awning) can further extend its lifespan.

8. TROUBLESHOOTING

If you encounter issues with your WeHere KB503(L) Smart Key Lock Box, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
Lock box does not respond to app unlock.	Bluetooth is off; phone is out of range; low battery; app issue.	Ensure Bluetooth is on and you are close to the lock box. Check battery level. Restart the app.

Problem	Possible Cause	Solution
PIN code not working.	Incorrect code entered; code expired (OTP); low battery.	Verify the PIN code in the app. Check if it's an OTP that has expired. Replace batteries.
Remote Wi-Fi unlock fails.	WeHere W100 Bridge not connected; Wi-Fi signal issue; low battery.	Check the status of your WeHere W100 Bridge and its Wi-Fi connection. Ensure the bridge is within range of the lock box. Replace lock box batteries.
Lock box is difficult to open/close.	Obstruction; mechanism dirty; physical damage.	Check for any foreign objects. Clean the locking mechanism. If damaged, contact support.
Battery life is shorter than expected.	Frequent usage; extreme temperatures; non-alkaline batteries.	Ensure you are using high-quality AA alkaline batteries. Consider environmental factors.

If these steps do not resolve the issue, please contact WeHere customer support for further assistance.

9. SPECIFICATIONS

Feature	Detail
Brand	WeHere
Model Name	KB503(L)
Dimensions (L x W x H)	4 x 3 x 7.1 inches (10.16 x 7.62 x 18.03 cm)
Item Weight	3.3 pounds (1.5 kg)
Material	0.8mm Cold-Rolled Steel with Rust-Proof Paint
Lock Type	WeHere B100 Smart Lock
Connectivity	Bluetooth, Wi-Fi (via WeHere W100 Bridge, sold separately)
Controller Type	Android, iOS (via WeHere App)
Power Source	2 x AA Alkaline Batteries (not included)
Battery Life	Approximately 6 months
Special Features	Smart lock, Weatherproof, External Battery Compartment

10. WARRANTY AND SUPPORT

For warranty information, technical support, and customer service inquiries, please refer to the official WeHere website or contact their customer support channels. Details can typically be found on the product packaging or the manufacturer's online resources.

