**Manuals+** — User Manuals Simplified.



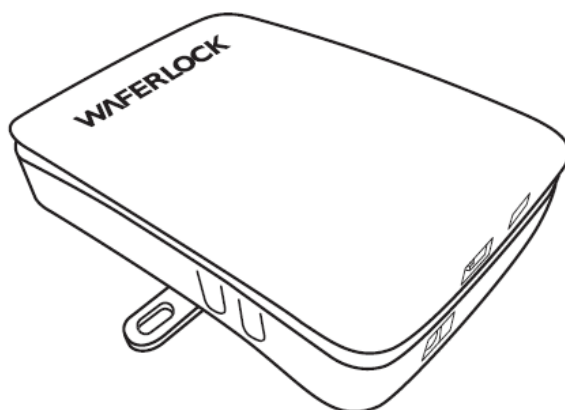# WAFERLOCK R400 Gateway Lock Control User Manual

**Contents**

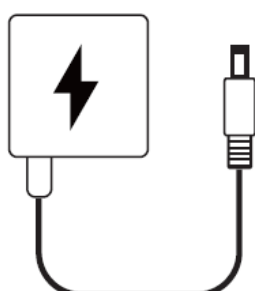**WAFERLOCK R400 Gateway Lock Control**

**R400 Gateway Parts List**

- R400 Gateway + Mount Bracket X1



Adapter X1



Screws X2

## Installation Steps of R400 Gateway

1. R400 should be within 6m of the lock and there is no shielding obstruction between.
2. The gateway should face towards the door lock, as this is the optimal direction for signal reception.
3. R400 cannot be stored in a groove of the lightweight steel or obstructed by other metal shields.
4. Due to different materials of locks of different models, the signal reception range is slightly different.
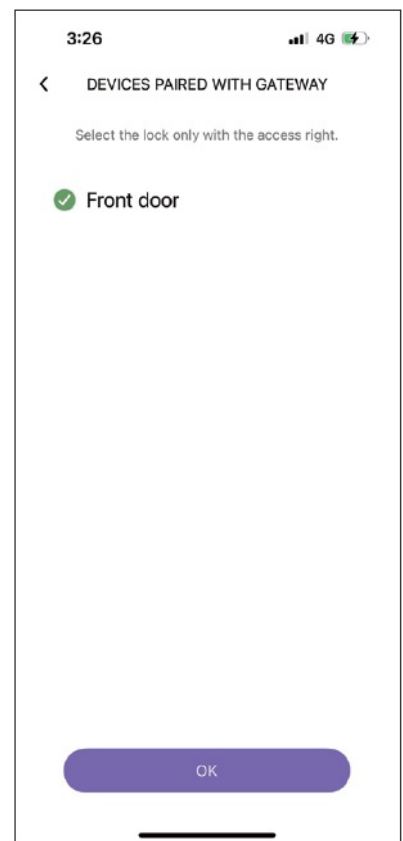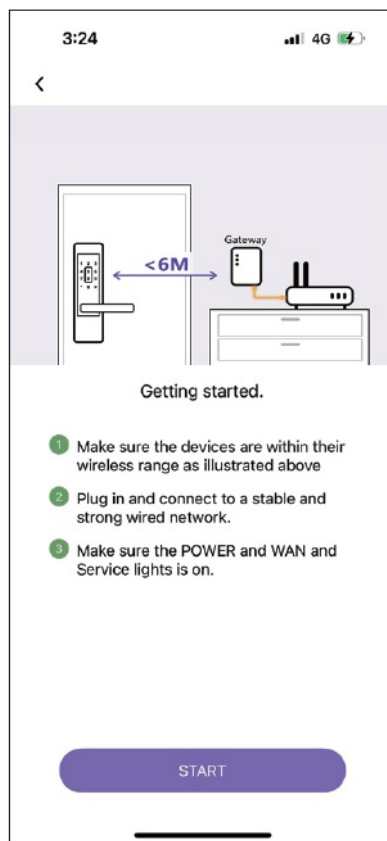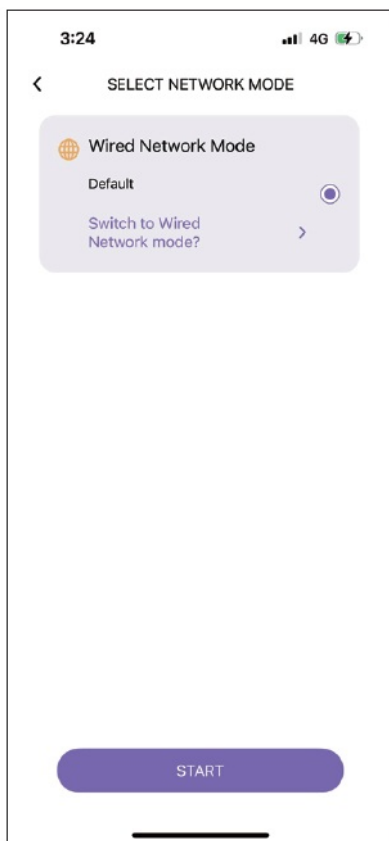
## Indicators on R400 Gateway

1. When R400 is paired and bounded with the lock successfully and connected properly, indicators of Service, Zigbee, WAN and Power should remain on.
2. When all indicators are flashing, it means that the lock is being unpaired.
3. Description of each indicator:
   - **a**. Service Indicator: R400 has been connected to WAFERKEY Server and registered successfully.
   - **b**. Zigbee Indicator:
     - Off: R400 is not paired with the lock yet.
     - Flashing: Pairing
       Steady On: Indicates that there is more than one door lock paired.
   - **c**. Power Indicator:
     - Off: R400 is not powered.
     - Flashing: Indicates that R400 is communicating with the lock.
     - Steady On: R400 is not powered.
   - **d**. WAN Indicator: When it is flashing, network packet is under transmission.

## WAFERKEY: Pairing R400 Gateway

## Add a New Device: R400 Gateway

- **Step 1**
  Select how Gateway is connected online
- **Step 2**
  Make sure all preparations done
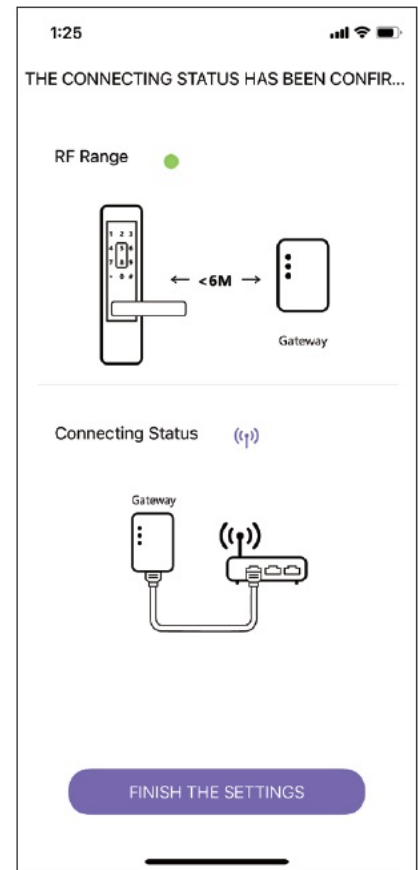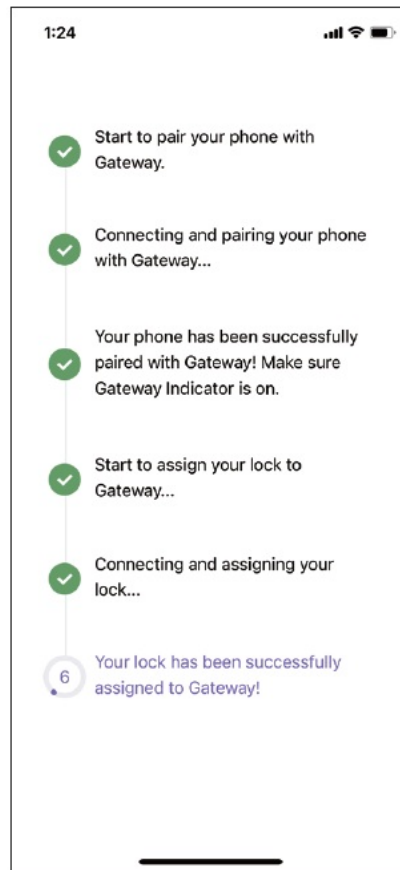- **Step 3**
  Select the lock to connect

**Note:**

- One lock cannot be paired with two devices. Make sure it is not paired with other Gateways or eHome products in advance.
- When pairing, make sure the Bluetooth of your phone has been turned on and the network is connected.
- If you cannot find any device in Step 3 above, make sure a lock which can be controlled remotely has been paired with the account.

**Add a New Device: R400 Gateway**

- **Step 4**
  Scan QRcode on Gateway QRcode can be found at the side of Gateway.
- **Step 5**
  Pair Gateway with your phone and lock. Please be patient until all steps are completed.
- **Step 6**
  Make sure all connection done and then click "FINISH THE SETTINGS" button.

**Note**

- Please be patient until steps are completed. Sudden interruption or leave may cause a failure to pair.
- When pairing with the lock in Step 5, the lock should make a short beep. When done, the lock should make three short beeps.
- In Step 6, make sure all connections have been done and then click "FINISH THE SETTINGS" button" to finish the setting.

When done, you will be directed to the R400 Gateway Management Page. Refer to"Gateway Setup Page" for knowing Gateway better. Start to enjoy the smart management of remote control, the functions of locking / unlock doors remotely and remote distribution of passwords for personnel management on the control page.

**WAFERKEY: R400 Gateway Management**

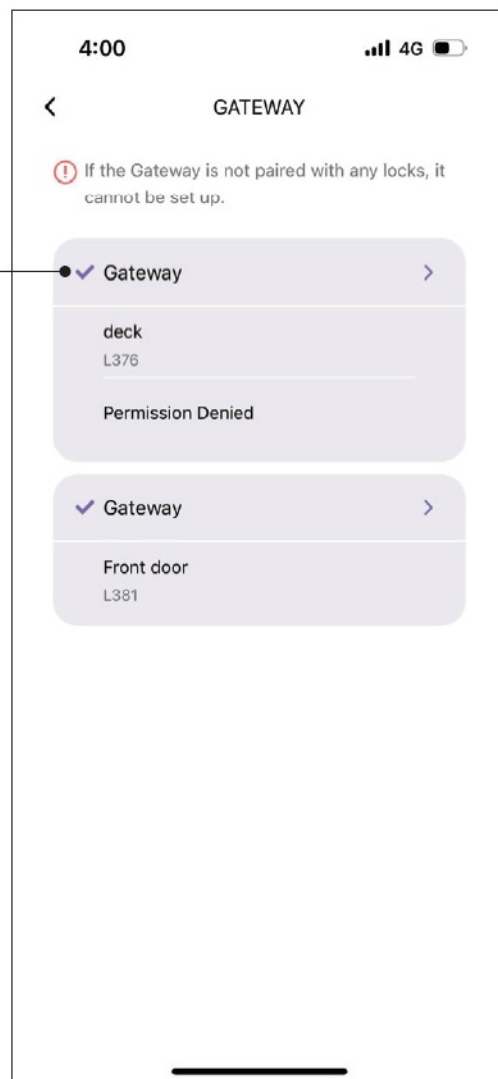Users can adjust various settings related to paired Gateways, allowing users to lock / unlock doors remotely.

- From the list, users can know paired Gateways and locks under.
- Click a Gateway to review its information in details.
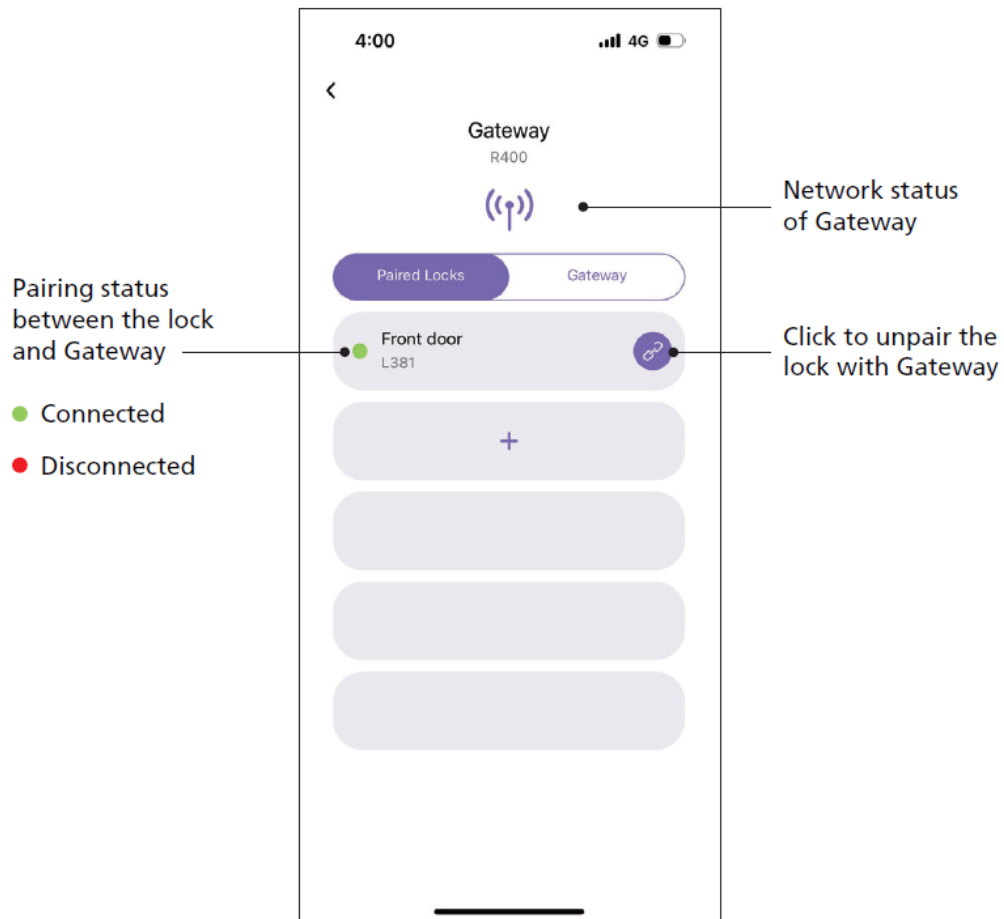- Please note that if there are no locks paired with a Gateway, the Gateway will not appear in the list.

**Bound Device List**

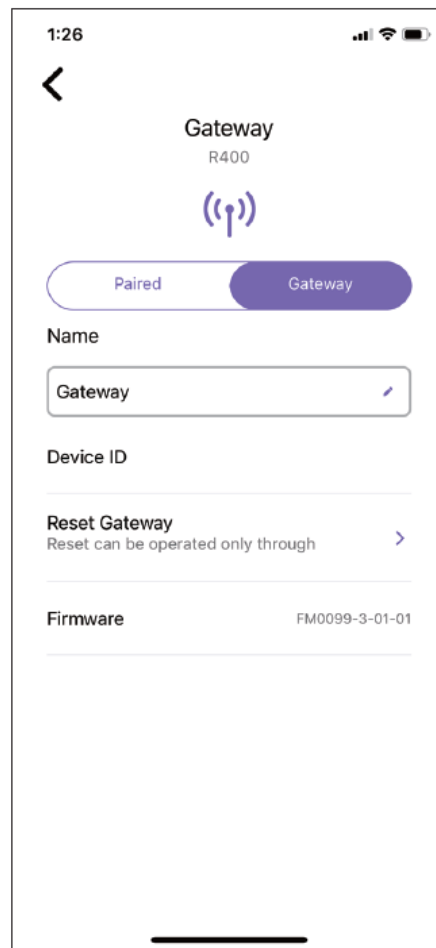In this page, users can manage a list of paired locks under a selected Gateway.

- From the list, user can know the connection status of the gateway and the locks it is paired with. One Gateway can be paired with up to 5 locks.
- To unbind the lock from the Gateway, click the "Unpair" button while in connection status.
- Please note that if a lock is not connected with Gateway, users cannot unpair it.

**Gateway Setup Page**

In this page, users can manage a list of setup functions related to a selected Gateway.

- Users can modify Gateway's name for better recognition and management. The default name is "Gateway".
- Firmware will be updated automatically if a new version is available when the network is connected.
- The gateway can currently only be reset through a hardware operation. Refer to the WAFERKEY App for detailed information.

## Reset Gateway

Reset will restore the GATEWAY to its initial state. Once executed, it cannot be reverted. Please follow the steps below to start resetting:

- Prepare a needle or pin for resetting.
- Insert the needle or pin into the Reset hole; press and hold on for more than 5 seconds. release when the indicator of POWER light starts flashing slowly.
- Five indicators will start flashing alternately, indicating that the reset process has begun. The execution will take a while. Please be patient!

**Questions about your new R400 Gateway?**
Let us help you!

## Your Warranty

Your Warranty covers all manufacturers' defects in workmanship and material. It does not cover any unit that is damaged beyond normal usage, by improper installations, by contacts to chemicals, or any other acts or omissions unsanctioned within the user manual. All components are covered for one (1) year after the date of purchase or installation from supplier. The user is required to provide dated proof of purchase. Waferlock or its authorized distributor will determine if there is a warrantable condition associated with material and/or manufacturing workmanship. If the gateway conforms to the warranty conditions, the gateway will be repaired free of charge. The shipping freights would be at owner's expense. The warranty does not include any further obligations, such as the installation of the gateway. All other warranties, express or implied, are disclaimed. All collateral agreements, which purport to modify this limited warranty, are of no effect.

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## Documents / Resources



**WAFERLOCK R400 Gateway Lock Control** [pdf] User Manual
R400 Gateway Lock Control, R400, Gateway Lock Control, Lock Control, Control

# References

-  **[WAFERLOCK | A Leading-brand of Smart Locks from Taiwan](#)**
- **[User Manual](#)**