Qubo

A **Hero** Group Venture

The QBOOK

WI-FI LOCK GATEWAY

CONGRATULATIONS!

You can finally unlock your door from anywhere

Too lazy to get out of bed to open the door
for your domestic help?
No problem.
Want to unlock the door for your kid
from your office desk?
Easy peasy.

Anywhere means ANYWHERE.

Welcome to a world of limitless
access and convenience!

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FEATURES

Wi-Fi Lock Gateway is a device that acts as a bridge between your Smart Door Lock and your Wi-Fi network. It's like a bridge that enables smooth communication and control over Wi-Fi, making your Smart Door Locks even more powerful. The features of the Wi-Fi Lock Gateway are -

Remote Unlock

With the help of the Qubo App, you can unlock your door from practically anywhere. No more rushing to the door when someone needs access. Just a few taps on your smartphone, and voila!

Voice Unlock

You can now simply say, "Alexa, unlock the door," and magic happens. By enabling the popular voice assistants like Alexa and Google Assistant, the Wi-Fi Lock Gateway lets you unlock the door with just your voice.

Access Event Logs

You can keep tabs on who opened the door and when. It's like having your own personal access history at your fingertips. Whether it's for security purposes or simply keeping track of comings and goings, you're in the know.

Battery Status Monitoring

No one likes surprises when it comes to dead batteries. But with the Wi-Fi Lock Gateway, you can easily check the battery level of your Smart Door Lock. So, you'll know when it's time to replace or recharge, ensuring your lock is always ready to serve you.

Video Doorbell Unlock

If you have a Qubo Video Doorbell, you can unlock the door right from the video call screen. So, when you see your friends, family or domestic help at the door, you can grant them access without even leaving your couch.

Talk about convenience and security!

To establish a successful connection, make sure the Wi-Fi Lock Gateway is positioned within 20 meters of your Wi-Fi router. Additionally, place it within 5 meters of your Qubo Smart Door Lock for optimal performance. To connect the gateway, simply use the Qubo Application, which is available for both iOS and Android devices. The application enables you to connect the gateway wirelessly and seamlessly integrate it with your smart door lock.

INSTALLATION GUIDE

Step 1:

To ensure smooth operation, it's important to place the Wi-Fi Lock Gateway within a 5ms distance from the lock and within a 20ms distance from the Wi-Fi router.

Step 2:

Give this QR code a good scan and make sure you've got the latest version of the app too. Stay up-to-date and ready to roll!

Step 3:

Open your Qubo app and go to the Lock dashboard. Make sure your lock is connected to the app. And hey, remember to be near the lock when you're trying to connect it!
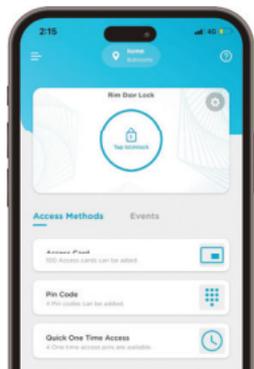
Step 4:

If it doesn't sync, it's possible that your lock is in power saving mode. Don't worry, we can fix it! Let's then move on to the next step.

Step 5:

Sometimes, the lock goes into power saving mode if it hasn't been connected to the app for more than 7 days. This helps to save battery life, you know. To wake up the lock's Bluetooth, simply remove the battery and put it back in. The lock will restart, and Bluetooth will be enabled. Once that's done, try connecting to the app again. It should sync up smoothly now!

Step 6:

Time to power on the Wi-Fi Lock Gateway. You'll notice a blinking blue LED on the device.

Step 7:

Open the app and go to the Lock settings. Look for the option that says "Wi-Fi Lock Gateway."

Step 8:

Now, let the app do its thing. It will start searching for the Wi-Fi Lock Gateway device. Once it finds it, just select the device and follow the steps in the app to connect the gateway to your lock. It's easy, we promise!

TROUBLESHOOTING

If you encounter any errors while setting up your device, you can try the following steps to troubleshoot the issues:

1. **Check your Wi-Fi network:** Make sure that your device is connected to a Wi-Fi network that operates at a frequency of 2.4GHz. This is important for the device to establish a connection.

2. **Ensure proximity and no obstacles:** Verify that the Qubo Smart Lock Wi-Fi Lock Gateway is positioned within 5 meters of the lock, and there are no physical barriers like walls or furniture blocking the signal between them. This will help in establishing a strong and reliable connection.

3. **Retry the setup process:** If the device is not visible during the scanning process, go back one step and start the setup process again. Sometimes, a minor glitch can cause the device to be undetectable, and retrying the process can resolve the issue.

4. **Force quit the app and restart:** If you find yourself stuck in the setup process with no progress, close the app completely and then relaunch it. Start the setup process again from the beginning. This can help in clearing any temporary errors that might have occurred.

To update the Wi-Fi settings, follow these steps:

1. Open the app and go to the Lock Dashboard.

2. Find the section for Wi-Fi Lock Gateway and select Wi-Fi Settings.

3. Look for an option to update the Wi-Fi settings and follow the instructions provided in the app. These steps will guide you through the process of modifying the Wi-Fi settings on your device.

If you need to perform a factory reset, you have two methods:

From the App:

1. Open the app and go to the Lock Dashboard.
2. Find the section for Wi-Fi Lock Gateway, then go to Settings, and select
3. Remove Device. - If the Wi-Fi Lock Gateway is online, it will reset automatically, and the LED light will start blinking blue. - If the Wi-Fi Lock Gateway is offline, you will need to reset the Gateway device manually.

Manual Process:

1. Turn off the Wi-Fi Lock Gateway by switching it off, then turn it on again. Repeat this process five times with a gap of 1-2 seconds between each on-off cycle.
2. After the fifth time, you will notice the blue LED light blinking, indicating that the device has been reset and is ready to be set up again.

LED Color Indications:

1. Fresh device: When you first receive the device, the blue light will blink, indicating that it is ready to be set up.
2. After successful setup: If the green LED light blinks, it means the device is attempting to connect to the Wi-Fi network.
3. Ready to use: Once the green LED light becomes steady, it means that the Wi-Fi Lock Gateway is successfully connected to the network and ready to be used.

By following these instructions, you can troubleshoot common issues and perform necessary actions to ensure the proper functioning of your device.

FAQs

1. **What is Qubo Smart Wi-Fi Lock Gateway?**

   Qubo Smart Wi-Fi Lock Gateway is an accessory that works in conjunction with the Qubo Smart Door Lock. It enables remote control and monitoring of your door lock, allowing you to lock or unlock your door from anywhere using the Qubo App.

2. **How does Qubo Smart Wi-Fi Lock Gateway work?**

   The Qubo Smart Wi-Fi Lock Gateway is plugged into a power outlet near your Qubo Smart Door Lock. It connects to your home's Wi-Fi network and uses the internet to communicate with the Qubo App. Through the app, you can remotely control your door lock, check its status, and receive real-time notifications.

3. **Do I need to own a Qubo Smart Door Lock to use Qubo Smart Wi-Fi Lock Gateway?**

   Yes, the Qubo Smart Wi-Fi Lock Gateway is designed to work exclusively with the Qubo Smart Door Lock. It cannot be used as a standalone device.

4. **Can I add a Qubo Smart Wi-Fi Lock Gateway to an existing lock setup?**

   Yes, you can add a Qubo Smart Wi-Fi Lock Gateway to your lock setup even if you have been accessing your Qubo Smart Door Lock via Bluetooth only. The gateway enables remote access and requires initial setup to connect it with your lock.

5. **How many Qubo Smart Door Locks can one Qubo Smart Wi-Fi Lock Gateway control?**

   Currently, one Qubo Smart Wi-Fi Lock Gateway can control one Qubo Smart Door Lock. For each door lock, you will need a separate gateway for optimal performance.

6. **What types of Wi-Fi networks does Qubo Smart Wi-Fi Lock Gateway support?**

   The Qubo Smart Wi-Fi Lock Gateway supports Wi-Fi networks that operate on the 802.11b/g/n (2.4 GHz) frequency.

7. **What should I do if my Qubo Smart Wi-Fi Lock Gateway goes offline?**

   If your Qubo Smart Wi-Fi Lock Gateway goes offline, check your internet connectivity first. If your internet is working, try unplugging the gateway from the power outlet and plugging it back in. If the issue persists, you can disconnect and reinstall the gateway using the Qubo App.

8. **How close should the Qubo Smart Wi-Fi Lock Gateway be to the Qubo Smart Door Lock?**

   For optimal performance, it is recommended to install the Qubo Smart Wi-Fi Lock Gateway within 15 feet of your Qubo Smart Door Lock.

9. **Does the Qubo Smart Wi-Fi Lock Gateway have a back-up power source in case of a power outage?**

   If your Qubo Smart Wi-Fi Lock Gateway goes offline, check your internet connectivity first. If your internet is working, try unplugging the gateway from the power outlet and plugging it back in. If the issue persists, you can disconnect and reinstall the gateway using the Qubo App.

10. **How do I access my lock remotely?**

    To access your lock remotely, simply open the Qubo App, navigate to the lock screen, and the app will automatically connect to your lock using the best available method, either Bluetooth or Wi-Fi. The app will handle the connection for you. The icon on the upper right of the lock screen indicates your current connection method.

LIMITED WARRANTY STATEMENT

Thank you for selecting Qubo Smart Home Smart Wifi lock Gateway by Hero Electronix.

Important

Please retain your receipt as proof of purchase.

HERO Electronix Private Limited warrants to the owner of the Qubo Smart Wifi lock Gateway, (henceforth referred as the 'Device') as mentioned below.

Item	Warranty Period	Scope of Warranty
Device	12 months from the date of Purchase	This warranty covers only the defects in products arising out of manufacturing or faulty workmanship.
Adaptor	6 months from the date of Purchase	
Cable	6 months from the date of Purchase	

During this warranty period, if any defect arises in the Device, HERO Electronix will, at its sole discretion, either

(i) repair the device free of cost with either new or refurbished parts, or

(ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced. This limited warranty applies to any repair, replacement part or replacement device for the remainder of the original warranty period or for 90 (Ninety) days, whichever period is longer.

This limited warranty is non-transferable.

This limited warranty is only valid in India.

For cloud services and charges, prevailing HEPL policy will apply.

Instructions

For specific instructions about how to obtain warranty services for your Device, please contact us on our email, whatsapp or helpline number. In general, you will need to deliver the Device in either its original packing or in equally protective packing to the address specified by Customer Service. HERO Electronix will bear all the cost of the return shipping to the owner except with respect to any Ineligible Product (defined below), for which owner will have to bear all the cost.

This limited warranty does not cover the following (Collectively Ineligible Products)

(i) If the warranty seal on the Device is broken.

(ii) Devices that have been subjected to: (a) modifications, alterations, tampering or improper maintenance and repair (b) handling, storage, installation, testing or use not in accordance with any User guide, Placement guidelines, other instructions provided by HERO Electronix (c) abuse or misuse of the product. (d) breakdown, fluctuations, or interruptions in electrical power or the telecommunication network; or (e) Acts of God, including but not limited to lighting, flood, tornado, earthquake or hurricane.

(iii) Errors and damages caused by: (a) spills of food and corrosive liquids, or physical abuse, or normal wear and tear, (b) use of or being connected to any accessory which was not supplied or authorised by HERO Electronix.

(iv) Plastic components like front or back covers plus rubber components.

Correct disposal of the product

 If at any time in future you should need to dispose of this product please note that, Waste electrical products should not be disposed off with household waste. For the purpose of recycling, to facilitate effective utilisation of resources, please return this product to a nearby authorised collection centre/ recycler/ Service centre / Registered Dismantler, when disposing of this product. In case of further information, please contact us on our email, whatsapp or helpline number.