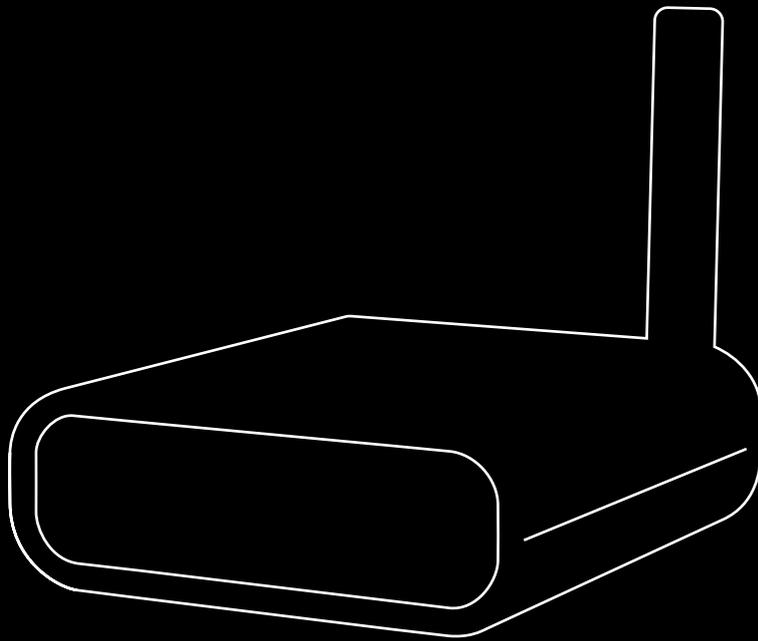


**NUKI**  
**WELCOME HOME.**



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In order to improve the readability of the texts, we have chosen either the masculine or feminine form of personal nouns. This does not imply any discrimination. This in no way implies any discrimination against the of the other gender. Women and men may feel equally addressed by the content. feel addressed by the content.

Date of publication:

March 2021

## **DEAR READER,**

This document should provide you with a general overview of the Nuki Box and additional information about its functions and features.

The Nuki Box was released in 2017, but only for B2B customers. It's an access solution for the main entrance to buildings. When combined with the Nuki Smart Lock and the Nuki Bridge, it offers customers the experience of totally keyless access to their apartments.

Since we changed the setup of the Nuki Box in 2021, it can now also be used by private customers with prior electrical knowledge.

The main features and advantages of the Box (e.g. compared to the Nuki Opener) are also an integral part of this document.

The Nuki Box makes the existing electric door opener for entrances to buildings and communal spaces smart. Thanks to the GSM module in the Nuki Box, your smartphone turns into a digital key – one that's smart and always accessible.

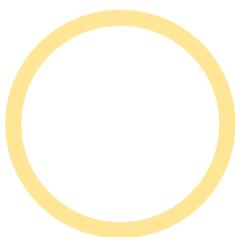
The Nuki Box can be installed or retrofitted by the property owner, allowing for keyless access to the building. It enhances the existing electric door opener with many digital features and makes doors truly smart. With the Nuki Box, it is possible to have several administrative levels that can manage access permissions individually.

The requirements for using the Nuki Box are:

- ▶ Existing electric door opener
- ▶ 2G GSM reception
- ▶ Power supply

The aforementioned features give the Nuki Box certain advantages over other similar products for many different use cases.

Due to the current and voltage of 220V DC @ 2A, max. 250V AC @ 2A, which can be switched by the Nuki Box, it can control much more than just a door buzzer, e.g. roller shutter garage doors, or free-standing barriers.



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## PART I NUKI BOX BASICS

The Nuki Box is an electronic potential-free contact that can replace a wide variety of switches and operate them remotely. In order to be able to use the Nuki Box, a sufficient 2G GSM signal and a power supply (DC or AC (8-36V)) must be available. The Nuki Box can be used to unlock electronically controlled locking systems such as entrance doors to residential buildings or garages.

### 1 NUKI BOX VS. VIRTUAL SMART LOCK (VSL)

Nuki Box owners (aka Nuki Box Management accounts) can create different instances of manageable devices called virtual Smart Locks (vSLs) for each “residential unit”.

“Residential unit” is the term used in Nuki Web to create an invitation code for a vSL.

A person (who interacts with this vSL) can for example issue permissions for the Nuki Box from which the vSL derives (by creating a new “residential unit”).

This naming convention is also the reason why the Nuki Box is actually called Smart Lock in the Nuki app (for example, in the “Manage Smart Lock” section in the settings of the Nuki app).

Furthermore, it is only possible for vSL users to see their own locking actions and the locking actions of the people they’ve issued permissions to (via the vSL).

If a Nuki Box has been shared as a sub-account, then certain functions can be administered via the Nuki app (location/name can be changed and new users can be added).

	Nuki Box	Virtual Smart Lock (vSL)
<b>Setup</b>	<b>Owner</b> creates Nuki Web account via self-management (during initial installation) or uses existing account	<b>User</b> gets an <b>invitation code</b> from the owner (Nuki Box Management account). When redeeming the code, a Nuki Web account has to be used or created by the user
<b>Nuki Web Account</b>		After the user logs in to <b>Nuki Web</b> , he sees the Nuki Box (this looks exactly the same as a Smart Lock)
<b>Nuki Box status</b>	<ul style="list-style-type: none"><li>▶ online (white full circle)</li><li>▶ offline (grey full circle)</li><li>▶ no access</li><li>▶ (locked/unlocked is not displayed)</li></ul>	
<b>Locking actions</b>	Only open; locking is not possible with the Box	
<b>Swipe actions</b>	Only open or no function (disabled); default = open	
<b>Manage Smart Lock</b>	PIN, name and location can be changed	User’s own PIN and name can be changed
<b>Activity log</b>	All locking actions are visible (the vSL users are anonymised)	User only sees his/her own locking actions and those of the people he/she invited

The number of permissions per vSL is limited to 100.

The data cache on the Box is valid for 24 hours. This prevents problems when there are issues with the Box (e.g. short disconnects). This means that if, for example, the eSIM (see section 7) gets destroyed, users still have access for max. 24 hours. This should be taken into consideration when working with the Nuki Box.

## 2 DIFFERENT NUKI BOX ROLES

Different use cases for the Nuki Box lead to different roles for the utilisation of the Box.

### 2.1 Nuki Box Management account

A **Nuki Box Management account** is linked to the owner of the Nuki Box.

The Nuki Box owner sets up the Box and manages it through his/her Nuki Web account (see sections 8 and 9). Therefore, the Nuki Box Management account is created via self-management in Nuki Web.

Theoretically, the Nuki Box owner could manage an unlimited number of Boxes through his/her Nuki Web account.

With the Nuki Box, it is possible to create multiple authorisation levels. Administrators can create units (e.g. for tenants, members, service providers, etc.), who in turn can assign individual permissions themselves. This significantly reduces the administrative outlay for property owners. The Nuki Box administrator can also delete permissions at any time (for example, if a tenant moves out of the apartment). This will also delete the permissions granted by the tenant. In the activity log, the administrator can see all locking processes. They are, however, anonymised, so resident privacy is always maintained.

 **PLEASE NOTE:** When installing a new Nuki Box, it is not possible to use an existing Nuki Web account -> a new account must be created (using a different and unique email address).

All other Nuki device types (Smart Lock, Smart Door and Opener) can also be added to a Nuki Web Management account.

 **TIP:** If a third party (e.g. an installation service partner, a Nuki Pro, etc.) is tasked with installing and setting up the Nuki Box for the owner, the owner should provide the third party with the email address for the future Nuki Web account.

In the activity log, the administrator can see all locking processes. They are, however, anonymised, so resident privacy is always maintained.

### 2.2 Residential Unit

A **residential unit** can be created by the **Nuki Box Management account**.

Residential units can be assigned to an address. This allows residents to manage the Nuki Box for themselves and their guests. This is done by adding a new address (see section 8.1) in the Nuki Box Management account. The admin (owner) then provides the user with the invitation code for using the Nuki Box. When redeeming the code, the user adds the Nuki Box to his/her own Nuki Web account. In this account, the Nuki Box can be managed like a Smart Lock (see also section 1).

For example, **users** who are assigned to a unit can in turn assign individual permissions to family and friends, etc. These can also be deleted or edited at any time. In the activity log, **users** can see their own locking processes and those of the people they have authorised.

## 2.3 Nuki Partner (B2B only)

The aforementioned use case “Nuki Box for property managers” adds a third level of permission to the Nuki Box.

A Nuki Partner (not to be confused with a Nuki Installation Partner -> this is a Nuki Pro Partner which installs all Nuki products for customers) is a service provider who needs access to communal entrances in order to perform their service (e.g. The Red Cross (Emergency service in Austria) needs access to residential units -> the Red Cross would be a Nuki Partner).

Companies have to apply to be a Nuki Partner and sign a contract with Nuki before they are an official Nuki Partner – email to [box@nuki.io](mailto:box@nuki.io) or [partner@nuki.io](mailto:partner@nuki.io).

Nuki Partners can be authorised for a Nuki Box as a company, i.e. they can share access with their employees.

Activity log entries of Nuki Partners’ employees are only ever shown with the name of the company in the Box **Management account**, in line with data privacy regulations.

Only the **Management account** of the Nuki Partner can see the employees’ names on the locking actions in the activity log.

More detailed information about the Nuki Partner programme can be found here: [nuki.io/en/box/partner/](https://nuki.io/en/box/partner/)

## 3 ACCESS DEVICES

### 3.1 Nuki App

Nuki Boxes can be used in the Nuki apps like standard Nuki devices (such as the Smart Lock, Smart Door and Opener).

### 3.2 Nuki Fob

Nuki Fobs can be paired with **virtual Smart Locks** via the Nuki apps like standard Nuki devices. Directly pairing a Fob with a Box is not possible (see also section 10).

### 3.3 Nuki Web

Another way to control the Nuki Box is with Nuki Web. This is explained in more detail in section 4.

### 3.4 Wearables

Watch OS and Wear OS devices can be paired with **virtual Smart Locks** via the Nuki app like standard Nuki devices.

Directly pairing a wearable with a Nuki Box is not possible.

## PART II HARDWARE GUIDELINES

Before installing the Nuki Box the owner/installer needs to be sure that the following hardware specifications and the environmental factors are met.

### 4 TECHNICAL SPECIFICATIONS

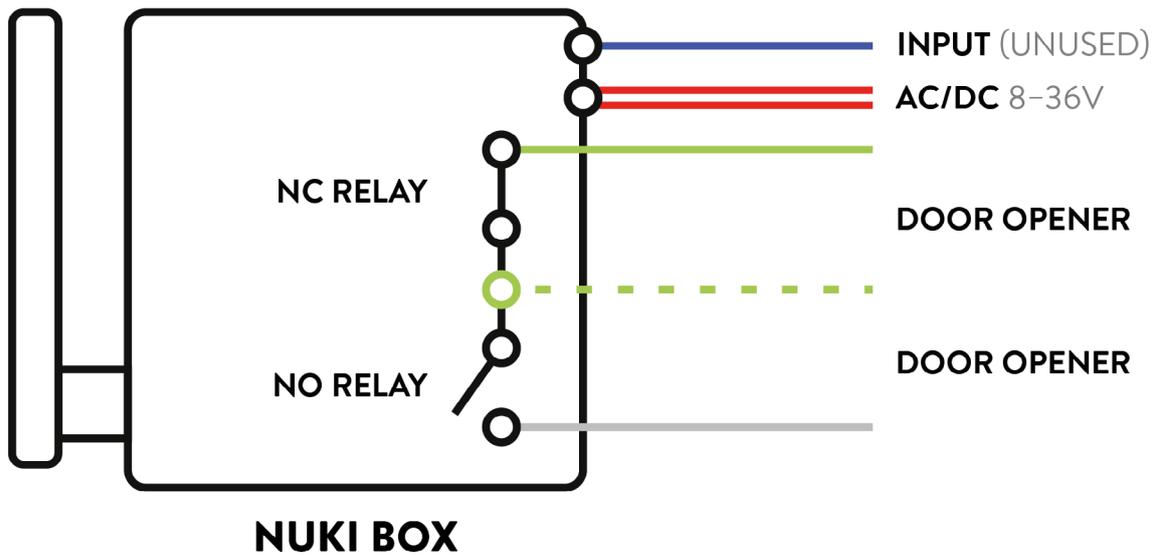
	Nuki Box
<b>Communication</b>	<ul style="list-style-type: none"> <li>▶ Bluetooth BLE, 2.4GHz ISM band</li> <li>▶ Wi-Fi 802.11 b/g/n</li> <li>▶ 2G GSM</li> </ul>
<b>Power supply</b>	8-36V AC/DC
<b>Relay switching capacity</b>	max. 220 V DC @ 2 A max. 250 V AC @ 2 A
<b>Requirements</b>	<ul style="list-style-type: none"> <li>▶ Existing electric door opener</li> <li>▶ GSM reception (2G)</li> <li>▶ Power supply (8-36V AC/DC)</li> </ul>
<b>Lock modes</b>	<ul style="list-style-type: none"> <li>▶ Open the door (even remotely)</li> <li>▶ Auto unlock</li> </ul>
<b>Connectability to other Nuki products</b>	Nuki Fob
<b>Installation option (B2B – property management)</b>	<ul style="list-style-type: none"> <li>▶ Installation behind the outdoor panel of an intercom – it is connected to the existing electrical opening system and functions as a smart door opener</li> <li>▶ The Nuki Box can be used to unlock the entrance and garage doors of apartment buildings, premises of associations or communal spaces, but it can also be creatively integrated into smart homes.</li> </ul>

#### 4.1 Weight & Product Dimensions

Nuki Box incl. GSM Antenna  
 Weight: 82g  
 Dimensions: 88 x 60 x 20mm



## 4.2 PIN Out and Schematics



Red: Power Supply (8-36V AC/DC)

Green-White & White: Relay, Normally Open contact (NO)

Green-White & Green: Relay, Normally Closed contact (NC)

Blue: Input (currently not used)

### **TEIL III INSTALLATION GUIDELINES**

1. Depending on your existing locking system, connect either the NO contact (green-white & white) or the NC contact (green-white & green) of the Nuki Box to the opening mechanism of the door.
2. Connect the two red cables to the power supply (8-36 V AC/DC).
3. Once the Nuki Box has booted up (approx. 30 seconds), the LED will start flashing red (interval of 1 second).
4. As soon as the Nuki Box has successfully started up and is connected to the Nuki servers, the LED will be solid green. This may take a few minutes, depending on the GSM signal quality.

### **5 NORMALLY OPEN / NORMALLY CLOSED CONTACT**

The Nuki Box is supplied with power through the red wires.

Depending on the use case, the Box can work as normally open (NO) or as normally closed (NC) contact – each represented by different colours (see 4.2 for visual representation/schematics).

#### **5.1 What to Check During Installation (LED Signals)**

First of all, the Nuki Box has to be connected to power with the help of a suitable power supply unit (8-36 volts AC/DC).

The LED (on the backside; between the plug and the antenna connection) has different modes:

Stage	Colour	Max. Time
Booting	White	30s
BLE Self-Test	Blue	10s
Wi-Fi Self-Test	Cyan	10s
GSM connecting	Red	40s
GPRS connecting	Yellow	30s
SSE connecting	Purple	10s
Online	Green	-
During active output	White	same time as relay

As soon as the server connection has been successfully established, the Nuki Box can be used (during the guided setup process, it is possible to test the function and issue the first permission).

## 6 eSIM

Every Nuki Box comes with an eSIM with a contract that is valid for **5 years in the EU and UK**.

With the help of this eSIM, the Nuki Box connects to the Nuki servers.

This means the Box should be installed in an area with sufficient 2G GSM reception.

All the Box data is cached on the Box itself and also stored in the cloud (as opposed to the other Nuki devices, where all data is stored mainly on the device itself).

The main advantage for this is that, in the event a Box needs to be replaced, the new Box comes pre-configured (all authorisations and vSLs will already be set for the new Box).

When purchasing the Nuki Box, the costs for an internet connection via eSIM card for 5 years (see above) are included. There are no additional costs for residents or tenants who simply install the Nuki app for use.

After 5 years, the current standards and costs for internet connections will be assessed.

## PART IV NUKI WEB

Even though the vSLs can be managed with the Nuki app, the Nuki Box itself can only be partly managed with the Nuki app. Nuki Web ([web.nuki.io](http://web.nuki.io)) is required for full administration, which is why this is the recommended method.

When installing the Nuki Box, a Nuki Web Box Management account has to be used or created (**it is not possible to use an existing standard Nuki Web account**).

### 7 NUKI WEB SETUP

For the setup of the Nuki Box, a Nuki Box Management account is needed.

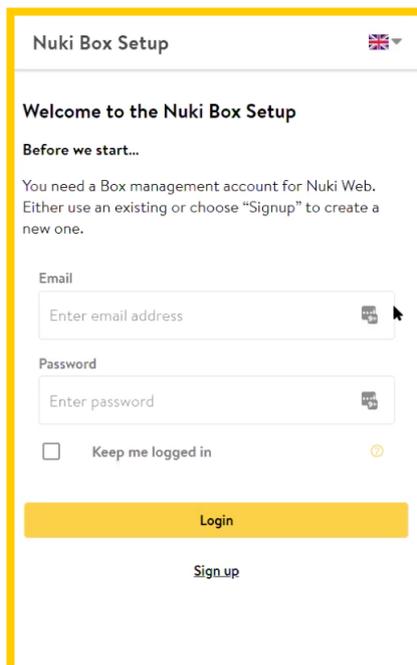
If the owner of the Box does not have such an account, it can be created as a part of the Box setup process: [nuki.io/box-setup](http://nuki.io/box-setup)

The user is guided step by step through this setup process.

The only information needed during this setup process is the Box ID which can be seen on the top of the Nuki Box. This ID will be checked to ensure it is correct and has never been used for a Box setup before. After entering the data (name of the Box; set location; create PIN) an opening command can be sent to test the installation.

After confirmation (“The door has opened”), an app invitation can also be issued and tested.

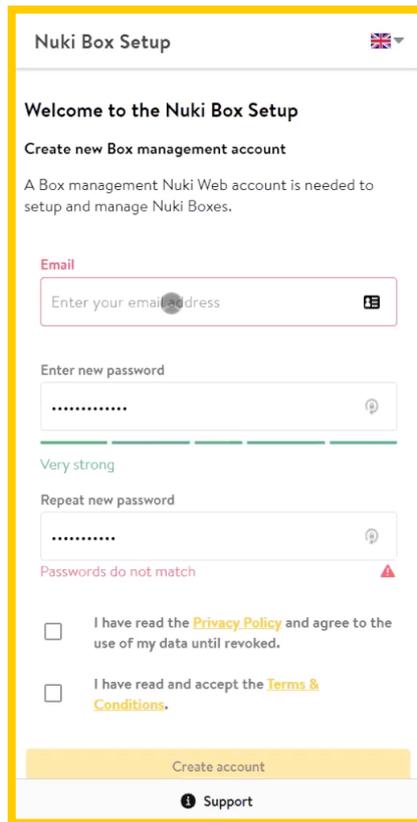
#### 7.1 Welcome Screen



The screenshot shows the 'Nuki Box Setup' welcome screen. At the top, there is a title bar with 'Nuki Box Setup' and a UK flag icon. Below the title bar, the heading 'Welcome to the Nuki Box Setup' is displayed. Underneath, the text 'Before we start...' is followed by instructions: 'You need a Box management account for Nuki Web. Either use an existing or choose "Signup" to create a new one.' The form contains three input fields: 'Email' with the placeholder 'Enter email address', 'Password' with the placeholder 'Enter password', and a checkbox labeled 'Keep me logged in'. Below the input fields, there are two buttons: a prominent yellow 'Login' button and a smaller 'Sign up' button.

#### 7.1.2 Sign Up

A user can either use an existing Box management Nuki Web account or immediately create a new one:

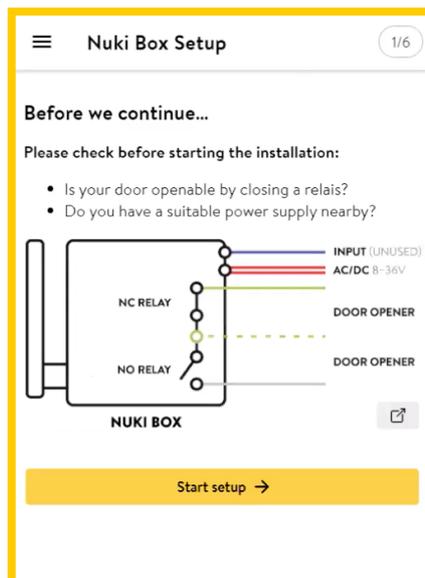


**NOTE:**

- ▶ Existing (default) Nuki Web Accounts cannot be changed to Box management accounts.
- ▶ Every Nuki Web account needs a unique email address (no matter the type of account).

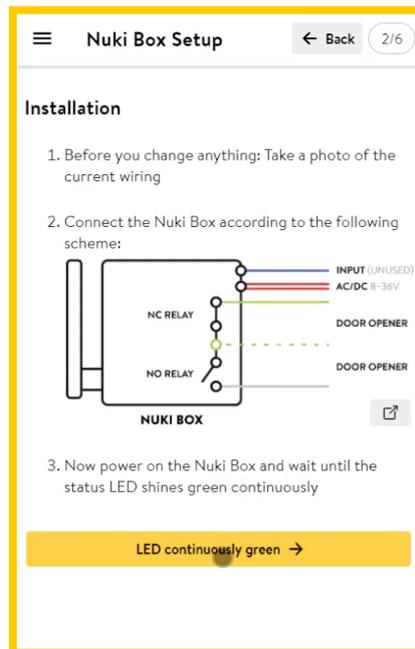
## 7.2 PIN Out and Schematics (1/6)

After the login, the schematics of the Box will be shown, and the setup can be started:



## 7.3 Wiring and LED Check (2/6)

Next, the same picture is shown but with additional instructions. When the LED is lit solid green (the boot cycle normally takes approximately one minute), the user can proceed to the next step (for the possible LED signals see section 5.1).

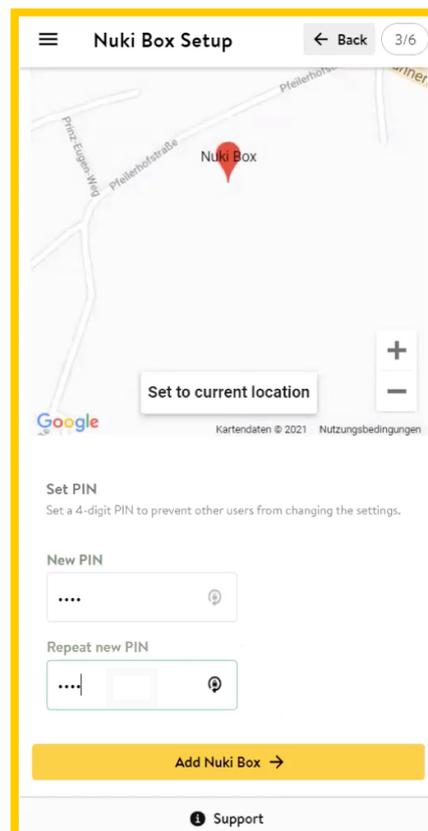
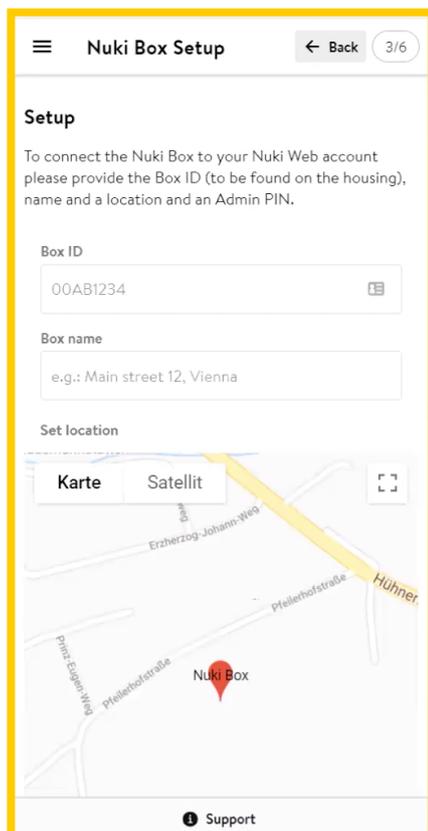


## 7.4 Enter Box Data (3/6)

On the next screen the user has to enter the ID of the Box (visible on the top of the product), set the location and set a PIN.

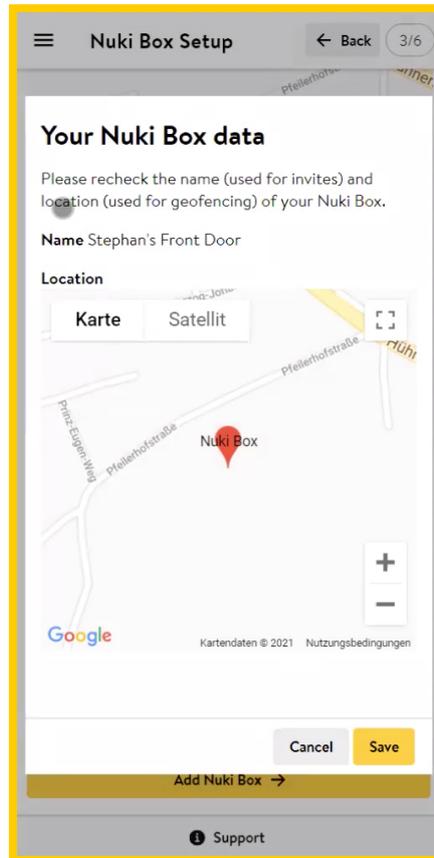
⚠ **PLEASE NOTE:** The PIN is required to ensure that only the owner of the Box can access all areas in the app and therefore all functions.

⚠ **PLEASE NOTE:** The location must be correctly set for all functions to work properly (e.g. Auto Unlock).



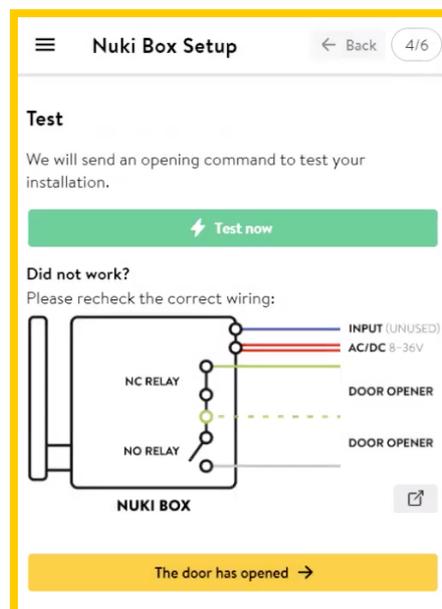
## 7.4.1 Summary Pop-Up

Once the data has been entered, a pop-up will appear summarising the information.



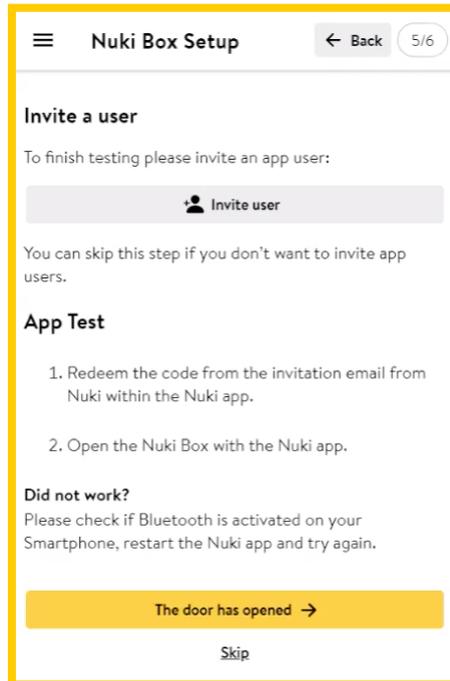
## 7.5 Function Test (4/6)

Next, the schematics will be shown again to review the correct connection in the event of a failed test. An “Open door” test can then be performed (this is the same “Open door” command as the one sent via Nuki Web / the Nuki API). If the door has been opened, the user can proceed to the next step.

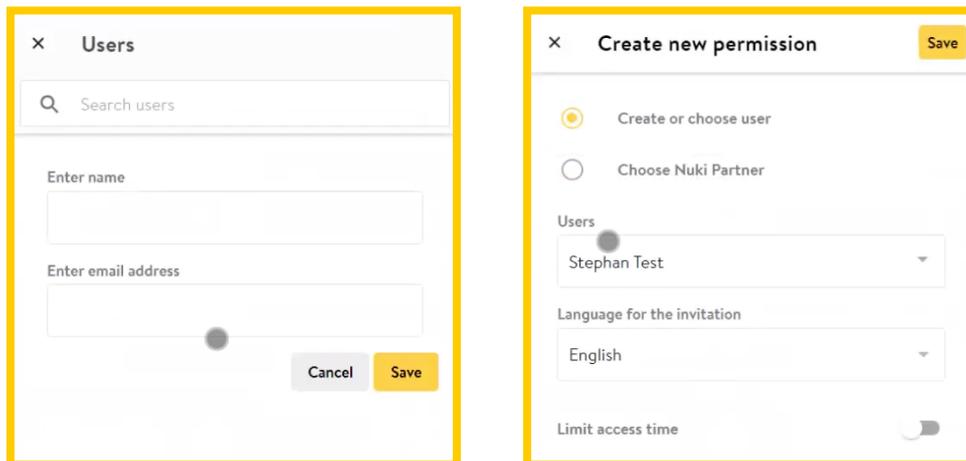


## 7.6 Invite User and App Test Invitation (5/6)

On the next screen, a first invitation can be sent. This can also be skipped. What's more, if the "Open door" test via the app has worked, this can be confirmed again.

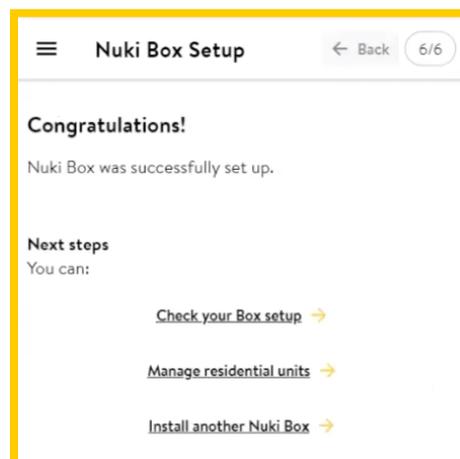


### 7.6.1 Invite User Pop-Up



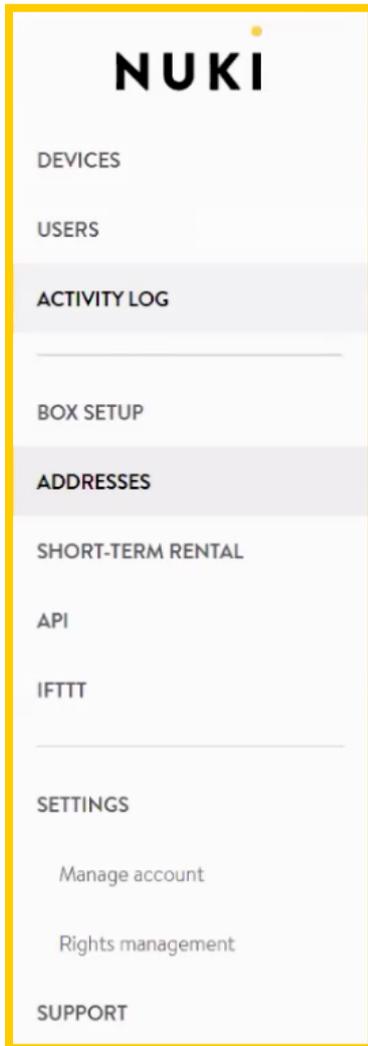
## 7.7 Final Screen

After confirming (or skipping) the final test, the setup is complete.



## 8 NUKI WEB UTILISATION

In Nuki Web, the owner of the Box (and also the vSL users) will find various options on the left-hand side:



*Devices: a list of all devices will be displayed.*

*Users: a list of all users will be displayed.*

*Activity log: a Nuki Box owner (Management account) will see the name of his/her permissions, but the permissions issued via a vSL are anonymised (grouping permissions is possible); different filters can be applied.*

*Box Setup: only used for the setup.*

*Addresses: see below.*

*Settings:*

*Manage account: email address, password and 2FA (two-factor authentication) can be changed here.*

*Rights management: Nuki Web account (access rights and password) can be administered here.*

*Support: link to the Nuki Support page.*

*All other menus (Short-Term Rental, API, IFTTT) can also be used with the Nuki Box.*

### 8.1 Addresses

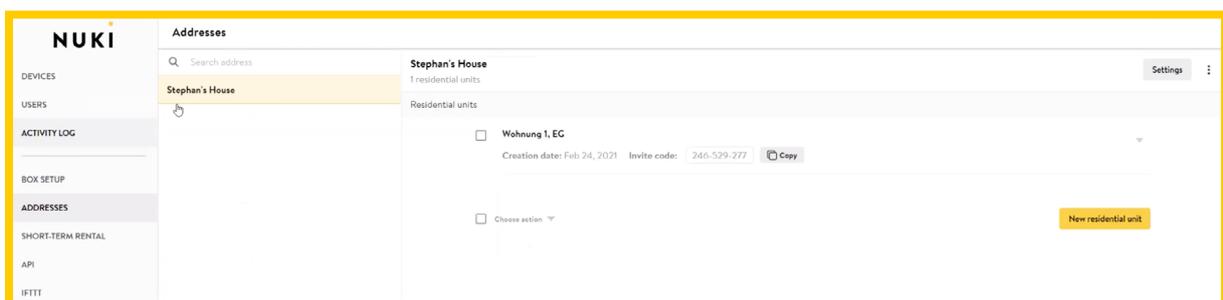
In this section, new addresses can be added.

An address is a set of Boxes which can be used to create “residential units”.

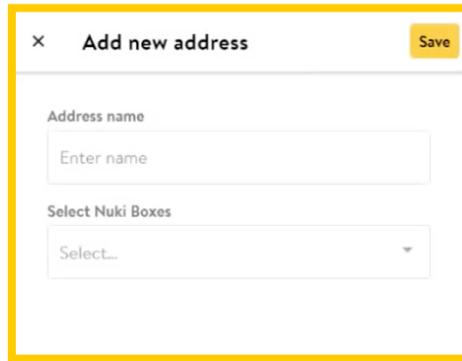
This is needed if there is more than one Box to be operated by tenants.

Nuki Boxes can be grouped into addresses to give residents easy and independent access to communal doors.

For every address, the administrator can then create “residential units” with an invitation code. By redeeming this invitation code, a new virtual Smart Lock is created for the user which they can manage independently.

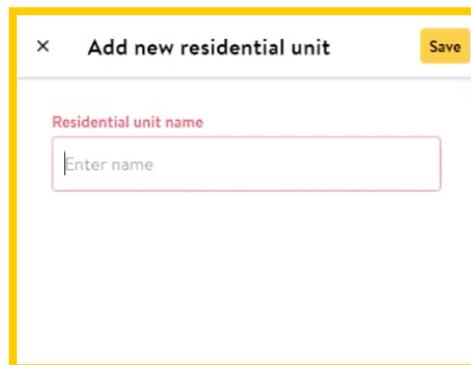


### 8.1.1 Add Address

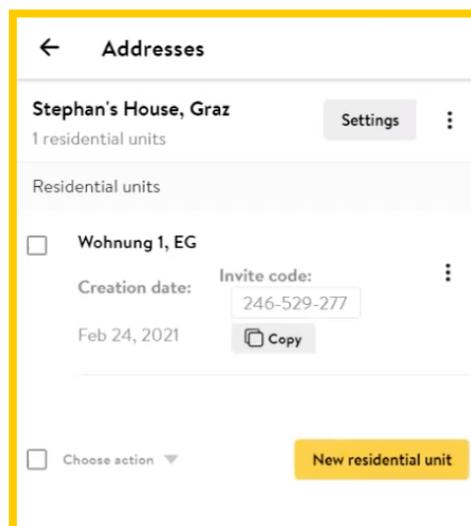


**PLEASE NOTE:** You can only change the address name (top right corner at the 3 dots) if there is no “residential unit” connected. It is not possible to send out an invitation (which happens when you add a new “residential unit”) and then change the address.

### 8.1.2 New “Residential Unit”

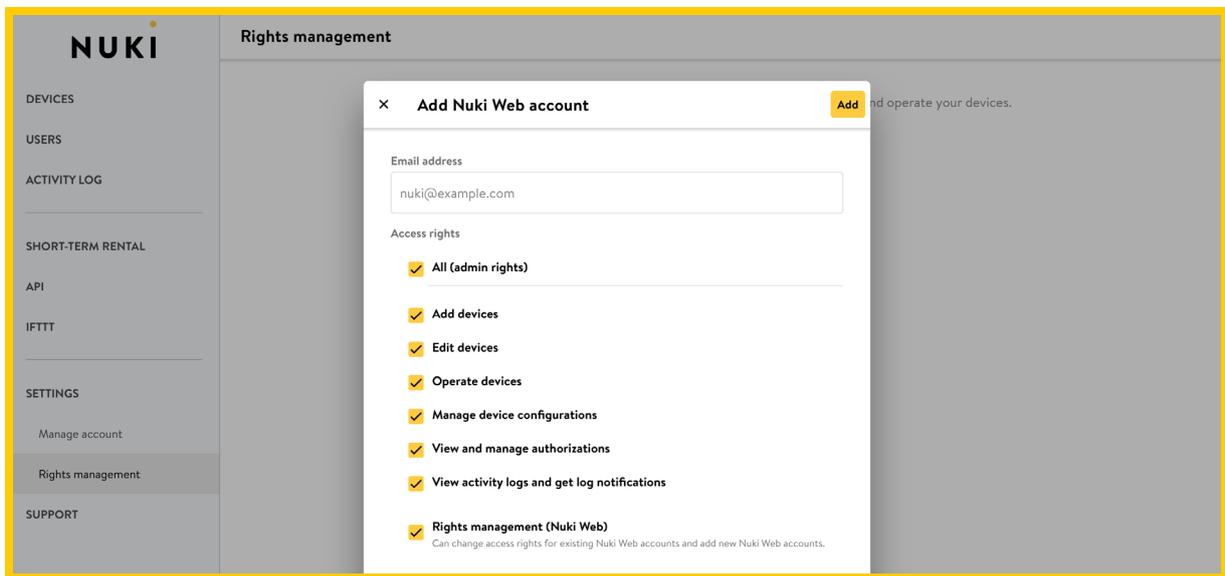
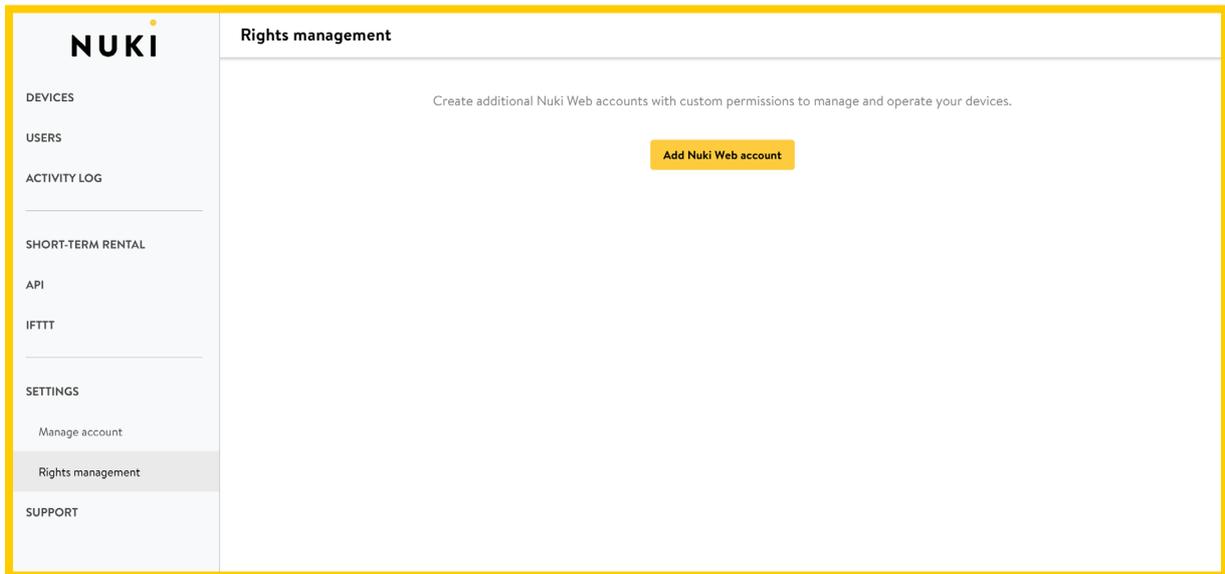


After entering the name of the “residential unit”, the invitation code will be displayed:

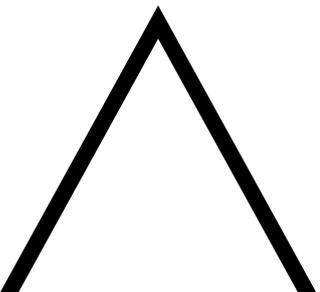


## 8.2 Rights Management (Sub-Accounts)

As mentioned above, it is possible to create sub-accounts in Nuki Web. These sub-accounts are derivatives of the main account and can be handled similarly. The difference is that the accounts can have limited permissions.



It is not currently possible to create sub-accounts that only have access to certain devices – they will always see all devices.



## **PART V NUKI BOX UTILISATION**

The Box can be administered via Nuki Web (issue new vSLs, rights management) and also with the Nuki app (grant, revoke access; change PIN).

### **9 NUKI APP**

The Nuki app can be downloaded in the App Store (iOS) and in the Google Play Store (Android). There is also a version for Huawei (in the Huawei AppGallery).

### **10 NUKI FOB**

#### **10.1 What is the Nuki Fob?**

The Nuki Fob is a small security hardware device with only one button used to control and access Nuki devices (Nuki Box, Smart Lock and Opener). It communicates with other Nuki devices via Bluetooth only.



#### **10.2 Pairing**

The Nuki Fob can be managed within the Bluetooth range of the Nuki Box (“Manage Fob” in the Nuki app) and also remotely via the Nuki app.

The pairing process is guided by the Nuki app.

#### **10.3 Usage**

As mentioned above, the Nuki Fob only has one button – since it only has one function (“Open door”), no further adjustments can be made (as opposed to using the Fob alongside the Smart Lock or Opener).

## **PART VI FREQUENTLY ASKED QUESTIONS (FAQS)**

### **11 GENERAL**

#### **11.1 How is the Nuki Box different from the Nuki Opener?**

Both Nuki products are primarily suitable for opening the main entrances to apartment buildings. The Nuki Opener is connected to the existing intercom in the relevant apartment. This means that only the residents of this unit can open the main entrance to the building. The Nuki Box, on the other hand, is connected directly to the opening system of the main entrance door. This means that all “Residential units” in the building can be authorised to open the main entrance of the building.

#### **11.2 Where can I use the Nuki Box?**

The Nuki Box is an electronically controlled potential-free relay that replaces a variety of switches and can be controlled remotely. It can be used to lock electronically controlled locking systems, such as entrance to apartment complexes, premises of associations, company buildings or garages. The Nuki Box can also be used on other opening systems, provided there is a sufficient 2G GSM signal and a power supply (8-36 V AC/DC).

#### **11.3 Do I need a Nuki Bridge to be able to use the Nuki Box?**

No. The Nuki Box comes with a SIM chip (eSIM), which means it has continuous 2G GSM reception.

#### **11.4 How do installation and start-up work?**

Installation and start-up both require prior electrical knowledge. On top of that, sufficient 2G GSM reception and a power supply must be ensured at the point of installation. Further information on installation can be found at: [nuki.io/box-manual](https://nuki.io/box-manual). For start-up, please follow the steps at: [nuki.io/box-setup](https://nuki.io/box-setup)

#### **11.5 How is my data protected as a tenant or member of an association with the Nuki Box?**

With the Nuki Box, it is possible to create multiple authorisation levels. Administrators can create units (e.g. for tenants, members, service providers, etc.), who in turn can assign individual permissions themselves. This significantly reduces the administrative outlay for property owners. The Nuki Box administrator can also delete permissions at any time (for example, if a tenant moves out of the apartment). This will also delete the permissions granted by the tenant. In the activity log, the administrator can see all locking processes. They are, however, anonymised, so resident privacy is always maintained.

For example, residents who are assigned to a unit can in turn assign individual permissions to family and friends. These can also be deleted or edited at any time. In the activity log, tenants can see their own locking processes and those of the people they have authorised.

#### **11.6 Can I still lock the door with the key?**

Yes. If you've forgotten your smartphone or the battery is dead, you can open the entrance door with the Nuki Fob, for example. You can also log into your Nuki Web account using any internet-enabled device and use it to unlock and lock the door. In an emergency, you can also lock your door with your conventional key.

## 11.7 Which APIs and integrations can I use with the Nuki Box?

The Nuki Box can be used with numerous APIs and can be integrated into a variety of smart home systems.

You can currently use the following integrations and APIs with the Nuki Box:

APIs: Nuki Web API

Since the Nuki Box is not compatible with the Nuki Bridge, integrations based on the Bridge API cannot be used.

Integrations can be used but are restricted to the functional possibilities of the Nuki Box. The Nuki Box can open the door, but not lock it or retrieve the status. The following integrations can be used: Amazon Alexa, Google Home, IFTTT, short rental applications.

You can find more about this in our [developer forum](#) or [API documentation](#).

## 11.8 What happens to the data usage fees after 5 years?

The Nuki Box costs a one-time fee, which includes the costs for an internet connection via eSIM for 5 years. There are no additional costs for residents or tenants who simply install the Nuki app for use. There are also no costs for service providers – all that is required in this case is the installation of the Nuki Partner app.

The connection costs are included for 5 years. After 5 years, the current standards and costs for internet connections will be assessed.

## 12 WHAT IS THE NUKI PARTNER NETWORK?

Service partners who regularly need access to your building can register with the Nuki Partner programme ([nuki.io/en/box/partner/](https://nuki.io/en/box/partner/)).

Nuki adds suitable service providers to the list of available Nuki Partners.

After that, the partner contacts the building management team to gain access to certain buildings.

The building management team grants the partner access to the buildings, which the partner can share with their employees. The building management team does not see the names of the employees in the activity log of a Box – only the name of the company.

The partner manages their employees in Nuki Web independently.

There is a standalone Nuki Partner app that has to be used by the employees with the relevant username/ password to use the company's shared access. For security reasons, it can only send an open command to a Box while in Bluetooth range – not remotely.

All information about this process can be found here:

[nuki.io/en/box/partner/](https://nuki.io/en/box/partner/)

The potential partner has to send an email to [partner@nuki.io](mailto:partner@nuki.io).

## 13 FOB

### 13.1 Possible Errors

State	LED signalization
Fob inactive	LED off
Button pressed	LED lights up 1x
Pairing mode (hold button for 5 sec)	LED on
Maintenance mode (Fob 2nd generation, hold button for 10 sec)	LED flashes continuously

Error	LED flashes briefly
Smart Lock is out of range / connection error	2x
Authorization error	3x
Fob is deactivated in the user management	4x
Locking currently not allowed, Fob is limited in time	5x
Fob is not paired with any Smart Lock	6x
Other error	7x

## 14 NUKI KEYPAD

It is not possible to connect the Nuki Keypad to the Nuki Box.

