NUKI
THE SMART LOCK

Nuki Box.

Instructions and Commissioning

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Introduction

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 then becomes a digital key. Combined with the Nuki Smart Lock on the flat door, users can enjoy completely keyless access from the street right into their home.

The Advantages of the Nuki Box

SECURITY	EFFICIENCY	INNOVATION
The Nuki Box ensures that only authorized individuals can open the main entrance of multi-party residential buildings.	Thanks to digital access permissions, the hassle and complexity of key management is eliminated.	Entrance doors to residential buildings go digital – a modern upgrade that enables tenants to live a keyless life.

Compatibility

The Nuki Box can control the door closer directly, independently of the intercom system. This means the Nuki Box is compatible with any system. Control is handled via the Nuki Box's potential-free switching contact. The switching time (for test operation) is preset to five seconds. The following installation requirements apply:

- Sufficient space for the Nuki Box – for example, behind the intercom panel (Nuki Box dimensions: 88 × 60 × 20 mm), or in electrical installation boxes with adequate protection rating against external influences such as water and dust.
- Available power supply for the Nuki Box between 8-36 V (AC/DC). The Box is protected against reverse polarity and cannot be connected incorrectly
- Mobile network reception. The mobile network operator is irrelevant – the Nuki Box can connect to any 2G network.
- Cable connection for the opening contact to the door or gate locking system

Please note that installation requires technical expertise in the area of electrical engineering. It is also recommended to read the user manual for the locking system installed on site and consult the property manager or facility management team in advance to avoid violating any warranty conditions.

Package Contents

- Nuki Box
- GSM antenna
- Connection cable
- Quick guide (booklet)

Power supply not included

Aufgrund der flexiblen Versorgungsspannung der Nuki Box und der sehr geringen Stromaufnahme kann die Nuki Box an vorhandene Netzteile angeschlossen werden. Der Anschluss z.B. am Hutschienennetzteil der Gegensprechanlage sowie an gegebenen Versorgungen bei Torsystemen ist möglich. Auch die Verwendung eines eigenständigen Netzteils ist möglich (nicht enthalten).

Overview of Nuki Box Products

Before your customers begin managing Nuki Boxes, it's recommended that they first familiarize themselves with the products and key terms. The following definitions will help you understand how the Nuki Box works.

Nuki Box

The Nuki Box is the physical device that is connected directly to the existing intercom panel at the building entrance of the selected property. It also supports use as a gate opener.

Nuki Web

Nuki Web is a platform that allows all access permissions for the Nuki Box to be managed easily and efficiently online. This platform can be divided into two different applications:

Nuki Web for Property Managers

Property managers have an overview of all Nuki Boxes and can manage access permissions for smart entrance doors simply and conveniently online. This module is used, for example, to open doors remotely for service providers or to grant individual people (such as tradespeople) time-limited access to a specific Nuki Box if needed.

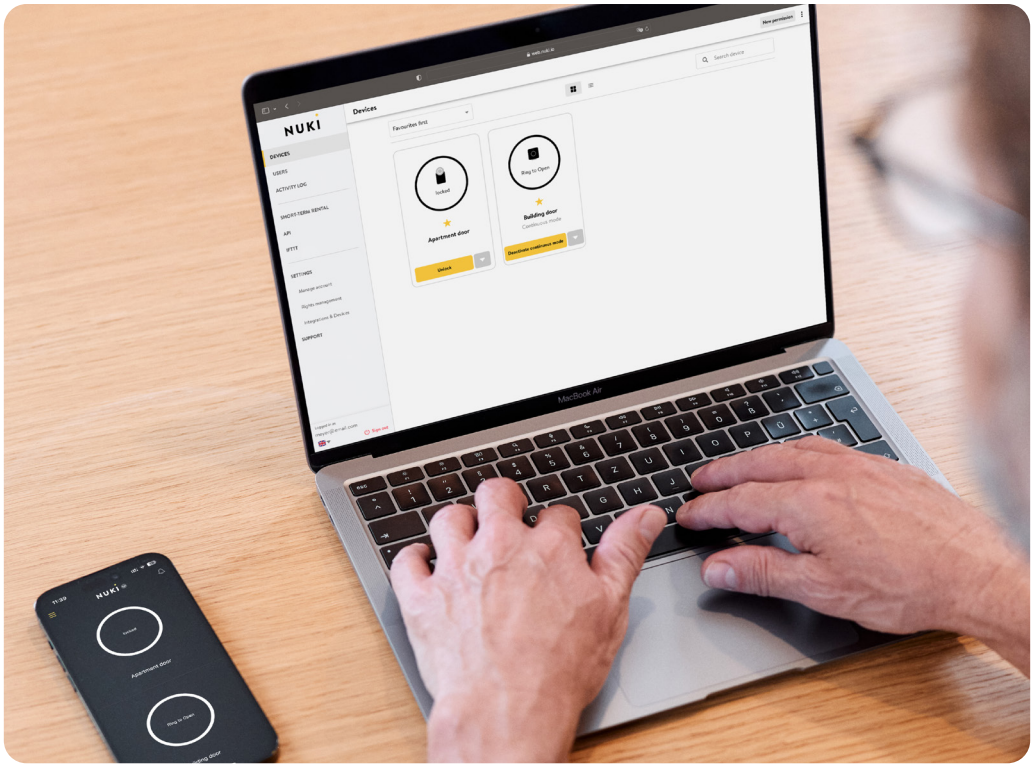
Nuki Web for Partner Management

The Nuki Web Partner Management platform is designed for registered Nuki partner companies (such as postal services, delivery providers, waste disposal companies, emergency services, etc.) to manage access permissions for their employees.

Nuki Apps

Nuki App

The Nuki App is available for free and allows doors to be opened conveniently via smartphone without a key. Property managers can also access Nuki Boxes remotely at any time, for example to grant service technicians access to the property. In addition, residents of the property can use the Nuki App to open the entrance door.



Nuki Partner App

The Nuki Partner App has been specifically developed for registered Nuki partner companies such as postal services, delivery providers, waste disposal companies, etc. Service providers must first register with Nuki as a Nuki Partner. Once verified, they are activated by Nuki within the partner network. **The respective property managers can then activate selected service providers from the existing partner pool who are to be granted access to the property.** Unlike users of the Nuki App, users of the Nuki Partner App can only lock and unlock directly in front of the building via Bluetooth. Remote locking and unlocking are reserved for property managers and authorized residents.

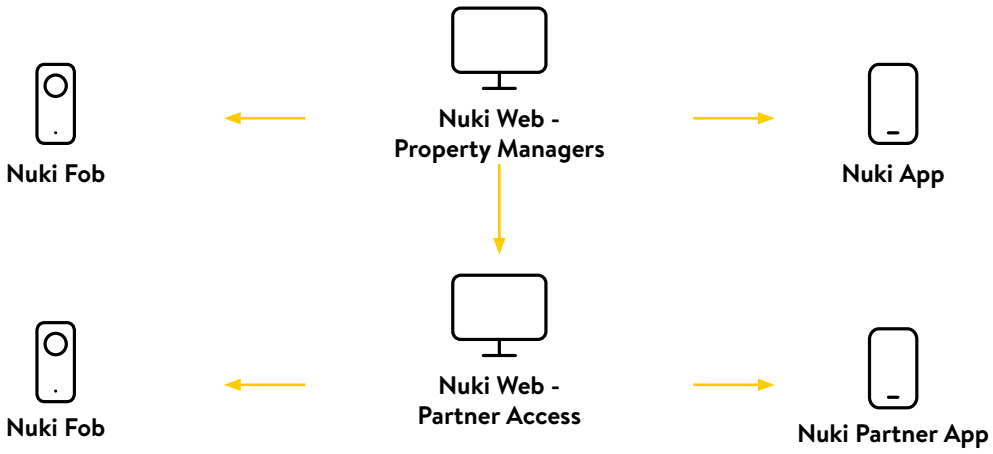


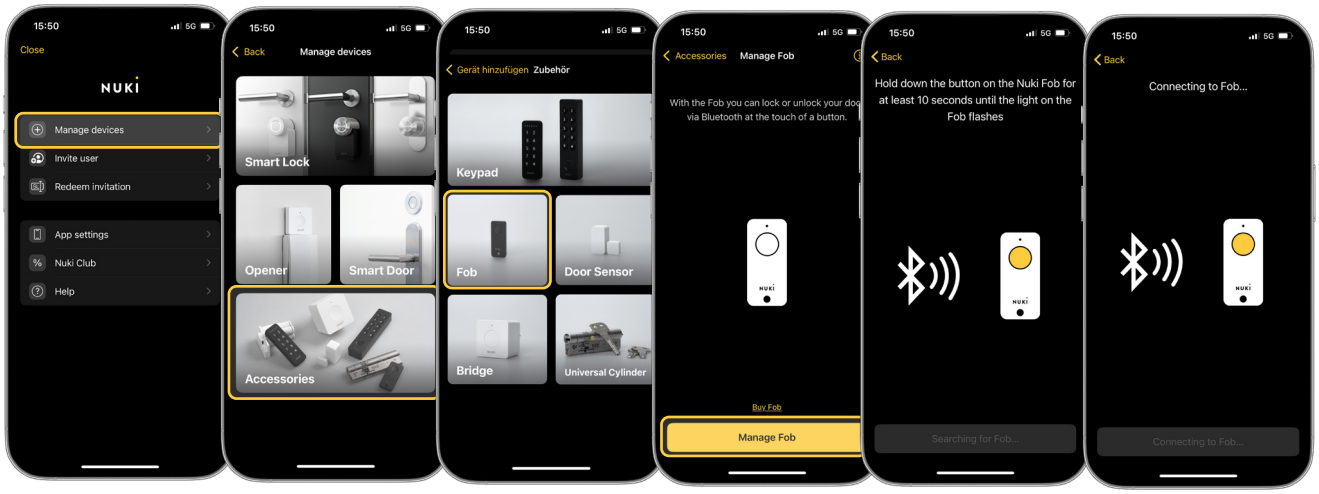
Illustration: Centralized control via property managers

Nuki Fob

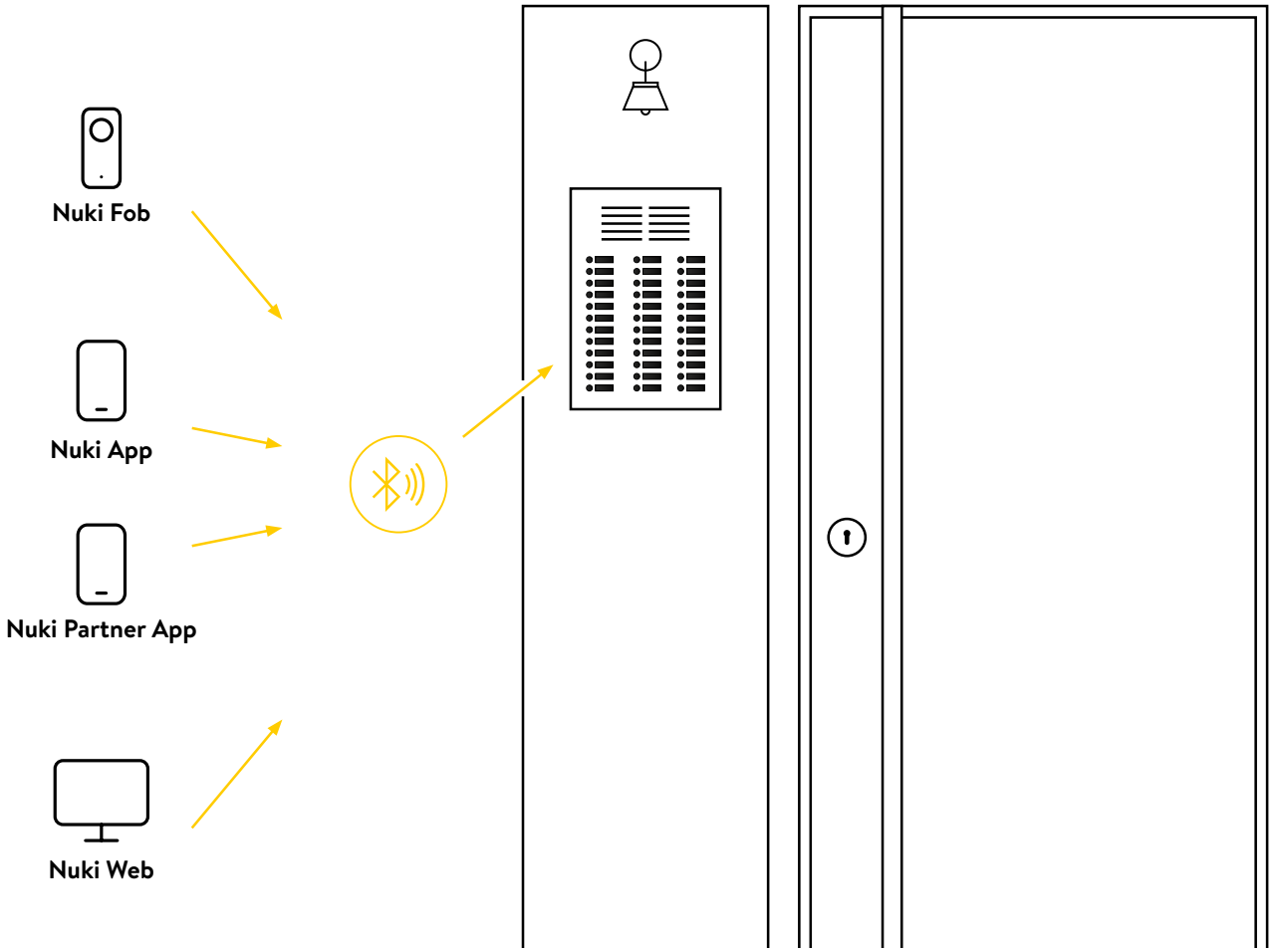
The Nuki Fob is a small Bluetooth remote control that allows the building entrance door to be unlocked at any time – even without a smartphone. This enables children, seniors, or service providers without a smartphone to open the entrance door. Permissions for the Nuki Fob are managed on the Nuki Web for Property Managers.

Installation Process

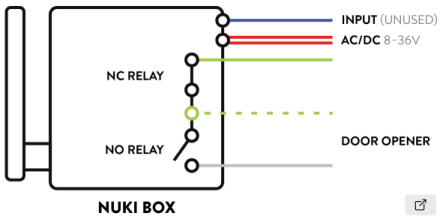
The Nuki Fob can easily be added via the Nuki App:



Overview of Access Options



Technical Specifications

	Nuki Box
Communication	• Bluetooth BLE, 2.4GHz ISM band • 2G GSM
Power Supply 8-36 V AC/DC	• 8-36V AC/DC
Relay Switching Capacity	• max. 220 V DC @ 2 A • max. 250 V AC @ 2 A
Requirements	• Electronically controlled locking system • GSM reception (2G) • Power Supply 8-36 V AC/DC
Locking Modes	• Open door (also remotely) • Auto Unlock
Compatibility with Other Nuki Products	• Nuki Fob
Installation Options	• The Nuki Box can be installed discreetly behind the existing intercom system panel and connected to the existing electric opening system – functioning as a smart door opener. • The Nuki Box can be used to unlock entrance and garage doors of apartment buildings, clubhouses or communal spaces, and can also be creatively integrated into smart home systems.
Circuit Configuration	 • Electromechanical switching relay • Changeover contact – normally open or normally closed max. 220 V DC @2A max. 250 V AC @2A • 8-36 V AC/DC (reverse polarity protected) • For use in dry indoor conditions
Wiring	• Red: Power Supply 8-36 V AC/DC • Green-white & white: Relay, normally open contact (NO) • Green-white & green: Relay, normally closed contact (NC) • Blue: Input (currently not in use

Installing the Nuki Box

Step 1: Check On-Site Requirements

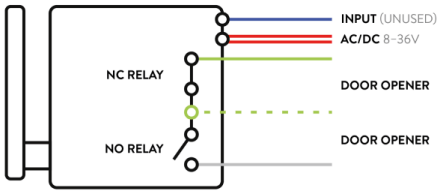
Choosing the installation location: The Nuki Box should be installed in a way that ensures operating conditions are maintained. Particular care should be taken in exposed areas – for example, direct sunlight on the door panel or the penetration of moisture.

Installing the Nuki Box in locations such as a basement may result in poor GSM reception and the device becoming unreachable. (Solution → connect an external antenna, not included with the Nuki Box)

Step 2: On-Site Installation

This chapter explains how to connect the Nuki Box to the existing locking system in order to turn the intercom into a smart door opener.

The Nuki Box is an electronically controlled, potential-free relay that replaces a variety of switches and can be operated remotely. To use the Nuki Box, a sufficient 2G GSM signal and a power supply (8-36 V AC/DC) must be used.



1. Depending on the existing locking system, connect either the NO contact (green-white & white) or the NC contact (green-white & green) of the Nuki Box to the door's opening mechanism.
2. Connect both of the red cables to the power supply (8-36 V AC/DC).
3. After the Nuki Box boots up (approx. 30 seconds), the LED will begin flashing red (at 1-second intervals).
4. Once the Nuki Box has successfully started and connected to the Nuki servers, the LED will turn solid green. This may take a few minutes depending on GSM signal quality.

The LED (on the back, between the plug and the antenna port) has several modes:

STEP	COLOUR	MAX. TIME
Start-up	White	30 seconds
BLE self-test	Blue	10 seconds
Connecting to GSM	Red	40 seconds
Online	Green	-
Nuki Box active	White	Duration of activity

Illustration: Signal indicators during the installation process

Once the connection to the server has been successfully established, the Nuki Box can be used. Note that during the guided setup process, you have the option to test the features and grant initial permission.

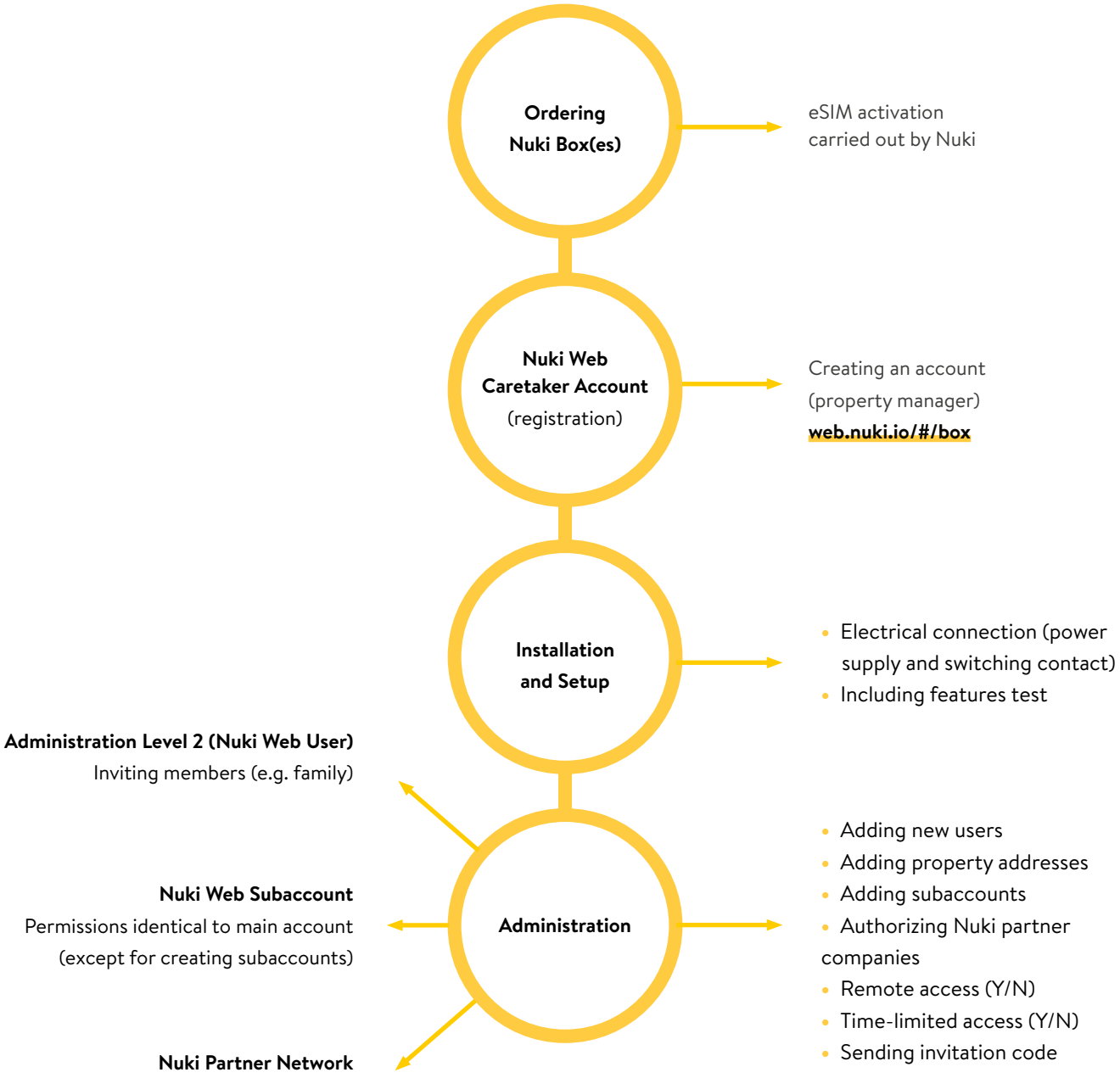
5. Please send the following information by email to **box@nuki.io**
   - In the subject line, please enter the printed serial number.
   - he correct postal address of the property. (Please provide a clear and useful address, as this is displayed to users.)
   - The exact location/position of the Nuki Box.
   - Please provide the precise latitude and longitude of the entrance door to ensure reliable Auto Unlock feature. These coordinates can be obtained, for example, using the Google Maps app on your phone.
   - A photo of the entrance area. If possible, the photo should show the entrance, the intercom panel and the mounting location of the Nuki Box.

Step 3: Nuki Box Installation Process

1. The first step is ordering one or more Boxes. The eSIM is activated by Nuki.
2. Administrative rights are assigned via a dedicated account. To do this, a new account must be created at **web.nuki.io/#/box**.
3. Once the account has been created, the following features and permissions can be configured:
   - Adding new users
   - Adding property addresses
   - Adding subaccounts
   - Authorizing Nuki partner companies
   - Remote access (yes/no)
   - Time-limited access (yes/no)
   - Sending invitation codes

Users with a Nuki Web subaccount have the same permissions as primary users, meaning they can add Boxes and manage access permissions when the primary user is absent.

If a box has already been mounted, the setup process can also be completed afterwards. For this, you will need the box ID, which can be found on the back of the device.



Do you have any questions or need help?

Visit our Help Center
or contact us at: pro@nuki.io