Aqara Smart Lock U200
– FAQ

Sections:

Installation, Compatibility & Calibration

Is the Smart Lock U200 compatible with doors without handles?

Yes! The U200 can pull the latch automatically, making it suitable for both doors with handles and those with only a keyhole. Simply enable the "Pull Spring Feature" in the Aqara Home app to activate this function.

Which types of locks are compatible with the U200?

The U200 works with a wide range of locks and cylinders:
Compatible Locks
- EU Mortise Lock
- US Deadbolt Lock

Compatible Cylinders
- EU Profile Cylinder
- Select Scandi Profile Cylinders
- UK Oval Cylinder
- Schlage & Kwikset Standard Cylinders

(We regularly update this list to ensure the best compatibility.)

What is the Emergency Function?

Some cylinders include an emergency unlocking feature, which allows you to unlock the door from the outside even if there's already a key inserted inside. The U200 is designed to support these cylinders for added convenience.

Which locks and cylinders are incompatible?

The U200 is not compatible with:
- Self-locking doors
- Rim locks
- Gate locks
- Older or non-standard cylinders

Does Aqara provide suitable cylinders?

Yes! If your existing cylinder isn't compatible, we recommend the Aqara EU Profile Adjustable Cylinder.

How do I calibrate the U200 Smart Lock?

For Aqara Home App Users:
- Go to Settings → Calibrate Lock in the app, then choose Automatic or Manual Calibration.
- Alternatively, press and hold the Set Button on the lock for 3 seconds to start auto-calibration.

For Matter Users:
- After installation, press and hold the Set Button on the lock for 3 seconds to calibrate automatically.

Lock Features & Everyday Use

Can I use the U200 without a smartphone?

You'll need a smartphone to set up the lock via Aqara Home or your preferred Matter ecosystem. Once the admin profile is added and calibration is complete, the lock can be used without your phone.

Do I need a hub to use the U200?

- Aqara Home Users: No hub is required, but you'll need the Aqara M3 Hub for remote control.
- Matter Users: You'll need a Matter Controller that includes a Thread Border Router.

Can I set temporary or periodic passwords for visitors?

Yes!
- Aqara Home Users: Set one-time or periodic passwords via Bluetooth. Remote password sharing will be available from late 2024 with the Aqara M3 Hub.
- Apple Home Users: You can already set passwords remotely via the Home app.

How do I reset the U200 Smart Lock?

Aqara Home Users:
- Press and hold the Lock and Confirm buttons for 3 seconds, then verify your admin password or fingerprint.

Matter Users:
1. Ensure the lock is paired with only one Matter ecosystem.

2. On the keypad, press Lock + Confirm together for 5 seconds.
3. Press and hold the Reset Button on the lock for 3 seconds.

What if I forget my password?

Please contact Aqara Customer Support for assistance.

What if the lock or keypad runs out of battery?

Don't worry — the lock warns you when the battery drops below 20%, giving you around two weeks of normal use.
- For Keypad Users: Use the Aqara Home app via Bluetooth to unlock.
- For the Lock Itself: Use your physical backup key.

What if the fingerprint reader stops recognising my fingerprint?

Fingerprints can change over time. Try re-registering your fingerprint in the app. For best results:
- Register multiple fingers
- Re-register children's and elderly users' fingerprints periodically
- Make sure your finger is clean and dry

How long does the U200 battery last?

Up to 6 months on average, based on 8 daily lock/unlock actions using fingerprint or NFC. Battery life may vary depending on usage.

How do I power the U200 keypad with a Li-Ion battery?

Use a 12V–24V AC/DC 0.5A power supply. We recommend having a professional electrician install a compatible transformer.

What is Quiet Unlock Mode and how do I activate it?

Quiet Mode lets you unlock or lock silently, perfect for night-time use.
On the Keypad:
- Quiet Lock: Hold the Lock Button for 3 seconds, or press Confirm → Lock.
- Quiet Unlock: Press Confirm, then enter your password or use your fingerprint.
In Aqara Home:
- Enable under Settings → Quiet Unlock Mode.

What is the Auto-Lock feature?

Auto-Lock automatically secures your door after it detects that it's closed. Turn it on via Settings → Auto-Lock in the Aqara Home app.

What is the Geofencing feature?

Geofencing will be available soon through an OTA firmware update.

What happens if I'm locked out after multiple failed attempts?

After 10 incorrect attempts, the lock disables password entry for 30 minutes. You can still unlock using Bluetooth or from the inside. The lockout duration can be adjusted in Settings → Failed Attempt Lockout.

How do I update the lock firmware?

Aqara Home Users:
- Update via the app under Settings → Firmware Update. Keep your phone nearby during the process (15–20 minutes).

Matter Users:
- OTA updates are supported via Apple Home, but Aqara Home updates are released earlier and more frequently.

Can I lock or unlock remotely?

Aqara Home Users:
- Bind the U200 to the Aqara M3 Hub.

Matter Users:
- Use a Matter Controller with Thread Border Router support.

Can I add fingerprints and passwords without using the app?

Yes! On the lock, open the door, press and hold the Confirm Button for 3 seconds, then enter your admin password and follow the prompts.

Does the U200 support Wi-Fi?

No. The U200 uses the Thread protocol, which offers faster, more stable connections and better battery life than Wi-Fi.

What if the lock doesn't respond after entering the password?

First, check the battery level. If the issue continues after replacing the batteries, contact support@aqara.com

How do I disable the Tamper Alert?

Aqara Home Users:
- Use your admin fingerprint or password.

Matter Users:
- Press the Reset Button on the lock.

Aqara
Matter & Smart Home Integration

What wireless protocol does the U200 use?

The U200 uses Matter over Thread, ensuring smooth compatibility across multiple smart home ecosystems.

Do I need a Matter hub?

Aqara Home Users:
- No hub required, but the Aqara M3 Hub unlocks advanced features.

Matter Users:
- A Thread Border Router that supports Matter is required.

What extra features does the Aqara M3 Hub provide?

Binding the lock to the Aqara M3 Hub enables features including:
- Remote locking & unlocking
- Automations
- Access to future feature updates

Do I need the Aqara Home app if I'm using Apple, Google, or Alexa?

Not strictly, but Aqara Home provides exclusive features like:
- Manual Calibration
- Auto-Lock
- Auto-Turn to Lock
- Pull Spring Feature
- Advanced customisation options

Why can't I pair the U200 with another ecosystem?

- If the lock is already paired, enable pairing mode and follow the instructions to switch.
- If not paired, reset the lock and try again.

What features does the Smart Lock U200 support in various Matter ecosystems?

Features	Aqara Home	Apple Home	Google Home	Amazon Alexa	SmartThings	Home Assistant
Remote Lock/Unlock	Yes* V63	Yes	Yes	Yes	Yes	Yes
Lock/Unlock via Voice Assistant	No	Yes	Yes V63 (set the Matter password in other ecosystems)	Yes	No	No
Remote Lock Status Check	Yes* V63	Yes	Yes	Yes	Yes	Yes
Remote Battery Check	Yes* V63	No	No	No	No	No
Matter Password Setup	No	Yes	No	No	No	No

Automation Setup	Yes* V63	Yes	Yes V63 (unlock via automation requires a password)	Yes	Yes	Yes
Remote Log View	Yes*V63	No	No	No	No	No
Lock OTA	Yes	Yes	No	No	No	No

*U200 firmware version V62 and later supports binding with the M3 Hub and remote locking and unlocking via the App (with Aqara Home app 4.3.X)

Apple Home & Home Key Support

How do I share Apple Home Keys with family members?

Invite them to join your Apple Home via the Home app. Once they accept, they'll automatically receive a digital door card in their Apple Wallet.

How do I use Home Keys to unlock the U200?

Two modes are available:
- **Standard Mode**: Open Apple Wallet, select your door card, and hold your iPhone or Apple Watch near the lock's NFC area.
- **Express Mode**: Enable in Apple Home and unlock instantly by holding your device near the lock — no Face ID or passcode required.

Why did my Apple Home Keys stop working?

Try these steps:
1. Delete the Home Key from Wallet and re-add it via the Home app.
2. Log out and back into iCloud.
3. If the issue persists, reset the lock and reconfigure it.

Does Apple support temporary passwords?

No — this feature is currently unavailable via Apple Home.

What should I do if I can't add the U200 to the Apple Home app?

Follow these troubleshooting steps:
1. Update the U200 firmware and try the setup again.
2. If you get an error like "Cannot add personal code", create a new Home in the app.
3. Reset your HomePod Mini and test adding the lock again.
4. If successful, consider migrating your Home setup using the Controller for HomeKit app.
5. Use a 6–10 digit passcode for compatibility.
6. If you see a Thread Border Router Required alert, visit: Apple Support.
7. Check if your iPhone model supports Home Keys: Click here.