



Aqara Smart Lock U300 – FAQ



1. What kind of lock is compatible with the U300?

Compatible Locks: US Latch Lock

2. How do I change the handle direction?

Handle Reversal Instructions:

1. Remove the screws.
2. Rotate the handle 180°.
3. Reattach the screws.
 - For the Outer Panel, screws should remain in their original positions.
 - For the Inner Panel, tighten the screws on the side closest to the handle.
 - You can also watch the installation video for guidance.

3. What wireless protocol does the U300 use?

The U300 supports Matter over Thread, ensuring seamless compatibility across smart home ecosystems.

4. Do I need a Matter hub to use this product?

- Aqara Home Users: A hub is not required, but the Aqara M3 Hub is recommended for features like remote control and automations.
- Matter Users: A Thread Border Router that supports Matter is required.

5. What functions are available with the Aqara M3 Hub?

Binding to the Aqara M3 Hub allows for automations, remote lock/unlock, and access to additional features in future updates.



6. Do I need the Aqara Home app to use this product with other ecosystems?

- Basic Functions: Locking and unlocking work with third-party ecosystems.
- Recommended: Using the Aqara Home app unlocks exclusive features, such as passage mode, Night Latch mode, and more detailed settings.

7. Why can't Smart Lock U300 be bound to other ecosystems?

- Already Bound: Generate the Matter Code from the current ecosystem, enter pairing mode, and follow the instructions.
- Not Bound: Reset the device and try again.

8. How do I use HomeKeys?

- Standard Mode: Open Apple Wallet, select the door card, and tap your iPhone or Apple Watch near the NFC area to unlock.
- Shortcut Mode: Set up in Apple Home, then unlock with Face ID or password, and move the device close to the NFC area.

9. What if the U300 cannot be bound to the Home app or fails to generate passwords/HomeKeys?

Follow these steps:

1. Update the firmware.
2. After powering on, press the lock's "Set" button and scan the Matter QR code with the Home app.
3. Create a new Home in the Home app if errors occur.
4. Reset HomePod Mini and integrate it with the new Home.
5. If pairing times out, reset the lock and delete the U300 in Settings > Matter accessory, then try again.
6. Consider migrating to a new Home setup using Controller for HomeKit to back up and restore configurations.
7. Ensure your personal code is 4–10 characters.
8. If prompted with a Thread Border Router alert, refer to Apple's support.
9. Reset the door lock if necessary.
10. Check iPhone model compatibility with HomeKey.

10. Can I use this product without a smartphone?

A smartphone is required for initial setup with Aqara Home or Matter ecosystems. After configuration, the lock can be used directly.



11. Does this product support periodic passwords for visitors?

- Aqara Home App Users: Set periodic or one-time passwords via Bluetooth. Remote temporary passwords will be available via OTA updates (hub required).
- Home App Users: Set passwords remotely using the app.

12. How do I reset the lock?

- Aqara Home Users: Long press the Reset button for 3 seconds, verify the admin password or fingerprint, and the lock will reset.
- Matter Users: Long press the Reset button for 3 seconds.

13. How do I reset the lock if I forget my password?

Please contact customer service for assistance.

14. What if the lock or keypad runs out of power?

- The lock will alert you when battery is below 20%, remaining functional for about two weeks.
- Use the physical key as an alternative.

15. What if the fingerprint reader cannot recognise my fingerprint?

- Re-register your fingerprint, as it may change over time.
- For children and the elderly, update fingerprints regularly or register multiple fingers.
- Ensure fingers are dry and clean.

16. What if I am locked out after multiple authentication failures?

- After 10 incorrect attempts, the lock disables password input for 30 minutes.
- Use inside unlock or Bluetooth unlocking to regain access.
- Adjust lockout duration in Settings > Failed Attempt Lockout.

17. How can I update the lock?

- Aqara Home Users: Update via the settings page; keep your phone close (15–20 minutes).
- Matter Users: OTA updates via Apple Home are supported.

18. How do I use remote lock/unlock?

- Aqara Home Users: Bind the lock to Aqara Hub M3.
- Matter Users: Use a 2-in-1 Matter Controller and Thread Border Router.
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19. Can I add fingerprints or passwords without the app?

Press the Set button after binding to enter local settings. Administrator credentials are required if an admin is set.

20. Does U300 support WiFi?

No. It uses Thread, which is more stable and power-efficient.

21. What if the lock does not respond after verifying the password?

Check the battery. If the issue persists after replacement, contact support@aqara.com.

22. How do I install the lock?

1. Use the Aqara Home app and follow the installation instructions.
2. Scan the QR code in the user manual for the installation video.
3. Refer to the electronic user manual for detailed instructions.

23. What certifications has the U300 passed?

- FCC
- Matter Certification
- CE
- CA65
- IPX4

24. Can I replace the lock cylinder myself?

Disassembly voids maintenance service. We do not recommend replacing the lock cylinder yourself.

25. What materials are used in the U300?

- Touch Panel: Glass
- Outdoor Panel: Zinc alloy with frosted coating
- Indoor Panel: Plastic with metallic coating

26. What type of lock body does the U300 use?

A 60/70mm latch.

27. How do I reset the lock?

Open the rear battery compartment, press and hold the reset key for 3+ seconds, and follow voice prompts. Admin verification is required.



28. Can the U300 detect door closing and locking state?

Currently, it detects lock status only (locked, unlocked, or failure). Door status detection may be available via future OTA updates.

29. What types of doors are compatible?

Most wooden doors, 35–55mm thick.

30. Is the U300 limited to specific door opening directions?

No. Supports all directions (left/right, inward/outward).

31. Is the U300 waterproof? Can it be used outdoors?

- Front Panel (Keypad): IPX4 waterproof
- Indoor Panel: Indoor use only

32. Working temperature and humidity

- Outer Panel: 30°C ~ +55°C (22°F ~ 131°F)
- Inner Panel: 10°C ~ +55°C (14°F ~ 131°F)
- Humidity: 0–93% RH

33. How is the U300 powered?

Powered by 4 LR6 AA batteries.

34. Battery life

Average 10 months, depending on environment and usage. Performance decreases in low temperatures.

35. What to do if the lock runs out of power

- Outside: Emergency USB-C charging port on the outer panel.
- Inside: Replace the LR6 AA batteries.

36. Can the U300 be unlocked by a Tesla Coil?

No. It is designed to resist electromagnetic interference. Tesla Coil discharge will not affect normal operation.

37. How many ways can I unlock the U300?

Supports 9 methods:

1. Fingerprint
2. Password (general, one-time, periodic)



3. HomeKit / Siri
4. Aqara Home
5. Google Home / Assistant
6. Amazon Alexa
7. NFC Card (Aqara & Mifare M1)
8. Integration via Aqara G4 doorbell (future OTA)
9. Mechanical Key

Notes: Bluetooth unlock is short-range; remote unlock requires a supporting hub. Voice control requires a compatible hub.

38. What if the keypad is locked due to repeated verification failures?

Unlock via app (Aqara Home / Apple Home / Google Home / Alexa) or mechanical key. Functions restore after a few minutes.

39. When should I use the mechanical key?

For emergencies when normal methods fail. Keep a key handy in a safe location.

40. How many passwords can the U300 store?

Up to 75 passwords simultaneously, including temporary and periodic ones. Up to 8 one-time passwords per hour.

41. Password digits and phantom password support

- Set 6–10 digits (4–10 digits if Matter allows).
- Supports phantom passwords.

42. Does the U300 support one-time passwords?

Yes, generated via the Aqara Home app.

43. Does the U300 support periodic passwords?

Yes. Set a specified timespan (e.g., 10am–2pm) and period (e.g., Mondays). Remote functionality requires the hub; currently available via future OTA.

44. How many fingerprints can the U300 store?

Up to 50 fingerprints.

45. How do I set fingerprints?

Use the Aqara Home app or press the Set button and follow voice prompts for local registration.



46–48. Troubleshooting fingerprint verification

- Ensure finger is clean and dry.
- Complete fingerprint registration (seven scans recommended).
- For children/elderly, fingerprints may fail due to shallow patterns; use password or NFC/HomeKey.

49. Tailgating resistance

The U300 locks immediately after unlocking, preventing intruders from tailgating.

50. Why Bluetooth 5.0?

Provides faster connection, stability, and better battery efficiency.

51. Can the U300 connect to multiple phones?

No. Bluetooth supports 1-to-1 connection only.

52. How to unlock via Bluetooth locally?

Install the Aqara Home app, add the lock, tap the unlock icon, then press the handle.

53. Admin permission and setup

The first added account becomes the admin account, required for local settings. More admins can be added via the app.

54. Other permissions

- Ordinary users: Normal unlock functions
- Admins: Full access, including settings

55. How many accounts can the U300 support?

Up to 50 accounts: either 50 admins, or 1 admin and 49 ordinary accounts.