Aqara

Aqara Smart Lock U400
– FAQ

How can I find help to install the lock?

There are several easy ways to get installation support:
- Download the **Aqara Home app**, open the **Smart Lock U400** page and follow the in-app instructions.
- Scan the **QR code in the printed user manual** to watch the installation video.
- Scan the **QR code for the electronic user manual** for detailed instructions.
- Visit the **official Aqara website** and go to the **U400 product support page** for additional guidance.

What should I do if the lock does not operate smoothly after installation?

If locking or unlocking feels stiff or uneven, please try the following:
1. Open the battery cover and remove the battery.
2. Rotate the knob manually to check for smooth operation.
3. If you feel resistance, remove the back panel.
4. Check that the connector cable is not rubbing against the tailpiece.
5. Ensure the tailpiece is centred in the deadbolt hole.
6. Confirm the door hole size and alignment meet installation requirements.
7. If the tailpiece is bent or curved, please contact customer support.

What types of doors are compatible with the Smart Lock U400?

The U400 is compatible with most **wooden doors** with a thickness of **35–55 mm**.
For **38 mm door holes**, only hollow doors are suitable. For best results, we recommend enlarging the hole to **54 mm** if possible.

Does the U400 support different door-opening directions?

Yes. The Smart Lock U400 supports **all door-opening directions**, including left, right, inward and outward.

Can I replace the lock cylinder myself?

You can, but please note that **disassembly voids Aqara's maintenance service**.
If you proceed:

- Remove the front lock screw and take out the existing cylinder.
- Replace it with a cylinder of the **same size**.
  Note: The U400 uses a **non-standard cylinder** and is not compatible with Schlage. Please consult a locksmith before purchasing a replacement.

Is the Smart Lock U400 Wi-Fi enabled?

No. The U400 uses **Thread**, which offers greater stability and longer battery life than Wi-Fi.

What should I do if the lock does not lock correctly?

- Recalibrate the lock via **Aqara Home > Settings > Door Lock Calibration**, or
- Use the **local setup menu** by pressing the Set button and selecting option **5**.
- Recheck the installation.
- If the issue continues, please contact customer support.

Is UWB technology secure?

Yes. UWB uses **encrypted, timestamped signals** based on the IEEE 802.15.4z standard.
Only authorised devices can decrypt these signals, making spoofing or relay attacks extremely difficult.

Is there a step-by-step guide for UWB setup?

Yes. Scan the QR code in the user manual or visit the **U400 support page** on the Aqara website.

What should I know before using UWB unlocking?

- UWB unlocking is currently supported **only in Apple Home**.
- It provides **hands-free unlocking with centimetre-level accuracy**.
- You can customise approach directions in the Apple Home app.
- A **Thread-enabled Apple home hub** is required.
- Device compatibility depends on iOS, watchOS, and hardware model versions.

Can family members also use UWB unlocking?

Yes. Invite them to your Apple Home as **Residents or Guests**, and they can set up their own Apple home keys for hands-free access.

How do I enable UWB unlocking on my iPhone?

Enable **Express Mode** during setup or via:

- Wallet app → Home Key → Enable **Unlock on Approach**
  This setting must be enabled for hands-free unlocking.

Does UWB work on Apple Watch?

Yes. Supported Apple Watch models can unlock the door hands-free using Apple home keys.

How do I enable UWB unlocking on Apple Watch?

Once the lock is set up, the home key syncs automatically to Apple Watches signed in with the same Apple ID.
Ensure **Unlock on Approach**, **Bluetooth**, and compatibility requirements are met.

UWB unlocking is not responding. What should I do?

Check the following:
- The UWB indicator lights up when you approach.
- "Aqara U400" appears in Bluetooth settings.
- Battery level is above **8%**.
- Toggle **Unlock on Approach** off and on in the Wallet app.
- Wake the keypad and try again.

Why does the UWB indicator light change colour?

- **Green to yellow:** Battery has dropped below 20% — please recharge soon.
- **Below 8%:** UWB is disabled to preserve power and prevent lockouts.

Can multiple UWB devices connect at the same time?

Yes. The lock supports up to **five UWB devices** performing ranging simultaneously.

Will the lock unlock when I move inside my home?

No. Precise UWB positioning allows the lock to distinguish between **inside and outside movement**, preventing accidental unlocking.

Why did the door unlock unexpectedly while I was inside?

If part of your indoor space extends beyond the lock's "outside" boundary, the lock may misinterpret your position.
You can fix this by disabling the affected **approach direction** in the Apple Home app.

How does UWB work in a dual-door setup?

If the lock is installed on the outermost door, enable **Dual Door Mode** in the Aqara Home app to improve UWB recognition accuracy.

Can UWB signals be spoofed or hacked?

No. UWB is naturally resistant to relay and replay attacks. Any signal delay is detected, preventing unauthorised unlocking.

Does UWB detect direction as well as distance?

Yes. Using **Angle of Arrival (AoA)** technology, the lock unlocks only when you are directly at the door, not when passing by.

How many ways can I unlock the Smart Lock U400?

The Smart Lock U400 supports **nine unlocking methods**, including fingerprint, password, NFC, UWB, automation, voice control, remote access, Bluetooth, and mechanical key.
Availability may vary by ecosystem.

When should I use the mechanical key?

The mechanical key is intended for emergency situations. We recommend keeping it in your car or workplace as a backup.

How many users and credentials are supported?

The U400 supports **up to 100 Aqara users** and **20 Matter users**, with defined limits for fingerprints, passwords, NFC devices, and UWB devices.

What passcode lengths are supported?

- Aqara Home app: **6–10 digits**
- Matter ecosystems: **4–8 digits**
  Phantom passwords are supported up to **20 digits total**.

Does the lock support one-time passwords?

Yes. One-time passwords can be generated remotely and remain valid for up to **20 minutes**.

Does the lock support scheduled passwords?

Yes. Time-based passwords can be set via the Aqara Home app, either locally or remotely when a hub is connected.

Can the lock be unlocked by voice control?

Yes:
- **Siri** via Apple Home (Apple home hub required)
- **Alexa** via an Alexa Matter controller with a preset voice password

Can I unlock the door remotely?

Yes. Remote unlocking is supported via the Aqara Home app and compatible Matter ecosystems with a Thread-enabled controller.

Does the lock provide alerts?

Yes. Alerts for **door unlocked** and **door not closed** can be enabled in the Aqara Home app settings.

What happens after repeated failed unlock attempts?

The keypad locks for **30 minutes**. During this time, you can still unlock using apps or the mechanical key.

Can multiple phones connect to the lock?

Yes. Matter over Thread allows multiple phones to connect simultaneously.

How do I unlock the lock via Bluetooth?

Add the lock in the Aqara Home app and tap **Unlock**. Bluetooth must be enabled.

How does remote control work?

Remote features require a **Thread-enabled Matter Controller**, either from Aqara or a supported third-party ecosystem.

How do I connect the Smart Lock U400 to Matter ecosystems?

Put the lock into pairing mode and scan the **Matter QR code** in your chosen ecosystem app. Ensure IPv6, Bluetooth, and the correct Thread controller are enabled.

Which Matter controllers are supported?

Supported Aqara controllers include Hub M3, M100, M200, Doorbell G410, and Camera Hub G5 Pro. Additional third-party devices will be supported in 2026.

Do I need a Matter hub to use the lock?

Basic features work without a hub.
Remote access, automations, and ecosystem integration require a **Thread-enabled Matter Controller**.

Can I connect directly to Apple Home or other Matter ecosystems?

Yes. However, some Aqara-exclusive features may not be available when connected directly.

Is one Aqara Matter controller enough for multiple ecosystems?

No. Each ecosystem requires its own **supported Thread-enabled Matter Controller**.

What should I do if Matter or Aqara pairing fails?

Ensure pairing mode is active, Bluetooth and Wi-Fi are enabled, and generate a **new Matter pairing code** if required.

What happens if the lock goes offline?

Restart the hub and the lock, and ensure both are running the latest software versions.

Aqara

How do I reset the Smart Lock U400?

Open the battery compartment, press and hold the reset button for **5 seconds**, and follow the voice prompts.

What if the lock runs out of power?

Use the **emergency USB-C port** with a power bank or compatible phone, or recharge the internal battery.

How long does the battery last?

Up to **6 months**, based on normal daily usage under typical indoor conditions.

How do Apple home keys work?

Home keys are added automatically during setup and managed in the **Apple Wallet app**, including sharing and power reserve support.

How do I add fingerprints?

Fingerprints can be added via the Aqara Home app or directly on the lock using the local setup menu and voice prompts.

Why does fingerprint recognition fail sometimes?

Ensure fingers are clean and dry, press firmly, and register multiple fingerprints if needed.
For children or elderly users, alternative unlock methods are recommended.

Is the Smart Lock U400 waterproof?

The **front panel is IP65-rated** for outdoor use. The indoor panel is designed for indoor use only.

What are the operating conditions?

- Operating temperature: **-18°C to 55°C**
- Charging temperature: **0°C to 40°C**
- Operating humidity: **0–93% RH (non-condensing)**

How does auto-lock improve security?

The lock detects when the door closes and locks immediately, preventing tailgating or delayed locking.

Why does the door status show as "Unknown"?

After updates or calibration, open the door, close it from inside, and lock it to restore accurate status detection.

What permissions are supported?

Admin, ordinary, and temporary permissions are supported within the Aqara Home app.

What materials are used in the Smart Lock U400?

Materials vary by model and include aluminium alloy, zinc alloy, PMMA or PC touch panels, and durable coated finishes.

What lock hardware is used?

The U400 uses a **60/70 mm deadbolt** and an **alloy mechanical lock cylinder**.

How are firmware updates delivered?

Firmware updates are delivered via **Bluetooth OTA** or **Matter OTA**. Updates cannot be scheduled or rolled back.

Why is door status not displayed when using Matter?

Door status is currently displayed only when connected via **Bluetooth**.

What wireless protocols does the Smart Lock U400 support?

Bluetooth 5.2, Thread (Matter 1.4), NFC, and Ultra-Wideband (UWB).

What certifications does the Smart Lock U400 have?

The U400 is certified for **FCC, BHMA Grade 3, MFi, Matter, Thread, IP65**, and additional international standards.