

en-US

1. How do I install the lock? Is there an installation video?

- 1) Follow user manual
- 2) Scan the QR code for the installation video on the user manual.

2. What type of Wi-Fi does the B50 support, and why can't I connect?

The B50 supports 2.4GHz WI-FI only, not 5GHz. If your router defaults to 5GHz, manually switch to 2.4GHz.

3. My home currently is without Wi-Fi, can I still configure the lock?

Yes. You can use Bluetooth to calibrate and configure the lock. After Wi-Fi is available, configure Wi-Fi settings in the app.

4. Can all features of the B50 be controlled via Wi-Fi?

Most features can be controlled via Wi-Fi, such as locking/unlocking, setting user passwords, one-time and periodic passwords, and most configuration options. However, some features require Bluetooth: lock calibration, local mode switching, changing Wi-Fi networks, and the electronic deadlock.

5. Why does my lock status appear incorrect?

Please recalibrate the lock, either in app settings or via Settings > Remote Management > Lock Calibration.

6. How do I control the B50 in HomeKit?

You will need a Hub (M3, M100, G5). Connect the B50 to the hub in settings, then bind the hub to HomeKit using the Matter code.

7. Why did bridging the B50 to Homekit via the M3 fail?

When bridging via the M3 to HomeKit, select 'third-party ecosystem' to get the Matter QR code for binding. Do not directly select HomeKit or Apple Home. The M3 integrates

the B50 into HomeKit via the Matter ecosystem.

8. How do I control the B50 via the Matter ecosystem?

You will need a Hub (M3, M100, G5). Connect the B50 to the hub in settings, then bind the hub to the Matter ecosystem using the Matter code.

9. Why is the lock status inconsistent between third-party Matter apps and Aqara App?

Due to network issues, third-party Matter lock statuses might lag. If it doesn't refresh for a while, unlock the lock locally and update the status. If issues persist, email us for support in collaborating with third-party optimization.

10. What certifications and tests has the B50 passed?

- 1) FCC, IC, CE RED, RCM
- 2) 100,000 sets of auto-locking/unlocking tests

11. What should I do if the door lock feels stiff or hard to turn after installation?

- 1) Open the battery cover and dial cover, and remove the battery.
- 2) Rotate the dial quickly to check if it's locking and unlocking smoothly, if you feel any jamming, unscrew and remove the back panel.
- 3) Check if the connector cable is rubbing against the cylinder tailpiece, excessive friction can affect the lock's performance and drain the battery faster.
- 4) Check to see if the tailpiece is placed in the center of the deadbolt hole; if not, reposition the mounting plate to make sure that the tailpiece is in the center.
- 5) If the issue persists, check whether the door opening size meets specifications and whether the door frame is level with the lock. Also ensure the deadbolt hole matches the required size for the lock.
- 6) If the tailpiece is bent and prevents normal unlocking, please contact our customer service center for assistance.

12. How to connect the B50 to Google or Alexa?

Use the Aqara App, go to Settings -> Other Platforms -> Google or Alexa binding

13. Can I replace the lock cylinder by myself?

Yes. The back of the external lock face has a screw, and the cylinder can be replaced after removing it.

14. What kind of lock body does the B50 use?

The B50 is equipped with a 60/70mm deadbolt.

15. How do I reset the B50?

Open the battery cover, hold the reset button for 3+ seconds, and follow the voice instructions to reset the lock after admin verification.

16. Does the B50 sense when the door is open, closed, locked, and unlocked?

The B50 currently only detects lock status, such as locked, unlocked, and lock failure.

17. What types of doors are compatible with the B50?

The B50's cylinder fits most wooden doors with a thickness of 35mm–55mm.

18. Is the B50 limited to specific door-opening directions?

The B50 supports all door-opening directions, including left/right and inward/outward.

19. Is the B50 waterproof and can it be used outdoors?

No. The B50's front panel (keyboard) is IPX3-rated and not recommended for outdoor use.

20. What are the operating temperature and humidity ranges for the B50?

-35°C to 66 °C and 0% RH to 93% RH. Temperature or humidity beyond this operating range may affect lock use.

21. How is the B50 powered?

It is powered by 4 LR6 AA Batteries.

22. How long is the battery life of the B50?

The battery lasts up to 6 months (at 25°C, with 5 password entries and 5 Wi-Fi operations per day). Actual battery life may vary depending on use and your router.

23. What should I do if the B50 runs out of power?

- 1) If you are outside, you can supply power to the lock through the emergency USB-C charging port at the button of the outer panel.
- 2) If you are inside, directly replace the LR6 AA batteries.

24. Is there any way to improve battery life?

Yes, switch to "Local Mode" in settings and turn off Wi-Fi to extend battery performance.

25. How many ways can I unlock the B50?

The B50 supports 8 ways of unlocking:

- 1) Password (ordinary, one-time, periodic)
- 2) Aqara Home (Bluetooth, Remote)
- 3) Google Home / Google Assistant (Remote)
- 4) Amazon Alexa/ Alexa (Remote)
- 5) Unlock by integrating with the Aqara G4 doorbell
- 6) Mechanical Key
- 7) Matter unlock (After binding M3/M100/G5)

*Siri/Google Assistant/Alexa voice control is supported. Siri requires both an Apple Hub and an Aqara Hub, while Google Home and Alexa can work without a hub.

26. What should I do if the keyboard on the B50 is locked due to repeated verification failures?

After repeated verification failures, the lock can still be controlled through apps or unlocked with the mechanical key. After a few minutes, all verification functions return to normal. You also can change the settings through the Aqara Home app.

27. When do I need to use the mechanical key for the B50?

The mechanical key is usually used for emergency situations when the lock cannot be unlocked by normal verification methods (password/mobile app). It is recommended to

keep the key in a safe place outside the home.

28. How many sets of passwords can the B50 support?

The B50 supports up to 75 passwords at the same time, including ordinary and scheduled passwords. In addition, up to 8 sets of one-time passwords can be generated per hour.

29. How many digits are needed in the passwords for the B50? Are anti-peep passwords supported?

Passwords must be 6 to 10 digits long. The lock also supports anti-peep passwords for up to 20 digits total, including the actual 6–10 digit password. Anti-peep passwords allow you to add random digits before or after your real password to prevent others from obtaining your password while you're entering it.

30. Does the B50 support one-time passwords?

Yes, a temporary one-time password can be generated through the Aqara Home app.

31. Does the B50 support periodic passwords?

Yes, a periodic password for a specified timespan (e.g. 10am-2pm) and a specified period (e.g. every Monday) can be configured in the Aqara Home app. This type of password can unlock the door during a designated time period.

32. What wireless connection protocols does the B50 use?

The B50 uses Bluetooth 5.3 and Wi-Fi 2.4GHz

33. Can the B50 be connected to multiple mobile phones at the same time?

Since Bluetooth usually supports a 1-to-1 connection, the B50 can only be connected to one mobile phone at a time.

34. What are the admin permissions for the B50 and how to set them?

The first person to add the B50 lock to the Aqara Home app becomes the initial administrator. This admin account is required to access the local settings mode on the lock. Additional admin accounts can be added through the Aqara Home app by the initial

admin.

35. How many accounts can the B50 support?

The B50 supports up to 50 accounts: 50 admin accounts OR 49 ordinary accounts and one admin account.

36. Why does Wi-Fi unlocking fail even though the device is shown as online?

An unstable network connection may cause the unlock command to fail. Please check the Wi-Fi signal strength or use alternative unlocking methods such as Bluetooth or fingerprint.