



1. How do I find resources to help me install the lock?

- 1) Download the Aqara Home app, enter the Smart Lock U400 page, and complete the installation following the instructions.
- 2) Scan the QR code for the installation video on the user manual
- 3) Scan the QR code for the detailed installation instructions on the electronic user manual.
- 4) Contact our customer service.

2. What to do if the door lock's action is not smooth after installation?

- 1) Open the battery cover and remove the battery.
- 2) Rotate the knob and check if the locking and unlocking runs smooth, if you feel any jamming, unscrew and remove the back panel.
- 3) Check to see if there is any interference between the connector cable and the tailpiece - excessive friction may affect the door lock's functionality and reduce its battery life.
- 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 problem still lingers, check to see if the door opening size meets requirements, and if the door frame's opening is on the



same level as the door lock. Make sure that the deadbolt hole meets the door lock's requirements.

6) In the case that the tailpiece curves, restricting normal unlocking, please contact our customer service center.

3. What types of doors are the Aqara Smart Door Lock U400 compatible with?

The lock cylinder of the Aqara Smart Door Lock U400 is compatible with most wooden doors on the market, whose thickness is between 35mm - 55mm. For 38mm door holes, only hollow doors meet the installation requirements. Otherwise, we recommend enlarging your door hole to 54 mm for the best installation experience.

For more information, you can visit the Amazon product page for the U400 or contact our customer service for assistance.

4. Is the Aqara Smart Door Lock U400 limited to specific door-opening directions?

No. The Aqara Smart Door Lock U400 supports all door-opening directions, including left/right and inward/outward.

5. Can I replace the lock cylinder by myself?

Disassembling the Smart Lock U400 is construed as your agreement to waive the maintenance service of Aqara. If this is acceptable, take the following steps:



1) Loosen the screw of the front lock and take out the original lock cylinder.

2) Buy a new lock cylinder in the same size as the original one, then replace the original with the new one.

Note: The lock cylinder used for the U400 is a less common specification and is not the same as Schlage cylinders. Please ask a locksmith has a check if they have a suitable replacement

6. Is this a Wi-Fi-enabled smart lock?

No, it does not. The Smart Door Lock U400 supports the Thread protocol, which is more stable than Wi-Fi and has a longer battery life.

7. What should I do if there is a problem with the door lock's locking process?

1) In the Aqara Home app, enter Smart Lock U400 page, then enter 「Settings>Door Lock Calibration」 and follow the instructions to recalibrate the door lock's angle. Or you can remove the battery cover and press the set button to enter the door lock local settings, Verify the administrator credentials and then press '5' to enter door lock calibration. Then follow the voice prompts to recalibrate the lock.

2) Check again to see if the door lock is correctly installed.



3) If the problem still lingers, please contact our customer service center.

8. What wireless connection protocols does the Aqara Smart Door Lock U400 use?

The Aqara Smart Door Lock U400 uses Bluetooth 5.2, Thread (Matter 1.4), NFC and UWB

9. What certifications and tests has Smart Lock U400 passed?

- 1) FCC Certification
 - 2) MFi Certification
 - 3) Matter Certification
 - 4) Thread Certification
 - 5) IP65 Certified
 - 6) BHMA Grade 3 Certified
 - 7) RCM Certification
 - 8) RSM Certification
 - 9) IMDA Certification
 - 10) IC Certification
- etc.



10. Is the Aqara Smart Door Lock U400 waterproof and can it be used outdoors?

The Aqara Smart Door Lock U400 front panel (Keyboard) is IP65 waterproof, but the indoor panel can only be used indoors.

11. What is the working temperature and humidity for the Aqara Smart Door Lock U400?

Operating Temperature: $-18^{\circ}\text{C} \sim 55^{\circ}\text{C}$ ($-0.4^{\circ}\text{F} \sim 131^{\circ}\text{F}$)

Charging Temperature: $0^{\circ}\text{C} \sim 40^{\circ}\text{C}$ ($32^{\circ}\text{F} \sim 104^{\circ}\text{F}$)

Operating Humidity: 0 ~ 93% RH, no condensation.

Temperature or humidity beyond the working range may affect normal lock use.

12. What materials are the Aqara Smart Door Lock U400 made from?

Depends on the different models of Smart Lock U400.

For Model DL-D06E & DL-D16E, the touch panel is made of matte PC + PET, providing superior transparency. The outdoor panel is made of Aluminium alloy with spray coating, providing increased hardness. The indoor panel is made of plastic and the knob is made of Aluminium alloy providing effective protection from scratches and residue.



13. What kind of lock body does the Aqara Smart Door Lock U400 use?

The Aqara Smart Door Lock U400 is equipped with a 60/70mm deadbolt.

14. What kind of lock cylinder does the Aqara Smart Door Lock U400 use?

The Aqara Smart Door Lock U400 is equipped with an alloy mechanical lock cylinder.

15. Is UWB technology secure?

UWB adopts the Scrambled Timestamp Sequence (STS) under the IEEE 802.15.4z standard, an industry standard promoted by the FiRa Consortium. During UWB ranging, your phone sends short, timestamped signals that are encrypted with a key shared only between your phone and the lock. Only authorized devices can decrypt this data and read the timing information, which makes it extremely difficult for attackers to spoof UWB signals or trick the lock into opening.

16. Is there a step-by-step setup for UWB unlocking?

Scan the QR code on the user manual or packaging to watch the installation video, or you can contact our customer service.



17. Are there any compatibility requirements or things to know before using UWB unlocking?

Supported ecosystems: Currently, UWB unlocking is supported only in Apple Home. As Aliro rolls out, this convenience will extend to more devices across different ecosystems.

The Apple home key integrates with the Ultra-Wideband (UWB) technology to provide a seamless, secure, privacy-preserving unlocking experience. No tap, no code, just approach, the lock will unlock seamlessly with centimeter-level accuracy. You can also choose your preferred approach direction to unlock with more convenience in Apple Home app. And to avoid accidental unlocking, simply disable the unfavourable direction.

Compatibility Requirements for Apple Home:

Control of this accessory requires a Thread-enabled home hub such as Apple TV 4K, HomePod (2nd generation), HomePod mini, or a compatible third-party Thread border router running the latest software. Hands-free unlock with home key is available with Apple Watch Series 6 and later, excluding Apple Watch SE, running watchOS 11.5 or later and iPhone 11 and later, excluding iPhone SE (2nd and 3rd generation) and iPhone 16e, running iOS 18.5 or later. Tap to unlock with home key is available for iPhone XS and later running iOS 17.1 or later and Apple Watch Series 4 and later running watchOS 10.1 or later.



18. Can my family members also use UWB, and how do I set it up for them?

After you finish setting up the Smart Lock U400 in the Apple Home app, simply invite your family members to your Home as Residents or Guests. Once they accept the invitation and join your Home, they can setup their own home key to the lock and enjoy hands-free unlock with Apple home keys feature.

*Note: A thread enabled home hub such as Apple TV 4K, HomePod (2nd generation), HomePod mini running the latest software is required.

19. How do I enable UWB unlocking on my iPhone?

During connecting your lock to the Apple Home app, you'll see an option to enable Express Mode. By enabling it, you are able to use Hands-Free Unlock with Apple home keys feature, which powered by UWB technology.

You can also toggle on "Unlock on Approach" feature of Express Mode in the "Wallet" app:

1. Open the "Wallet" app on your iPhone.
2. Find your home key for the door lock.
3. Go to the settings page and switch "Unlock on Approach" on or off.

Note:



1. To enjoy hands-free unlock with Apple home keys, the "Unlock on Approach" feature must be enabled.
2. Please check the compatibility information in FAQs, installation video and User manual.

20. Do UWB-enabled wearables work for unlocking?

Yes. Apple Watch can also use hands-free unlock with Apple home keys. The feature is available with Apple Watch Series 6 and later (excluding Apple Watch SE) running watchOS 11.5 or later.

21. How do I enable UWB unlocking on my Apple Watch?

After the lock is bound to your iPhone and a home key is created, an Apple Watch which is signed in with the same Apple ID will automatically sync the home key.

Please make sure the Apple Watch you want to use for Hands-Free Unlock with Apple home keys is logged in with the same Apple ID as the iPhone used to bind the lock.

You can still open the Wallet app on your Apple Watch to turn the Unlock on Approach feature on or off.

Notes:

1. Synchronization may take some time to complete.



2. To use Hands-Free Unlock with Apple home keys, Unlock on Approach must be enabled.

3. Bluetooth must be turned on to use this feature.

4. Please check the compatibility information in the FAQs, installation video, and user manual to ensure your device is compatible.

22. UWB unlocking does not respond or function as expected.

Checkpoints

1. Check whether the UWB indicator lights up when you approach the lock at close range.

2. Go to Settings > Bluetooth and check the list of connected devices to see whether “Aqara U400” is connected.

If it is not connected, try the following:

1. Check the battery level of the door lock. UWB is available only when the battery is above 8%.

2. Open the Apple Wallet app, go to your U400 home key settings, and toggle Unlock on Approach off and then back on.

3. Tap the keypad to wake up the lock.

4. Approach the lock again and check whether the UWB indicator lights up and the door unlocks successfully.



Note: Make sure Bluetooth is enabled on your iPhone or Apple Watch.

23. Why does the UWB indicator on the front lock light up?

If the UWB indicator changes from steady green to steady yellow, the battery level has dropped below 20%—please recharge soon. The UWB feature will automatically be disabled when the battery level falls below 8%. This helps extend the lock's usage time and gives you enough time to recharge, preventing any inconvenience.

24. Can multiple UWB-enabled devices connect to the lock at the same time?

Yes. The lock supports up to five UWB devices performing ranging at the same time.

25. Does it unlock only when I am on the outside, and not from inside the home?

With precise UWB positioning, the lock can tell whether you're inside or outside. Indoor movement will not trigger unlocking, keeping your home secure.



26. Why did the door unlock unexpectedly when I was walking inside, and how can I fix it?

If part of your indoor space (e.g., garage) extends to the "outside" relative to your lock. The lock may mistakenly think you are approaching from outside and unlock.

How to fix it:

1. Open the Apple Home app and find the lock's Approach Direction settings.
2. Identify which approach direction corresponds to that extended indoor area and disable that direction.

27. How do I use the UWB feature if my home has two doors near each other (a dual-door setup)?

If your smart lock is installed on the outermost door in a dual-door setup, we recommend turning on Dual Door Mode in the device settings in the Aqara Home app. This helps improve efficiency of UWB recognition.

If your lock is not installed in a dual-door scenario, we do not recommend enabling this feature.

28. Can UWB signals be spoofed, relayed, or hacked?

UWB are naturally resistant to relay or replay attacks. If attackers try to intercept and forward the signal (a relay attack), the added



delay becomes noticeable, and the lock will recognize that the sender is too far away — so the lock won't open.

29. Can UWB unlocking detect the direction I approach from, or does it only measure distance?

UWB can detect both distance and direction. With Angle of Arrival (AoA) algorithm, the lock knows not only how far you are, but also which direction you're coming from. This helps the lock understand your movement, so it will not accidentally unlock when you walk pass it. Only unlocks when you are truly at the door.

30. How to use remote control?

Aqara Home users: Bind the door lock to an Aqara Thread-enabled Matter Controller(e.g., Hub M3) to use remote features.

Third-party Matter ecosystem users: Need to have a Thread-enabled Matter Controller of the desired ecosystem to achieve remote control.

31. How to connect Smart Lock U400 to Matter ecosystems?

To connect this Matter over Thread device, you will need a Thread-enabled Matter Controller of the desired ecosystem.

First Matter ecosystem binding:

1. Remove the battery cover on the inner panel.



2. Press the set button once to enter the lock pairing mode and scan the Matter Setup QR Code on the inner panel to add your lock in a third-party app.

32. What should I do if I cannot pair with a third-party Matter ecosystem?

1. Check whether the ecosystem you want to pair with has a Matter controller that supports both Matter and Thread. You can contact our customer service or check the product's Amazon detail page for confirmation.
2. Ensure that IPv6 is enabled on your local wireless network before connecting this Matter-enabled device to your smart home. IPv6 is necessary for Matter ecosystem connection.
3. Make sure your phone and Thread Border Router are under the same Wi-Fi network.
4. Bluetooth must be enabled during the binding process.
5. We recommend keeping the distance between the lock and a Thread-enabled Matter controller within 5 meters. If there are obstacles (such as a wall) between them, keep the distance within 3 meters.
6. Before pairing, please press the device's set button.
7. If the device is already paired with a Matter ecosystem, you need to generate a new Matter code from the already paired ecosystem for pairing. For example, if you have paired it with an Aqara hub, you can go to the Matter settings page in the U400 Aqara app and generate a new Matter code.



8. Please try clearing the Matter data and re-pairing: press the device's set button, press 4 to clear the Matter data, and then attempt to pair again.

9. If the above steps do not work, please contact our customer service for assistance.

33. Which Thread-enabled Matter Controllers support binding to the Smart Lock U400?

As of December 2025

Supported Aqara Thread-enabled Matter Controllers:

- 1) Aqara Hub M3
- 2) Aqara Hub M100
- 3) Aqara Hub M200
- 4) Aqara Doorbell Camera Hub G410
- 5) Camera Hub G5 Pro

Supported Third-Party Thread-enabled Matter Controllers:

You can find more information on the product's Amazon detail page, or you can contact our customer service.

More devices will be supported in 2026. Stay tuned.



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

No, the door lock functions can be used normally without a hub in Aqara Home app, such as adding fingerprints, setting scheduled users, and using gyroscope-based auto-lock. You can add the door lock via Bluetooth to the Aqara Home app by scanning the Aqara Pairing Code on the lock.

Note: Most features must be set locally via a direct Bluetooth connection, while one-time passwords can be generated remotely."

However, to access the full set of features such as remote control and automations, a Thread-enabled Matter Controller of the desired ecosystem is required.

35. Can this product connect directly to HomeKit or other Matter-enabled ecosystems?

Yes, you can directly connect Smart Lock U400 to a third-party Matter ecosystem without connecting the Aqara Home app by scanning the Matter pairing code on the door lock. To connect Smart Lock U400, you will need a Thread-enabled Matter Controller of the desired ecosystem. For example, if you want to connect this lock to the Apple Home app, a Thread-enabled home hub such as Apple TV 4K, HomePod (2nd generation), HomePod mini running the latest software is required.

Note: Unique Aqara Home features such as Night Latch mode, Auto-Lock settings and more will be unavailable to you.



36. Do I only need an Aqara Thread-enabled Matter Controller to connect the lock to other ecosystems and use their features?

No. A single Aqara Thread-enabled Matter controller is not sufficient to fully use the door lock in Multi-ecosystems. The Aqara Thread-enabled Matter controller allows you to use remote features and generate a Matter pairing code in the Aqara Home app. However, to bind the lock to a third-party ecosystem and use ecosystem-specific functions (such as remote control, automation, or voice control), you must have a Thread-enabled Matter controller supported by that ecosystem.

37. No response or failed binding when scanning the Aqara pairing code to add the door lock

Press the Set button once to ensure your door lock is in pairing mode, and then scan the setup code to add your door lock to the corresponding ecosystem.

Note:

1. Ensure bluetooth and network are enabled on your device.
2. If the problem persists, reset the lock by pressing the door lock reset button for 5 seconds and then try again.
3. If the above steps do not work, please contact our customer service for assistance.



38. What happens if the Smart Lock U400 is offline?

If the U400 is not connected to a hub, it will show as offline once Bluetooth is disconnected.

If the U400 is connected to a hub but still shows offline, please try the following steps:

Restart the devices:

1. Unplug the hub's power source and wait for several seconds, then plug it back in to restart the hub.
2. Remove the lock's battery and wait for several seconds, then reinsert it to restart the door lock.

Update to the latest software:

Check that both the door lock and the hub are running the latest software versions.

39. Why is the door status not displayed after binding the Aqara Matter Controller?

The current version supports door status display only when connected via Bluetooth.

40. How many ways can I unlock the Aqara Smart Door Lock U400?

The Aqara Smart Door Lock U400 supports 9 ways of unlocking:



- 1) Fingerprint
- 2) Password (ordinary, one-time, scheduled)
- 3) NFC & Tap to Unlock with Apple home keys
- 4) UWB: Hands-free Unlock with Apple home keys
- 5) Automation
- 6) Voice Control (Alexa / Siri)
- 7) Remote
- 8) Bluetooth
- 9) Mechanical key

*Supported features may vary with the bound ecosystems.

*Aqara Home app supports Bluetooth short-range unlocking.

*Aqara Home app, HomeKit, Google Home, Amazon Alexa, Samsung SmartThings, and Home Assistant support remote unlocking, on condition that there is a connected Thread-enabled Matter Controller of the desired ecosystem.

*Currently only Apple Home supports UWB unlocking feature which is Hands-free unlocking with Apple home keys.

*Siri/Alexa voice control is effective, but an Apple Home Hub is required for Siri and an Amazon Alexa Hub is required for Alexa.



41. When do I need to use the mechanical key for the Aqara Smart Door Lock U400?

The mechanical key is usually used for emergency situations when the lock cannot be unlocked by normal verification methods (fingerprint/password/mobile app/NFC/HomeKey). It is recommended to keep the key in your car or office, just in case.

42. How many sets of passwords or other unlock methods can the Aqara Smart Door Lock U400 support?

Aqara User Credentials

Supported types: Fingerprint, Password, NFC Device

Fingerprint:

Per user limit: 10

Total limit: 50

Password:

Per user limit: 2

Total limit: 75

Password length: 6–10 digits

NFC Device:

Per user limit: 2

Total limit: 25



Total number of users: 100

Matter User Credentials

Password: Limit: 35, Password length: 4–8 digits

NFC Device: Limit: 35

UWB Device: Limit: 20

Total number of users: 20

43. What is the passcode length for the Aqara Smart Door Lock U400, and does it support phantom passwords?

The Aqara Home app supports 6- to 10-digit lock passwords, while third-party Matter ecosystem apps support 4- to 8-digit lock passwords. Phantom passwords are supported, up to a total of 20 digits (including 6-10 digits of a lock password). The phantom password function adds arbitrary numbers before or after a lock password to prevent peeping from intruders when you enter the password.

44. Does the Aqara Smart Door Lock U400 support one-time passwords?

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



A maximum of 8 one-time passwords can be created within the same time period.

If the current time is 18:38, no more than 8 one-time passwords can be created before 18:50, as each one-time password remains valid for up to 20 minutes.

For Example:

A password created at 18:00 will expire at 18:20.

A password created at 18:03 will also expire at 18:20.

One-time password users are counted toward the total number of users.

45. Does the Aqara Smart Door Lock U400 support scheduled passwords?

Yes, a scheduled password for a specified timespan (e.g. 10am-2pm) and a specified period (e.g. every Monday) can be set up with the Aqara Home app, when the app is connected to the lock via Bluetooth OR remotely (Aqara Thread-enabled Matter Controller required). This type of password can unlock the door during a designated time period.

46. Can the Aqara Smart Door Lock U400 be unlocked by voice control?

The Aqara Home app does not support voice control.



Apple Home (HomeKit) supports Siri voice unlocking.

You will need both cellular internet access and the lock must be connected to an Apple Thread-enabled Home Hub (such as a HomePod mini).

Amazon Alexa supports Alexa voice unlocking.

An Alexa Thread-enabled Matter Controller with internet access is required.

A preset voice unlock password must also be configured.

47. Can the Aqara Smart Door Lock U400 be unlocked remotely through the mobile app?

Yes, through the Aqara Home app and third-party ecosystems.

1) Aqara Home app: Click the open button in the app. The door lock needs to be connected to an Aqara Thread-enabled Matter Controller (e.g. Hub M3) at home.

2) Third-party ecosystems: To connect Smart Lock U400, you will need a Thread-enabled Matter Controller of the desired ecosystem



48. Does the Smart Lock U400 offer alerts for 'unlocked' or 'door not closed' conditions?

Yes. Please bind the door lock to the Aqara Home app and configure the settings under Voice & Sound Settings. The 'Door Unlocked Alert' and 'Door Not Closed Alert' are disabled by default.

49. What can I do if the keyboard of the Aqara Smart Door Lock U400 is locked due to repeated verification failures?

The lock will be disabled for 30 minutes by default. During the lockdown, the lock can be controlled through apps (Aqara Home/Apple Home/Google Home/Alexa) OR unlocked with a mechanical key. After 30 minutes, all verification functions return to normal. You can also change the setting through the Aqara Home app.

50. How can the Aqara Smart Door Lock U400 be unlocked via Bluetooth locally through the mobile app?

Install the Aqara Home app on your phone and add the lock to it. Press the unlock icon on the home page to unlock it via Bluetooth.

Note: Bluetooth must be enabled during the binding process.



51. How do I reset the Aqara Smart Door Lock U400?

Open the rear battery compartment cover at the rear of the lock; press and hold the reset key for 5 seconds; follow voice prompts and the lock will be reset after admin permissions are verified.

52. After the Auto Locking function is enabled, the locking position deviates. How to solve this?

1) In the Aqara Home app, enter your lock page, then enter 「Settings>Door Lock Calibration」 and close the door manually while indoors and keep the lock unlocked, then press the start button to recalibrate the door lock's angle. Or you can remove the battery cover on the inner panel, press the set button once to enter door lock setup mode, click "5" and follow the voice prompts to calibrate the door lock.

2) After the calibration, open the door, close it from inside and then lock it. This will ensure the lock can correctly detect the door status.

3) Test if it auto-locks at the correct position.

Note: After a firmware OTA update, restarting the lock, or completing calibration, open the door, close it from the inside, and then lock it to ensure the lock can correctly detect the door status.



53. Why does the door status show as 'Unknown,' and how can I fix it?

After a firmware OTA update, restarting the lock, or completing calibration, the lock will enter unknown state. Please open the door, close it from the inside, and then lock it to ensure the lock can correctly detect the door status.

54. What is admin permission for the Aqara Smart Door Lock U400 and how to set it?

The initial admin account is set when the lock is added to the Aqara Home app for the first time. The initial admin account can add more admin accounts in the Aqara Home app via a direct Bluetooth connection.

*If the lock only connects to Matter ecosystem, the admin credential is not required to enter the lock setup mode.

55. What other types of permissions are supported besides the admin permission, on the Aqara Smart Door Lock U400?

In the Aqara Home app, there are ordinary permissions, temporary permissions and admin permissions. Ordinary users are permitted to use normal unlocking functions. The temporary permissions are only permitted to use a temporary passcode to unlock



56. How are firmware updates delivered (OTA via Matter controller/cloud), and can updates be scheduled or rolled back?

You can update the lock's firmware via Bluetooth OTA using the Aqara Home app, or Matter OTA using the Apple Home app.

Updates cannot be scheduled or rolled back.

Note: During the update, the lock may not function normally. Please carry your key just in case.

57. What should I do if the Aqara Smart Door Lock U400 runs out of power?

When the lock battery level drops below 20%, the Smart Lock U400 will alert users in advance.

1) If you are outside, simply plug in a power bank or any phone that supports USB-C to USB-C charging at the front lock emergency USB-C port to power the lock.

2) If you are inside, you can charge the lock through the USB-C port on the bottom of the inner panel. We recommend using a power bank for charging. Alternatively, you can remove the Li-ion battery and charge it separately via the USB-C Charging Port on the battery itself.



58. How long is the battery life of the Aqara Smart Door Lock U400?

The average battery life is up to 6 months, but varies according to different working environments and conditions. Battery performance declines under low-temperature environments. Battery life was measured by the Aqara laboratory, and simulated with 10 door openings and 10 auto-lockings a day, under 25°C.

59. How do I add the Apple home key function?

After setting up Smart Lock U400 in the Home app, a home key will be added to the Wallet app. You are able to toggle the home key features in the home key setting page for easy and secure access to your home using your iPhone or Apple Watch.

Requirements:

A Thread-enabled home hub is needed to control this accessory, such as an Apple TV 4K, HomePod (2nd generation), HomePod mini, or a compatible third-party Thread border router running the latest software.

Hands-free unlock with home key is supported on Apple Watch Series 6 and later (excluding Apple Watch SE) running watchOS 11.5 or later, and on iPhone 11 and later (excluding iPhone SE 2nd/3rd generation and iPhone 16e) running iOS 18.5 or later.



Tap to unlock with home key is available on iPhone XS and later running iOS 17.1 or later, and on Apple Watch Series 4 and later running watchOS 10.1 or later.

60. How do I use Tap to Unlock with Apple home key?

The Apple home key is a virtual door key based on Apple's NFC technology. You can manage its settings in the Wallet app under U400 home key page.

By toggling the Tap to Unlock feature:

When disabled: You will be required to verify your identity using Face ID or your device passcode before the door can be unlocked by tapping your iPhone or Apple Watch to the lock's NFC sensing area.

When enabled: No additional authentication is required. Simply tap your iPhone or Apple Watch on the lock's NFC sensing area to unlock the door instantly.

Power reserve feature:

With power reserve, you can still use home keys on your iPhone for hours after your iPhone needs to be charged.

Note: Tap to Unlock feature in the express mode must be enabled.



61. How do I share my Apple home key?

With a connected Thread-enabled home hub such as Apple TV 4K, HomePod (2nd generation), HomePod mini running the latest software, you can invite other Apple users to join the household of users in the Apple Home app. Once they join, they can set up their own home keys to unlock the door.

Note: If you are unable to invite other users, or if they cannot access all lock features, please contact our customer service for assistance.

62. How do I set fingerprints on the Aqara Smart Door Lock U400?

Method one:

Install the Aqara Home app, after the lock is added and connected to the app, set the fingerprint according to app prompts.

Method two:

Enter the local settings on the lock by pressing the set button once. In the setup menu, press 1 to add user. Then you can follow the voice prompts to add a user's fingerprint and password.

63. What if the U400 indicates an unsuccessful fingerprint entry?

If the Aqara Smart Door Lock U400 indicates an unsuccessful fingerprint entry, make sure that the finger used for the fingerprint is dry and the fingerprint is not damaged substantially. It takes



seven times to collect a complete fingerprint. Please fully press the finger on the identification area and try to change the input angle according to the voice/Aqara Home app prompts (avoid repeated inputs at the same angle). For a better unlocking experience, it is recommended to enter the print of the thumb of the commonly used hand.

64. Why do fingerprint verifications of the Aqara Smart Door Lock U400 fail?

Please make sure the finger is not stained or wet, press the finger fully onto the identification area, and try again. If repeated failure results in fingerprint verification being locked out, use a password, delete the old fingerprint on the Aqara Home app, and set up a new one. Multiple groups of fingerprints can be set to avoid verification failure due to problems on a single finger.

65. Why are the fingerprints of children or elderly more likely to fail the verification?

The fingerprint module unlocks after identifying, comparing, and verifying the collected fingerprint pattern. The success rates of fingerprint unlocking are affected by an elder's fingerprint wear and children's shallow/incomplete fingerprint patterns. Password, NFC/HomeKey and UWB unlocking are recommended in such cases.