



What hubs work with the Aqara Smart Lock U100?

To bind the Aqara Smart Lock U100, you'll need an Aqara Zigbee 3.0 hub. The compatibility list is G2H Pro Camera Hub, G3 Camera Hub, E1 Hub, M1S Hub, M1S Gen 2 Hub, M2 Hub.

What is the maximum communication distance between the Aqara Smart Lock U100 and the hub?

The communication distance between the Aqara Smart Lock U100 and the hub can reach 275-393 inches when separated by a wall; when separated by multiple walls, it is recommended to connect as close as possible.

How to install the Aqara Smart Lock U100? Is there an installation video?

- 1) Scan the QR code for the installation video on the user manual.
- 2) Scan the QR code for the detailed installation instructions on the electronic user manual.
- 3) Download the Aqara Home app, Go to the accessory section>Add accessory>Select the Smart Lock U100, and complete the installation following the instructions.



What certifications and tests has Smart Lock U100 passed?

- 1)FCC
- 2)Tested to BHMA Grade 3
- 3)HomeKit Certification
- 4)CA65
- 5)IP65, 200,000 sets of auto locking/unlocking tests

After the Auto Locking function is enabled, the locking position is deviated. How to solve it?

- 1)In Aqara Home app, enter the Smart Lock U100 page, then enter [Settings >] >User Guide>Door Lock Detection and Door Lock Calibration to recalibrate the door lock's angle.
- 2)Close and lock the door manually indoors, then wait for 3 s, by when the door lock will recalibrate its angle; then unlock and test it.



What is the solution when the door lock is found not smooth after the installation?

- 1) Open the battery cover and knob cover, and remove the battery.
- 2) Rotate the knob quickly to check if it is effortless to lock and unlock, 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 cylinder 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 Deadbolt door lock's requirements.
- 6) In the case that the tailpiece curves, causing failure to unlock normally, please contact our customer service center.



If there is a problem with the door lock's locking process. How to solve it?

1) In Aqara Home app, enter the Smart Lock U100 page, then enter [Settings >] > User Guide > Door Lock Detection and Door Lock Calibration to recalibrate the door lock's angle.

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

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

How to bind Smart Lock U100 with Google or Alexa?

Please scan the QR code in the User Manual to obtain the installation video for Google or Alexa binding, then follow the guidelines.



Can I replace the lock cylinder by myself?

Your disassembly of Smart Lock U100 is construed as your agreement to waive the maintenance service of Aqara. If it's acceptable, take the following steps:

1) Take out the original lock cylinder.

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

What materials are the Aqara Smart Door Lock U100 made from?

The touch panel is made of matte IML, providing superior transparency. The outdoor panel is made of zinc alloy with frosted coating, providing increased hardness. The indoor panel is made of plastic and covered by metallic coating, providing effective protection from scratches and residue.

What kind of lock body does the Aqara Smart Door Lock U100 use?

The Aqara Smart Door Lock U100 is equipped with a 60/70mm deadbolt.



What kind of lock cylinder does the Aqara Smart Door Lock U100 use?

The Aqara Smart Door Lock U100 is equipped with an alloy mechanical lock cylinder. Our locks have been tested to the same requirements as BHMA Class 3.

How do I reset the Aqara Smart Door Lock U100?

Open the rear battery compartment cover at the rear of the lock; press and hold the reset key under the battery compartment for over 3 seconds; follow voice prompts and the lock will be reset after admin permissions are verified.

Is the Aqara Smart Door Lock U100 aware of my door's closing and locking state?

The Aqara Smart Door Lock U100 currently only supports lock status detection, including locked, unlocked, and lock failure. Future OTA may support door status detection, please pay attention to Aqara updates.



What types of doors are the Aqara Smart Door Lock U100 compatible with?

The lock cylinder of the Aqara Smart Door Lock U100 is compatible with most wooden doors on the market, whose thickness is between 35mm - 55mm.

Is the Aqara Smart Door Lock U100 limited to specific door-opening directions??

No. The Aqara Smart Door Lock U100 supports all door-opening directions, including left/right and inward/outward.

Is the Aqara Smart Door Lock U100 waterproof and can it be used outdoors?

The Aqara Smart Door Lock U100 front panel (Keyboard) is IP65 waterproof, but the indoor panel can only be used indoors.

What is the working temperature and humidity for the Aqara Smart Door Lock U100?

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



How is the Aqara Smart Door Lock U100 powered?

It is powered by 4 LR6 AA Batteries.

How long is the battery life of the Aqara Smart Door Lock U100?

The average battery life is 8 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 with LR6 AA batteries, and simulated with 8 door openings and 8 auto-lockings a day, under 25°C.

What should I do if the Aqara Smart Door Lock U100 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.



Will the Aqara Smart Door Lock U100 be unlocked by a Tesla Coil?

No, the Aqara Smart Door Lock U100 is well-designed to defend itself from electromagnetic interference and has undergone rigorous electromagnetic compatibility tests. Tesla Coil is a type of ultra-high voltage discharge equipment. Its electromagnetic induction may damage precision electronic devices within a certain radius, but it does not affect the normal operation of the Aqara Smart Door Locks.

What can I do if the keyboard of the Aqara Smart Door Lock U100 is locked due to repeated verification failures?

The keyboard will be not be locked due to successive password/fingerprint/NFC verification failures by default for now. However, it will be locked down in the future OTA. Within these few minutes, the lock can be controlled through apps (Aqara Home/Apple Home/Google Home/Alexa) OR unlocked with a mechanical key. After a few minutes, all verification functions return to normal. Your also can change the setting through Aqara Home app.



How many ways can I unlock the Aqara Smart Door Lock U100?

The Aqara Smart Door Lock U100 supports 9 ways of unlocking:

Fingerprint

Password (ordinary, one-time, periodic)

HomeKit / Siri (Bluetooth, Remote, Apple Home Key)

Aqara Home (Bluetooth, Remote)

Google Home / Google Assistant (Remote)

Amazon Alexa/ Alexa (Remote)

NFC Card (Aqara and Mifare M1 Card)

Integration unlock via Aqara G4 doorbell

Mechanical Key

*Aqara Home app and HomeKit support Bluetooth short-range unlocking.

*Aqara Home app, HomeKit, Google Home and Alexa support remote unlocking, on condition that there is a supporting Aqara gateway at home.

*Siri/Google Assistant/Alexa voice control is effective, but an Apple Hub is required for Siri and an Aqara gateway is required for Google Home and Alexa.



When do I need to use the mechanical key for the Aqara Smart Door Lock U100?

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.

How many sets of passwords can the Aqara Smart Door Lock U100 support?

The Aqara Smart Door Lock U100 supports up to 75 passwords at the same time, including ordinary and temporary periodic passwords. In addition, up to 8 sets of one-time passwords can be generated per hour.

Does the Aqara Smart Door Lock U100 support one-time passwords?

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



How many digits are the passwords of the Aqara Smart Door Lock U100? Is phantom password supported?

6- to 10-digit lock passwords are supported. Phantom passwords are supported, up to a total of 20-digits (including 6-10 digits of a lock password). Phantom password function adds arbitrary numbers before or after a lock password to prevent peeping from intruders when you enter the password.

Does the Aqara Smart Door Lock U100 support periodic passwords?

Yes, a periodic password for a specified timespan (e.g. 10 am-2 pm) 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 hub required and enable Remote unlock function on the Aqara Home app). This type of password can unlock the door during a designated time period.



How many fingerprints does the Aqara Smart Door Lock U100 support?

The Aqara Smart Door Lock U100 supports up to 50 fingerprints.

How do I set fingerprints on the Aqara Smart Door Lock U100?

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

What if the Aqara Smart Door Lock U100 prompts unsuccessful fingerprint entry?

If the Aqara Smart Door Lock U100 prompts 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 better unlocking experience, it is recommended to enter the print of the thumb of the commonly used hand.



Why do fingerprint verifications of the Aqara Smart Door Lock U100 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.

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 serious fingerprint wear and children's shallow/incomplete fingerprint patterns. Password and NFC/HomeKey are recommended in such cases.



What about the tailing-resistance function of the Aqara Smart Door Lock U100?

After unlocking the door, many traditional electronic locks of other brands will have their latch bolt relocked five to ten seconds later. During this period, intruders can open the door by pressing the handle, which is a security risk. Aqara Smart Door Lock U100 can detect the door is closed and automatically locks immediately, preventing intruder unlocking and tailing effectively.

What wireless connection protocols does the Aqara Smart Door Lock U100 use?

The Aqara Smart Door Lock U100 uses Bluetooth 5.0 and ZigBee3.0.

Why does the Aqara Smart Door Lock U100 use Bluetooth 5.0?

Bluetooth 5.0 provides increased connection speed, stability, and power efficiency.



Can the Aqara Smart Door Lock U100 be connected to multiple mobile phones at the same time?

Since Bluetooth usually supports a 1-to-1 connection, the Aqara Smart Door Lock U100 can only be connected to one mobile phone at a time.

How can the Aqara Smart Door Lock U100 be unlocked via Bluetooth locally through the mobile app?

Install the Aqara Home app on your phone and add the lock to it. Click the unlock icon on the home page of the app and then press the handle to unlock it. With the lock added to the Aqara Home app, it can also be added to HomeKit and unlocked via Bluetooth.



Can the Aqara Smart Door Lock U100 be unlocked remotely through the mobile app?

Yes, the Aqara Smart Door Lock U100 can be unlocked remotely through the mobile app.

Aqara Home app: Click the open button in the app. The door lock needs to be connected to an Aqara Hub at home.

HomeKit: Click the open button in the app or use Siri voice control. The door lock needs to be connected to an Apple Hub at home. (HomePod/iPad/Apple TV).

Google Home/Amazon Alexa: click the button in the app or use the voice control, and provide the preset unlocking password. The door lock needs to be connected to an Aqara Hub at home.



Can the Aqara Smart Door Lock U100 be unlocked by voice control?

Yes, the Aqara Smart Door Lock U100 can be unlocked by voice control.

The Aqara Home app does not support voice control.

HomeKit supports Siri voice unlocking; in short range, Bluetooth and cellphone internet access are required; remotely, cellphone internet access and lock connection to an Apple Home Hub (HomePod/iPad/Apple TV) are required. Google Home/Alexa supports OK Google/Alexa voice unlocking; the Google Assistant/Amazon Alexa device requires internet access, a preset unlocking password is required, and the door lock should be connected to an Aqara Hub at home.



What is admin permission for the Aqara Smart Door Lock U100 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 admin account is required to enter the local setting mode. The initial admin account can add more admin accounts on the Aqara Home app.

What other types of permissions are supported beside the admin permission, on the Aqara Smart Door Lock U100?

In the Aqara Home app, there are ordinary permissions and admin permissions. Ordinary users are permitted to use normal unlocking functions.

How many accounts does the Aqara Smart Door Lock U100 support?

The Aqara Smart Door Lock U100 supports up to 50 accounts: 50 admin accounts OR 49 ordinary accounts and one admin account.



How do I add the Apple Home Key function?

First, a system with an iPhone iOS 15 or higher or an Apple Watch OS 8 or higher is required. After adding the Aqara Smart Door Lock U100 to HomeKit, a virtual door card (an Apple Home Key) will be generated in the Apple Wallet. If your Apple Watch is used at the same time, the door card will be copied to the wallet app of your Watch.

How do I use Apple Home Key?

Apple Home Key is a virtual door card based on Apple NFC technology, which supports standard and shortcut modes. In standard mode, open the Apple Wallet, select the door card, and move the iPhone/Watch close to the NFC identification area of the door lock for verification and unlocking. In shortcut mode, HomeKit will actively prompt the user whether to set the door card on shortcut. The user can start the shortcut mode after verifying the Face ID or password. In shortcut, the user needs to unlock the iPhone/Watch and move the device close to the NFC identification area of the door lock for verification and unlocking.



How do I share my Apple Home Key?

You can invite other Apple users to join the family of users on the HomeKit app. Other users, after joining, will have a copy of the door card automatically generated in their Wallet.