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Aqara Smart Door Lock U50 – FAQ

What hubs work with the Aqara Smart Lock U50?

To bind the Aqara Smart Lock U50, you'll need an Aqara Zigbee 3.0 hub. The list of compatible hubs includes the G2H Pro Camera Hub, G3 Camera Hub, E1 Hub, M1S Hub, M1S Gen 2 Hub, and M2 Hub.

How do you install the Aqara Smart Lock U50? Is there an installation video?

1. Download the Aqara Home app, locate the Aqara Smart Lock U50 page, and follow the instructions to complete the installation.
2. Scan the QR code in the user manual to access the installation video.
3. Scan the QR code in the electronic user manual for detailed installation instructions.

What kind of latch does the Aqara Smart Lock U50 use?

The Aqara Smart Lock U50 is equipped with a 60/70 mm deadbolt.

What kind of lock cylinder does the Aqara Smart Lock U50 use?

The Aqara Smart Lock U50 features an alloy mechanical lock cylinder, tested to meet BHMA Class 3 standards.

What wireless connection protocols does the Aqara Smart Lock U50 use?

The Aqara Smart Lock U50 utilises Bluetooth 5.0 and Zigbee 3.0.

Why does the Aqara Smart Lock U50 use Bluetooth 5.0?

Bluetooth 5.0 provides improved connection speed, stability, and energy efficiency.

Can the Aqara Smart Lock U50 connect to multiple mobile phones simultaneously?

No, Bluetooth generally supports a one-to-one connection. Therefore, the Aqara Smart Lock U50 can only connect to one mobile phone at a time.

How can the Aqara Smart Lock U50 be unlocked via Bluetooth using the mobile app?

1. Install the Aqara Home app on your phone and add the lock to the app.
2. Tap the "Unlock" button on the app's homepage and then press the handle to unlock.
3. Once added to the Aqara Home app, the lock can also be added to HomeKit and unlocked via Bluetooth.

Can the Aqara Smart Lock U50 be unlocked remotely using the mobile app?

Yes, the Aqara Smart Lock U50 can be unlocked remotely through the mobile app:
1. Aqara Home app: Tap the "Unlock" button in the app. The door lock must be connected to an Aqara Hub at home.
2. HomeKit: Tap the "Unlock" button in the app or use Siri voice control. The door lock must be connected to an Apple Hub (HomePod/iPad/Apple TV).
3. Google Home/Amazon Alexa: Tap the button in the app or use voice control and provide the preset unlocking password. The door lock must be connected to an Aqara Hub at home.

Can the Aqara Smart Lock U50 be unlocked using voice control?

Yes, the Aqara Smart Lock U50 can be unlocked via voice control:
- The Aqara Home app does not support voice control.
- HomeKit: Siri can unlock the door lock:
    - For short-range unlocking, Bluetooth and mobile internet access are required.
    - For remote unlocking, mobile internet access and a connection to an Apple Home Hub (HomePod/iPad/Apple TV) are required.
- Google Home/Alexa: Voice unlocking is supported. The Google Assistant/Amazon Alexa device requires internet access, a preset unlocking password, and the door lock must be connected to an Aqara Hub at home.

What is the solution when the Aqara Smart Lock U50 operates un-smoothly after installation?

1. Open the battery and knob covers, then remove the battery.
2. Rotate the knob quickly to check if it is smooth to lock and unlock. If it feels stuck, unscrew and remove the back panel.
3. Check if there is friction between the connector cable and the cylinder tailpiece. Excessive friction may affect the lock's functionality and reduce battery life.
4. Ensure the tailpiece is centred in the deadbolt hole. If not, adjust the mounting plate to centre it.
5. If the problem persists, verify that the door opening size meets requirements and that the door frame's opening aligns with the lock. Ensure the deadbolt hole matches the lock's specifications.
6. If the tailpiece is bent, causing unlocking issues, contact the customer service centre.

After enabling the Auto Locking function, the locking position deviates. How can it be fixed?

1. Open the Aqara Home app, locate the Smart Lock U50 page, then click Settings > User Guide and follow the recalibration instructions.
2. Manually close and lock the door from indoors, wait for three seconds, and the lock will recalibrate. Then, unlock and test it.

What if there is a problem with the locking process?

1. Open the Aqara Home app, locate the Smart Lock U50 page, then click Settings > User Guide and follow the recalibration instructions.
2. Ensure the door lock is correctly installed.
3. If the issue remains unresolved, contact customer service.

How do I bind the Aqara Smart Lock U50 to Google or Alexa?

Scan the QR code in the user manual to watch the installation video for Google or Alexa binding, and follow the provided guidelines.

How do I bind the Smart Lock U50 to other Matter ecosystems?

1. Purchase an Aqara Hub compatible with Matter and bind the lock to the hub in the Aqara Home app.
2. Follow the hub's instructions and scan the Matter QR code of the Aqara Hub within the Matter ecosystem app.
3. Once successfully added, you can control the lock within the Matter ecosystem. However, note that functionality within Matter is still under development. For the best experience, it is recommended to use the Aqara Home app.

Can I replace the lock cylinder myself?

Disassembling the Aqara Smart Lock U50 voids its maintenance service. If you accept this:
1. Loosen the screw on the front lock and remove the original lock cylinder.
2. Purchase a replacement cylinder of the same size and install it.

Note: The lock cylinder used in the U50 is of an uncommon specification and not the same as a Schlage cylinder. Consult a locksmith to verify compatibility.

What is the Aqara Smart Lock U50 made of?

- Touch panel: Made from matte IML, providing excellent transparency.
- Outdoor panel: Constructed from zinc alloy with a frosted coating for increased hardness.
- Indoor panel: Made from plastic with a metallic coating, offering protection against scratches and residue.

How do I reset the Aqara Smart Lock U50?

1. Open the rear battery compartment cover.
2. Press and hold the reset button under the battery compartment for over three seconds.
3. Follow the voice prompts, and the lock will reset after verifying admin permissions.

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Can the Aqara Smart Lock U50 detect my door's status?

Currently, the lock only supports status detection for locked, unlocked, and lock failure. Future firmware updates may support door status detection. Please monitor Aqara updates.

What types of doors are compatible with the Aqara Smart Lock U50?

The lock is compatible with most wooden doors with a thickness between 35 mm and 55 mm.

Is the Aqara Smart Lock U50 limited to specific door-opening directions?

No, the lock supports all door-opening directions.

How long is the battery life of the Aqara Smart Lock U50?

The average battery life is 8 months, but it varies according to different working conditions. Battery performance declines in 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 per day, under 25°C.

What should I do if the Aqara Smart Lock U50 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 bottom of the outer panel.
2. If you are inside, simply replace the LR6 AA batteries.

Will the Aqara Smart Lock U50 be unlocked by a Tesla Coil?

No, the Aqara Smart Lock U50 is well-designed to defend itself from electromagnetic interference and has undergone rigorous electromagnetic compatibility tests. A 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 Lock U50.

What are the ways to unlock the Aqara Smart Lock U50?

The Aqara Smart Lock U50 supports 8 ways of unlocking:

1. Password (Ordinary, One-time, Periodic)
2. HomeKit/Siri (Bluetooth, Remote, Apple Home Key)
3. Aqara Home (Bluetooth, Remote)
4. Google Home/Google Assistant (Remote)
5. Amazon Alexa/Alexa (Remote)
6. NFC Card (Aqara and Mifare M1 Cards)
7. Integration unlock via Aqara G4 doorbell
8. Mechanical Key

- Aqara Home app and HomeKit support Bluetooth short-range unlocking.
- Aqara Home app, HomeKit, Google Home, and Alexa support remote unlocking, provided there is a supporting hub at home.

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

What can I do if the keyboard of the Aqara Smart Lock U50 is locked due to repeated verification failures?

The keyboard will not be locked due to successful password/NFC verification failures by default for now. However, it will be locked down in the future via 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. You can also change the setting through the Aqara Home app.

When do I need to use the mechanical key for the Aqara Smart Lock U50?

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

How many sets of passwords can the Aqara Smart Lock U50 support?

The Aqara Smart Lock U50 supports up to 75 passwords at the same time, including ordinary and temporary periodic passwords. Additionally, up to 8 sets of one-time passwords can be generated per hour.

How many digits are the passwords of the Aqara Smart Lock U50? Is phantom password support available?

Passwords of 6 to 10 digits are supported. 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 when you enter the password.

Does the Aqara Smart Lock U50 support one-time passwords?

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

Does the Aqara Smart Lock U50 support periodic passwords?

Yes, a periodic password for a specified time span (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 (hub required). The door can be unlocked with this type of password during a designated time period.

What's the trailing-resistance function of the Aqara Smart Lock U50?

After unlocking the door, many traditional electronic locks of other brands will have their latch bolt re-locked five to ten seconds later. During this period, intruders can open the door by pressing the handle, whereas the Aqara Smart Lock U50 ensures security by preventing such access.