How to connect to third-party Matter ecosystems? What capabilities does Aqara Advanced Bridge function offer?

1. Using Hub with Aqara Advanced Bridge functionality (Aqara Hub M3/Hub M2/Hub M1S/Hub M100/Hub E1, Aqara Camera Hub G5 Pro/Camera Hub G3/Doorbell Camera Hub G410), you can connect to third-party Matter ecosystems, such as Apple Home, Google Home, Alexa, Samsung SmartThings, Home Assistant, Homey;

2. Taking Home Assistant as an example, go to Settings — Devices & services — Add integration — Add matter device — Scan QR code, and scan the Hub's Matter QR code (found in the hub manual or Aqara home app —Settings — Device page — Expose to Matter);

3. Through the Aqara Advanced Bridge function, Aqara scenes or private functions can be bridged to third-party Matter ecosystems.

How do I connect the Aqara Hub M100 with the app?

Please follow the steps below:

Step 1: If this is your first use, please connect the M100 Hub to a USB port; when the yellow light starts to flash, the M100 Hub enters pairing mode.

Step 2:

> Open the Aqara Home app

> Click + in the upper right corner>click “Add Accessory”

> Click the Hub M100 after searching, verify the router information

> Click next, and wait for the connection to be successful.

Step 3: If the network environment of the Hub M100 changes, please re-pairing the Hub M100, you can connect it to a USB A port again, long press the button for 10 seconds until the yellow light flash, and repeat the step 2.

What is the difference between the Aqara hub M100 and the Aqara Hub E1?

1. M100 is a Matter Controller and Thread Border Router (BR), support connecting to ZigBee and Thread sub-devices, while E1 only supports connecting ZigBee sub-devices.

2. M100 supports automatic device discovery and network access via Bluetooth, the E1 does not.

3. M100 does not support Wi-Fi relay function, but E1 does.

How many sub-devices can the Aqara Hub M100 support?

The Aqara Hub M100 supports simultaneous connection of ZigBee and Thread devices. The recommended maximum total number of connected devices is 40, with a maximum of 20 ZigBee devices.

Notes:

1. Currently, the Aqara Hub only supports connecting to Aqara Zigbee sub-devices and does not support connecting to third-party Zigbee sub-devices;

2. To view the number of sub-devices bound to the gateway, browse Aqara Home app — Hub´s device page — Sub-devices.

What if the Aqara Hub M100 fails to connect to Wi-Fi?

Please follow the steps below:

1. Keep the phone close to the Hub and make sure the Hub is blinking yellow.

2. If your Wi-Fi router enable "Multi-band steering" function, please try to disable this function and connect the Hub M100 to 2.4GHz Wi-Fi.

3. If it is a router for business, disable the "forbid sending mDNS to wireless clients" setting.

4. Try with another Wi-Fi or creating a Wi-Fi hotspot with a phone can be even better, so you can know whether the pairing failed because the previous Wi-Fi signal is weak.

5. If the pairing has failed after multiple attempts, you may need to restart your phone to clear the memory cache.

Where can the Aqara Hub M100 be installed and used?

The Aqara Hub M100 can be installed in a standard USB A port with an output power greater than 2.5W (5V/0.5A), such as a wall socket, power strip, power adapter, electrical appliance, etc. with a USB power supply port.

What is the connection distance between sub-devices and the Aqara hub M100? Can it go through walls?

The operating distance between a sub-device and the Aqara hub M100 may vary depending on the indoor environment. In most home settings, it is recommended that the distance between a sub-device and the hub does not exceed 10 meters, with no more than two concrete walls in between to ensure stable connectivity.

How to add Zigbee child devices to the Aqara hub M100?

1. ZigBee child devices must be connected to the Aqara Home app through the Hub. When connecting, select the Hub to bind according to the APP’s instructions;

2.If you need to switch to a different gateway for a ZigBee sub-device, please remove the ZigBee sub-device from the Aqara Home app first, then add it again and re-select the Hub for it to be bound to

3. In the Aqara Home APP, you can go to the Aqara Hub devices setting page>Child devices and view the list of Child devices bound to the Hub.

Why are child devices often offline from the Aqara M100 hub?

1. It may be too far from the hub M100, or there may be a metal obstruction in the way of the signal. Try to bring the device closer to the hub and avoid any metal obstructions;

2. The battery of the sub-device may be depleted and needs to be replaced. Tip: To ensure optimal performance, please upgrade the device firmware promptly to maintain compatibility and stable communication between devices.

How to identify child devices of the same type bound to the same hub?

You can look up the device's information log to distinguish devices; also, when adding devices, it is recommended to distinguish them according to the installation location or usage on the app and rename the devices.

Can the Bluetooth child devices connect to this Aqara hub M100?

This device does not support adding Bluetooth sub-devices.

Why can't Wi-Fi smart devices be added to the Aqara hub M100?

1. Wi-Fi devices connected to the app communicate through a local area network (LAN) built around the router and hub to achieve smart interaction within the network. Alternatively, they connect to the cloud via the router, and the cloud sends execution commands to the corresponding Wi-Fi devices based on the set smart scenes.
2. The working principle of Wi-Fi devices determines that it can achieve interconnection through the above two methods, and it does not need and cannot connect to the hub.

Why don't I need to scan the QR code on the Aqara M100 when binding it to Aqara Home?

Unlike the Hub M3, the M100 does not support eMMC storage and is not defined as a security device. There is no need to scan the QR code on the device through the Aqara Home App to complete device binding.

Does the Aqara hub M100 support any alarm functions?

The Aqara hub M100 has no built-in speakers or buzzers, and does not have any local audio alarms on the hub. However, alarm functions can be created by configuring an automation and linking sub-devices to the hub.

What is Accidental Removal Protection for the Aqara hub M100? How do I use it?

This feature prevents an accidental device network reset caused by accidental operations on the device's function button (e.g., long pressing the function button for 10 seconds), which could result in the device going offline. After enabling the accidental removal protection feature, the device can only be unbound via the app (if the device is connected to the network normally).

You can enable this feature through the "accidental removal protection " option in Aqara Hub M100 device settings in the Aqara Home app.

What is Ark Technology?

Ark Technology is a distributed, multi-layered local disaster recovery technology within the Aqara Smart Home System. Currently, Ark Technology has been updated to version 2.0. It includes local hub automation capabilities, central hub local automation capabilities, multiple hub backup switching, and proxy hub disaster recovery. It can provide disaster recovery protection against potential unexpected failures or issues across various levels such as cloud servers, external communication networks, routers, central hubs, and hubs. This ensures the maximum effort to maintain local automation and scene execution, enhancing the reliability and stability of the Aqara Smart Home System.

What are the disaster recovery capabilities of the proxy hub?

When Aqara hub products (i.e. Ark Smart Hub M3, Hub M2, Camera G3, etc. with hub functions) fail or are powered off, Zigbee devices that have been connected to the hub and can act as a proxy hub, and will be responsible for some basic local automation and scene execution.

What devices are currently supported as proxy hubs?

There are the Aqara overseas version Aqara devices that support work as proxy hub, please make sure that the device with the latest firmware
Aqara Ceiling Light T1M
Aqara Smart Wall Switch H2 EU version
Aqara Dual Relay Module T2

What are the precautions for proxy hub disaster recovery?

1. Because the disaster recovery of the proxy hub involves coordination between different devices in the system, the firmware of the devices (including hub firmware, proxy hub firmware, and firmware of other Zigbee Router devices) need to be updated to the latest version to have suitable coordination capabilities.
If the firmware of some devices are not the latest and do not have the coordination capabilities of the Ark proxy hub technology, the

triggering and execution of some automation scenarios by the proxy hub may fail.
2. In addition, as a disaster recovery method in extreme cases, the proxy hub disaster recovery technology can only support some simple automation conditions and actions (such as single-clicking a switch, turning on a device, turning off a device, etc.), and may not be able to support some complex automations.

When the Hub’s network connection is disconnected, why can some smart scenes still be executed but others cannot?

1. The execution methods of smart scenes are divided into cloud execution and local execution. Manually executed smart scenes are always cloud-executed, while automatically executed smart scenes can have their execution method viewed in the "More Settings" section of the smart scene.
2. For smart scenes executed in the cloud, the signal sensed by the triggering device needs to be uploaded to the cloud through the network, and the cloud will then send the corresponding control command to the execution device. Therefore, once the hub is disconnected from the network, the smart scene cannot be executed;
3. In the locally executed smart scene, the triggering device will send the sensed signal to the hub, and the hub will send the corresponding control command to the execution device via Bluetooth, Zigbee or LAN. Therefore, even if the router cannot connect to the external network, as long as the communication

connection between the hub and the execution device is normal, the smart scene can still be executed.

Why can't the Aqara hub M100and its child device devices be remotely controlled after being connected to HomeKit?

After adding the Aqara device to the Apple Home app, you will also need to install a HomePod or Apple TV (tvOS 11.0 or later) that has been set as a home Hub to achieve remote control. For specific operations, please refer to the Apple Home app.

Why can't some Child devices be found in the Home app?

When the Aqara hub M100 was added to the Home app, only child devices that support HomeKit function can be displayed in the Home app.