

Can the Aqara Camera G100 connect to 5G Wi-Fi?

The Aqara Camera G100 only supports connection to 2.4GHz Wi-Fi and supports 2.4GHz Wi-Fi 6 protocol.

Does the Aqara Camera G100 have the ability to connect to Zigbee and Thread sub-devices?

The Aqara Camera G100 does not have Hub functionality and does not support connecting to sub-devices.

What power adapter specifications are required for the Aqara Camera G100?

The Aqara Camera G100 requires a power adapter with DC 5V/1A output. And the the charging adapter not included in the box.

Can users purchase power cables to power the Aqara Camera G100?

Yes, Aqara Camera G100 uses a standard USB-C TO USB-C power cable for power supply. Users can choose a power cable of the same specification with an appropriate length according to the installation location. The maximum recommended length should not exceed 5m.

What is the Aqara Camera G100's IP rating?

Aqara Camera G100 supports an IP65 waterproof and dustproof rating.

Can you turn on the spotlight while infrared black-and-white night vision is enabled?

No, the infrared black-and-white night vision mode and the full-color night vision mode with spotlight are mutually exclusive. Only one night vision mode can be used at a time.

What is the effective fill light distance of spotlight?

The effective fill light distance of the spotlight at night is 5 meters, and it is capable of recognizing human figures.

What is the maximum capacity of the MicroSD card supported by the Aqara Camera G100?

The Aqara Camera G100 supports MicroSD cards with a maximum capacity of 512GB and supports the exFat and FAT32 formats.

Does the Aqara Camera G100 support NAS and RTSP functions?

The Aqara Camera G100 supports NAS and RTSP functions.

What is the purpose of the cable concealment hole on the base?

When wall-mounting or ceiling-mounting this product, if you wish to hide the power cable, you can use a tool to pry open the cable concealment cover and thread the power cable through the hole to hide it within the wall or ceiling. Please ensure the Camera G100 is connected to the network before installation.

Why is the Aqara Camera G100 picture always blurry after connecting to the Apple Home App?

After the Aqara Camera G100 is connected to the Apple Home App, it will automatically adapt the picture clarity and frame rate according to the current network connection quality. When the network connection is poor, the picture quality and frame rate will automatically decrease; when the network recovers, the picture quality and frame rate will automatically improve. So when the picture quality is poor, you need to improve the network connection of the Aqara Camera G100.

Why isn't the maximum resolution of the Aqara Camera G100 clarity 1296p?

After connecting the Aqara Camera G100 to the Apple Home app, the maximum resolution is restricted to 1080p due to limitations on the HomeKit platform.

2) If the Aqara Camera G100 is only connected to the Aqara Home app, it can support up to 1296p resolution. However, once it is also added to HomeKit, the resolution in the Aqara Home app will be restricted to 1080p as well, due to hardware encoding limitations.

Why is my network connection unstable?

Please ensure that the distance between the Aqara Camera G100 and the Wi-Fi router is within a straight-line distance of 10 meters for the best connection stability (Note: No obstructions such as walls, doors, windows, etc.) When the network is unstable, the resolution of Apple Home may be reduced, and Aqara Home may experience lag in the highest resolution mode.

What are the free and paid cloud storage options? Is any cloud storage included?

Free cloud storage: 1 day for the first 6 months, 12 hours from months 7 to 24. After 24 months, free storage ends.

Paid option: HomeGuardian subscription provides 90-day cloud storage. A free 30-day HomeGuardian trial while using CH-C08E or a free 90-day HomeGuardian trial while using CH-C08D is included with your purchase.

Which smart home ecosystems are supported?

Supporting Apple Home (1080P while using HomeKit), Google Home, Alexa, SmartThings and even Home Assistant via RTSP protocol.

Do all ecosystems support automatic triggering of spotlight?

Apple Home, Google Home, Alexa can, but SmartThings, IFTTT, Home Assistant cannot.

How loud is the siren on the G100 Camera G100?

The built-in siren reaches 93dB (Level measured at 4-inch/10-cm distance)

What does Anti-Theft Lock do?

When the Anti-Theft Lock Mode is enabled, users will not be able to disconnect the device from an account by quickly pressing the device's function key 10 times. The device owner must actively delete the device from their App before it can be connected to another account again. This can prevent the device from being maliciously stolen outdoors and still being used illegally.