



Aqara Camera G100 Select – FAQ



What is the camera's IP rating?

The camera has an IP65 rating, making it both dustproof and waterproof, suitable for outdoor use.

What type of power adapter does the camera need?

The camera requires a DC 5V/1A power adapter.

Can I use my own power cable with the camera?

Yes. The camera uses a USB-C to USB-C power cable. You can choose a cable of the same specification and suitable length for your setup. For best performance, the cable length should not exceed 5 metres.

Can the white light be switched on while using infrared night vision?

No. Infrared black-and-white night vision and full-colour night vision with white light are separate modes, so only one can be active at a time.

What is the effective range of the white light at night?

The white light has an effective range of up to 5 metres and can clearly recognise human figures within this distance.



Does the camera work with 5GHz Wi-Fi?

The camera supports 2.4GHz Wi-Fi only, including the 2.4GHz Wi-Fi 6 protocol.

Can the camera connect to Zigbee or Thread sub-devices?

No. The camera does not function as a hub and does not support Zigbee or Thread sub-device connections.

What is the maximum MicroSD card size supported?

The camera supports MicroSD cards up to 512GB capacity.

Does the camera support NAS and RTSP?

Yes, the camera supports both NAS storage and RTSP streaming.

What is the cable concealment hole on the base for?

When wall- or ceiling-mounted, the cable concealment hole allows you to hide the power cable inside the wall or ceiling for a tidier finish. Make sure the camera is connected to your network before installation.

Why does the picture look blurry in the Apple Home app?

When connected to Apple Home, the camera automatically adjusts video quality and frame rate depending on network conditions. If the connection is poor, the quality may temporarily drop. Once the network improves, the image will return to higher quality.

Why can't I get the maximum 1296p resolution?

- When the camera is connected to the Apple Home app, the resolution is limited to 1080p due to HomeKit platform restrictions.
- If used only with the Aqara Home app, the camera supports up to 1296p resolution. However, if it is also connected to HomeKit, the resolution in both apps will be restricted to 1080p because of hardware encoding limitations.