



## Aqara Hub M100 – FAQ



### How do I connect the Aqara Hub M100 to the app?

Just follow these simple steps:

If this is your first time using the Hub M100, plug it into a USB port. Once the yellow light begins flashing, the hub is in pairing mode.

1. Open the Aqara Home app
2. Tap the '+' icon in the top-right corner, then select "Add Accessory"
3. Choose "Hub M100" from the list
4. Confirm your Wi-Fi details and tap "Next"
5. Wait for the connection to complete

If your network settings change, simply re-pair the Hub by pressing and holding the button for 10 seconds (until the yellow light flashes), then repeat Step 2.

### What's the difference between the Aqara Hub M100 and the Hub E1?

- The M100 supports both Zigbee and Thread sub-devices and acts as a Matter controller and Thread Border Router. The E1 only supports Zigbee devices.
- The M100 allows for automatic device discovery and network access via Bluetooth; the E1 does not.
- The E1 includes Wi-Fi relay functionality, which the M100 does not.

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

The M100 supports up to 40 sub-devices, with a maximum of 20 Zigbee devices. It can connect Zigbee and Thread devices simultaneously.

### What should I do if the Aqara Hub M100 won't connect to Wi-Fi?

Try the following:

1. Ensure your phone is close to the Hub and that the Hub's light is flashing yellow.
2. If your router uses "multi-band steering", try disabling it and connect to a 2.4GHz network.
3. For business routers, disable the "Forbid sending mDNS to wireless clients" setting.
4. Try using a different Wi-Fi network or a mobile hotspot to test the connection.
5. If you've tried multiple times, restarting your phone may help by clearing cached memory.



### Where can I install and use the Aqara Hub M100?

You can install the M100 in any standard USB-A port with output power over 2.5W (5V/0.5A), such as on wall sockets, power strips, adaptors, or USB-enabled appliances.

### What's the maximum connection distance between the Hub M100 and its sub-devices?

Distance depends on your home's layout. For best performance, keep devices within 10 metres of the hub and avoid more than two concrete walls between them.

### How do I add Zigbee devices to the Hub M100?

The Hub M100 only supports Aqara Zigbee devices. Here's how to add them:

1. Use the Aqara Home app to add devices and select the Hub during setup.
2. If you want to switch a Zigbee device to a different Hub, remove it from the app first, then re-add it.
3. To check connected devices, go to the Hub settings in the app and tap "Child Devices".

### Why do some child devices keep going offline?

Common reasons include:

- The device is too far from the Hub or there's a metal object blocking the signal. Try repositioning it.
- The battery may be low – replace it if needed.

Tip: Keep firmware up to date for best performance and reliability.

### How can I tell which identical child device is which?

Check the device logs or, even better, name each device in the app based on its location or function when setting it up.

### Can I connect Bluetooth devices to the Hub M100?

No, the Hub M100 does not support Bluetooth sub-devices.

### Why can't I add Wi-Fi devices to the Hub M100?

Wi-Fi devices communicate via your router or the cloud, not directly through the Hub. Because of this, they can't be added to the Hub M100.

### Why don't I need to scan a QR code to add the Hub M100?

Unlike the Hub M3, the M100 doesn't have eMMC storage and isn't classified as a security device. So, QR code scanning isn't needed during setup.



## Does the Hub M100 support alarm functions?

While the Hub M100 doesn't have a built-in speaker or buzzer, you can set up alarm-style automations by linking it with other Aqara devices.

## What is Accidental Removal Protection and how do I enable it?

This feature stops the Hub from being reset accidentally via a long press on its button. When enabled, the Hub can only be unbound through the app.

To turn it on, go to the device settings in the Aqara Home app and enable “Accidental Removal Protection”.

## What is Ark Technology?

Ark Technology (now version 2.0) is Aqara’s smart home disaster recovery system. It provides local automation, hub backup, and scene execution—even during network or cloud failures—keeping your smart home running smoothly.

## What happens when a Hub fails? Can another device take over?

Yes! If your main Hub (e.g., Hub M3, M2, or Camera G3) fails or loses power, proxy Hubs can take over and continue running basic automations locally.

## Which devices can act as proxy Hubs?

The following Aqara devices (overseas versions) can act as proxy Hubs, provided their firmware is up to date:

- Aqara LED Strip T1
- Aqara Ceiling Light T1M
- Aqara Dual Relay Module T2

## What should I keep in mind when using proxy Hub recovery?

Ensure all relevant devices have the latest firmware to support coordination between Hubs.

Proxy Hubs are designed for basic automations (like switching on/off devices). More complex scenes may not be supported.

## Why do some smart scenes still work when the Hub loses network connection, but others don't?

Smart scenes either run via the cloud or locally:

- Manually triggered scenes run through the cloud, so they won't work without internet.
- Automatically triggered scenes may run locally if supported, meaning they can still work even if your router is offline—provided the Hub can still talk to the devices via Zigbee, Bluetooth, or LAN.



### Why can't I control the Hub M100 remotely via HomeKit?

To use remote control with Apple Home, you'll need a HomePod or Apple TV (running tvOS 11.0 or later) set as a Home Hub. Check the Apple Home app for setup steps.

### Why can't I see all my child devices in the Home app?

Only Aqara devices that support Apple HomeKit will appear in the Apple Home app. If a child device doesn't support HomeKit, it won't be visible there.  
o, for seamless integration.