Aqara Smart Door Lock D100 – FAQ

What materials is the Aqara Smart Door Lock D100 made from?

- The touch panel is made of IML (In-Mould Labelling), which ensures superior transparency.
- The remaining parts are made of frosted aluminium alloy, offering increased hardness.
- The fingerprint identification module is covered by glass, providing protection against scratches and residue.

What kind of lock body does the Aqara Smart Door Lock D100 use?

The Aqara Smart Door Lock D100 is equipped with an automatic lock body.

What type of lock cylinder does the Aqara Smart Door Lock D100 use?

It features a true-insert, Class-C mechanical lock cylinder.

What are the advantages of a true-insert compared to a false-insert?

A true-insert lock cylinder is embedded within the lock body, making it more secure. If the front panel is damaged or removed, a mechanical key is required to open the lock. In contrast, a false-insert can be opened without a key when the front panel is damaged or removed.

How do I use the mechanical buttons on the back panel to control the Aqara Smart Door Lock D100?

- First, add the door lock to the Aqara Home app and set an admin fingerprint/password following the prompts.
- Press the setup button on the battery compartment on the rear panel and verify the admin fingerprint/password to enter setup mode.
- Follow the voice prompts to configure settings.

How do I reset the Aqara Smart Door Lock D100?

Open the rear battery compartment, press and hold the reset button for over 5 seconds, and follow the voice prompts. Admin permissions will be required to complete the reset.

What types of doors is the Aqara Smart Door Lock D100 compatible with?

It is compatible with most wooden, metal, and armoured doors with a thickness between 40mm and 80mm. For doors 80mm–120mm thick, contact your local dealer for a longer lock cylinder.

Is the Aqara Smart Door Lock D100 limited to specific door-opening directions?

No, it supports all door-opening directions, including left/right and inward/outward.

Does the Aqara Smart Door Lock D100 support a heavy-duty mortise (overlord) lock body?

No, but the standard lock body can be modified with a specific strike plate to accommodate it.

Does the Aqara Smart Door Lock D100 support a "top-and-bottom hook"?

No, the original top-and-bottom hook must be removed to install the Aqara Smart Door Lock D100.

Is the Aqara Smart Door Lock D100 waterproof and suitable for outdoor use?

No, it is not waterproof and can only be used indoors.

What is the working temperature and humidity range for the Aqara Smart Door Lock D100?

The lock functions between -10℃ to 55℃ and 0% to 93% relative humidity. Conditions outside this range may affect performance.

How is the Aqara Smart Door Lock D100 powered?

It is powered by a 2480mAh lithium battery.

How long does the battery last?

The average battery life is 12 months, depending on usage and environmental conditions. Battery performance may decline in low temperatures.
Testing was conducted in the Aqara laboratory with 10 door openings per day at 25℃.

What should I do if the Aqara Smart Door Lock D100 runs out of power?

- Outside: Supply power through the USB-C charging interface on the outer panel.
- Inside: Remove the lithium battery and charge it using the USB-C charging cable, or charge it directly by connecting the cable to the indoor back panel.

Can the Aqara Smart Door Lock D100 be unlocked by a Tesla Coil?

No, it is designed to resist electromagnetic interference and has undergone rigorous compatibility tests.
Note: A Tesla Coil's electromagnetic induction may damage precision electronic devices within its range but will not affect the lock's normal operation.

What is "cat-eye prevention unlocking"?

This feature prevents unauthorised unlocking via a cat-eye by disabling the indoor button unless the child lock is manually deactivated. It prevents accidental unlocking by children or pets.

What should I do if the keyboard locks due to repeated verification failures?

If verification (password/fingerprint/NFC) fails repeatedly, the keyboard locks for 3 minutes. During this time, use the mobile app (Aqara Home/HomeKit/Google Home) or the mechanical key to unlock. After 3 minutes, normal functions resume.

What is the child lock switch?

The child lock switch prevents accidental unlocking by children or pets. When engaged, unlocking is only possible via the emergency indoor knob or outdoor methods. Adjust the switch to the desired position to enable or disable this feature.

When should I use the mechanical key?

The mechanical key is for emergencies when standard methods (e.g., fingerprint or app) fail. Keep the key in a safe place, such as your car or office.

How many passwords does the Aqara Smart Door Lock D100 support?

Up to 75 passwords, including ordinary, one-time, and periodic passwords.

How many digits are Aqara Smart Door Lock D100 passwords, and is a phantom password supported?

Passwords can be 6–10 digits long. The lock supports phantom passwords of up to 20 digits, which allow arbitrary numbers to be added before or after the correct password to prevent others from seeing the real password.

Does the Aqara Smart Door Lock D100 support periodic passwords?

Yes, the Aqara Home app allows you to set a periodic password for a specific time span (e.g., 10am–2pm) and period (e.g., every Monday). This requires the app to be connected to the lock via Bluetooth or remotely (a hub is required). These passwords enable unlocking during the designated time.

Does the Aqara Smart Door Lock D100 prevent password test unlocking?

Yes. If an incorrect verification method (fingerprint/password/NFC card) is attempted five times consecutively, the lock triggers an alarm with sound and light, temporarily disables verification functions, and sends an alert to the Aqara Home app.

How is the deadbolt engaged on the Aqara Smart Door Lock D100?

When the door is closed, the lock automatically latches and locks itself.

How many ways can the Aqara Smart Door Lock D100 be unlocked?

The lock supports seven unlocking methods:
- Fingerprint
- Password (standard, one-time, periodic)
- HomeKit/Siri (Bluetooth, remote, Apple Home Key)
- Aqara Home app (Bluetooth, remote)
- Google Home/Google Assistant (remote)
- NFC card (M1 card)
- Mechanical key

Note: The Aqara Home app and HomeKit support Bluetooth short-range unlocking. Remote unlocking is supported with an appropriate hub at home. Siri and Google Assistant require an Apple Hub and Aqara Hub, respectively, for voice control.

Why do fingerprint verifications fail on the Aqara Smart Door Lock D100?

Ensure your finger is clean and not too dry. Press the finger fully on the sensor. If failures persist and verification is locked, use a password to access, delete the problematic fingerprint from the Aqara Home app, and register a new one. Registering multiple fingerprints can prevent issues with specific fingers.

What is the tailing-resistance function of the Aqara Smart Door Lock D100?

Unlike traditional electronic locks that relock five to ten seconds after unlocking, the D100 detects when the door is closed and locks immediately. This prevents intruders from opening the door during this vulnerable period.

Can the Aqara Smart Door Lock D100 connect to multiple mobile phones simultaneously?

No, as Bluetooth typically supports one-to-one connections, the lock can only connect to one mobile phone at a time.

Does the Aqara Smart Door Lock D100 prevent fingerprint test unlocking?

Yes, in two ways:
1. A customised algorithm by Swedish Precise Biometrics (PB) eliminates false fingerprint recognition.
2. If five consecutive verification attempts fail, the lock sounds an alarm, disables verification temporarily, and sends an alert to the Aqara Home app.

Why might children's or elderly fingerprints fail verification?

The fingerprint module relies on recognising detailed patterns. Elderly individuals may experience significant fingerprint wear, while children may have shallow or incomplete patterns. In such cases, passwords or NFC cards are recommended.

How many accounts does the Aqara Smart Door Lock D100 support?

The lock supports up to 50 accounts, either 50 admin accounts or 49 standard accounts and one admin account.

How do I add the Apple Home Key function?

Devices running iOS 15 or later or watchOS 8 or later are required. After adding the D100 to HomeKit, a virtual door card (Apple Home Key) is created in the Apple Wallet. If using an Apple Watch, the card is copied to the Watch's Wallet app.

Can the Aqara Smart Door Lock D100 be unlocked by voice control?

Yes:
- Aqara Home app: Voice control is not supported.
- HomeKit: Siri voice unlocking is supported with Bluetooth for short range or with an Apple Hub (HomePod/iPad/Apple TV) for remote access.
- Google Home: Unlocking is supported with a preset password, internet access, and an Aqara Hub at home.

When does the Aqara Smart Door Lock D100 trigger alarms?

Alarms are activated in cases such as:
- The door is left open or improperly latched.
- The lock is tampered with or in an abnormal state.
- Low battery.
- Repeated verification failures.
- The lock is opened in "away mode" using a mechanical key.
- Both the app and local alarms notify users.

What are admin permissions on the Aqara Smart Door Lock D100?

The admin account is created when the lock is first added to the Aqara Home app. Admins can manage settings and add other admin accounts.

What permissions are available besides admin permissions?

In the Aqara Home app, there are two levels of permissions:
- Admin: Full access to settings and management.
- Standard: Access to normal unlocking functions only.

How do I use the Apple Home Key?

Apple Home Key operates as an NFC door card:

- Standard mode: Open Apple Wallet, select the door card, and hold your iPhone/Watch near the lock's NFC area.
- Shortcut mode: After enabling shortcuts in HomeKit, verify via Face ID or password to unlock more quickly.

What wireless protocols does the Aqara Smart Door Lock D100 use?

The lock supports Bluetooth 5.0 and ZigBee 3.0.

Can the lock be unlocked remotely via a mobile app?

Yes, with a supporting hub:
- Aqara Home app: Tap the unlock icon.
- HomeKit: Use the app or Siri voice control.
- Google Home: Use the app or voice control with a preset password.
- 43. How many fingerprints can the lock store?
- Up to 50 fingerprints can be registered.

How do I set up fingerprints?

Two methods:
- Use the Aqara Home app to register fingerprints following on-screen instructions.
- Press the setup button (inside the battery compartment) and follow voice prompts. Ensure the lock is added to the app beforehand.

What if fingerprint registration fails?

- Ensure the finger is clean and fully pressed on the sensor.
- It takes seven scans to register a fingerprint fully. Follow app or voice prompts to adjust angles.
- Register the thumb of your dominant hand for better results.

How can I share the Apple Home Key?

Invite users to your HomeKit family. Once they join, their Wallet app will generate a copy of the door card automatically.

How often should I charge the lock's lithium battery?

When battery levels drop below 20%, the lock will beep, and the Aqara Home app will send an alert. Charge promptly when notified.

How do I unlock the lock locally via Bluetooth?

Install the Aqara Home app, connect the lock, and tap the unlock icon.
The lock can also be unlocked via HomeKit using Bluetooth.

49. Why does the Aqara Smart Door Lock D100 use Bluetooth 5.0?
Bluetooth 5.0 offers faster connection speeds, improved stability, and enhanced power efficiency.