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Aqara ZNMS20LM

Aqara D100 Smart Door Lock

USER MANUAL

1. Introduction

The Aqara D100 Smart Door Lock offers advanced security and convenient keyless entry for your home. Utilizing Zigbee connectivity, it seamlessly integrates with smart home ecosystems like Apple HomeKit and Google Home, providing a modern and secure access solution.

Key Features:

- Secure and convenient keyless entry.
- Zigbee connectivity for reliable smart home integration.
- Sleek and modern design.
- Multiple unlocking methods: fingerprint, keypad, NFC, app, and physical key.
- Integrated alarm system for enhanced security.

2. Product Components

The Aqara D100 Smart Door Lock package typically includes the following components:

- Aqara D100 Smart Door Lock (Front and Rear Panels)
- Mortise Lock Body
- Mounting Hardware (screws, spindles)
- C Batteries (pre-installed or included separately)
- Physical Keys
- NFC Cards (if applicable)
- User Manual and Installation Template



Image: Front and rear panels of the Aqara D100 Smart Door Lock.

3. Setup and Installation

Professional installation is highly recommended for the Aqara D100 Smart Door Lock to ensure proper functionality and security. The product includes an installation service; please refer to your booking slip or scan the QR code provided to schedule an appointment.

Door Compatibility:

Ensure your door meets the following specifications for compatibility:

- **Door Thickness:** 40-120mm.
- **Required Distance for Handle Bar Doors:** Specific measurements for panel width (75mm) and backset (86mm) are crucial.
- **Required Distance for Doors with Ornaments:** Ensure adequate clearance (typically >100mm) from any decorative elements.
- **Swinging Doors:** The lock is compatible with swinging doors, though additional installation kits from third parties may be required.



Image: Door compatibility diagram for Aqara D100 Smart Door Lock, detailing thickness, handle bar, and ornament clearances.

Initial Setup (After Physical Installation):

1. **Download the Aqara Home App:** Search for "Aqara Home" in your device's app store.
2. **Create an Account:** Follow the in-app instructions to register or log in.
3. **Add Device:** In the Aqara Home app, tap the '+' icon to add a new device. Select the Aqara D100 Smart Door Lock from the list.
4. **Pairing:** Follow the on-screen prompts to put the lock into pairing mode and connect it to your Wi-Fi network or Aqara Hub (if applicable).
5. **Configure Settings:** Set up administrator passwords, user fingerprints, and other access methods within the app.



Image: Aqara D100 Smart Door Lock installed on different door types.

4. Operating the Lock

The Aqara D100 Smart Door Lock offers multiple convenient ways to lock and unlock your door:



Image: Close-up view of the Aqara D100 Smart Door Lock's keypad and fingerprint sensor.

- **Fingerprint Unlock:** Place your registered finger on the fingerprint sensor. The lock will unlock if the fingerprint is recognized.
- **Passcode Unlock:** Enter your registered passcode on the keypad, then press the '#' or checkmark button.
- **NFC Card Unlock:** Tap a registered NFC card against the designated NFC reading area on the lock.
- **Aqara Home App Unlock:** Use the Aqara Home app on your smartphone to remotely unlock the door.
- **Apple HomeKit / Google Home:** Integrate the lock with Apple HomeKit or Google Home for voice control and smart home automation.
- **Physical Key Unlock:** In case of emergency or battery depletion, use the provided physical key to manually unlock the door.

Locking the Door:

- The lock typically auto-locks after the door closes.
- You can also manually lock it from the inside by turning the knob or from the outside by pressing the lock button on the keypad.

5. Maintenance

Regular maintenance ensures the longevity and optimal performance of your Aqara D100 Smart Door Lock.

- **Battery Replacement:** The lock uses 1 C battery (7.2 Volts). When the battery level is low, the lock will provide an audible or visual alert. Replace batteries promptly to avoid being locked out.
- **Cleaning:** Wipe the lock's surface with a soft, dry cloth. Avoid using abrasive cleaners or solvents that could damage the finish or electronic components.
- **Software Updates:** Periodically check the Aqara Home app for firmware updates. Keeping the lock's software up-to-date ensures the latest features, security patches, and performance improvements.

6. Troubleshooting

If you encounter issues with your Aqara D100 Smart Door Lock, refer to the following common troubleshooting tips:

- **Lock Not Responding:** Check the battery level. If low, replace the batteries. Ensure the lock is properly installed and all cables are connected.
- **Fingerprint Not Recognized:** Ensure your finger is clean and dry. Re-register your fingerprint in the Aqara Home app if the issue persists.
- **Passcode Not Working:** Double-check the passcode entry. Ensure the keypad is clean and free from debris.
- **Loud Voice Prompts:** The lock's voice prompts can be adjusted or muted in the settings section of the Aqara Home app.
- **Connectivity Issues:** Ensure your Aqara Hub (if used) is powered on and within range. Check your home Wi-Fi network. Restart the lock by removing and reinserting the batteries.
- **Alarm Triggering Unexpectedly:** Check the sensitivity settings for the alarm in the Aqara Home app. Ensure the door is fully closed and latched.

For persistent issues, consult the Aqara Home app's help section or contact customer support.

7. Specifications

Manufacturer	Aqara
Model Number	ZNMS20LM
Colour	Black
Style	Glass finishing
Finish	Powder Coated
Material	Aluminium
Voltage	7.2 Volts
Item Package Quantity	1
Number Of Pieces	2 (Front and Rear Panels)
Special Features	Alarm
Included Components	Batteries
Batteries Required?	No (Batteries included)
Weight	800 Grams
Dimensions (L x W x H)	23 x 15 x 7 cm
Lock Type	Biometric
Recommended Product Uses	Indoor use

8. Warranty and Support

The Aqara D100 Smart Door Lock comes with a manufacturer's warranty. Please refer to the warranty card included in your product packaging or visit the official Aqara website for detailed warranty terms and conditions.

For technical support, troubleshooting assistance, or to schedule your included installation service, please contact Aqara customer support through their official channels. Contact information can typically be found on the Aqara website or within the Aqara Home app.

Remember to keep your purchase receipt as proof of purchase for warranty claims.