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Aqara Camera E1 – FAQ

Can the Aqara Camera E1 connect to a 5GHz Wi-Fi network?

The Aqara Camera E1 only supports 2.4GHz Wi-Fi.
If you're using a dual-band router, please disable the 5GHz network temporarily during setup to ensure successful pairing.

How do I connect the Aqara Camera E1 to my network?

There are two simple ways to connect your Camera E1:

Via Bluetooth: Open the Aqara Home app and allow it to auto-discover the camera via Bluetooth. Then follow the on-screen instructions to scan the MagicPair QR code (found on the device or in the manual).

Via QR Code: Use the camera to scan the QR code displayed in the Aqara Home app for quick pairing.

Can other Aqara Zigbee child devices be added to the Camera E1?

No, the Camera E1 does not act as a hub and cannot be used to add Zigbee child devices. However, it does support smart home automation when connected to a compatible hub.

What kind of power adapter should I use with the Camera E1?

The Camera E1 requires a DC 5V 2A power supply.
Using a power source outside this specification may result in unexpected restarts or unstable Wi-Fi connections. Always use the correct adapter to ensure optimal performance.

How can I tell the difference between the HomeKit and MagicPair stickers?

Check the area near the power port:
- The left-hand sticker is for HomeKit.
- The right-hand sticker, which includes the Aqara logo, is for MagicPair.

Why doesn't a pop-up appear in the Aqara Home app when adding the Camera E1?

The MagicPair feature relies on Bluetooth.

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Please ensure Bluetooth is enabled on your phone and that the Aqara Home app has permission to access it. This allows the app to automatically detect nearby devices.

What if my HomeKit sticker is damaged or unreadable?

No worries! The Camera E1 can retrieve HomeKit information from the cloud.
In the Aqara Home app, go to:
- Accessories > Camera E1 > HomeKit
- From there, you can either connect directly or enter the HomeKit pairing code manually.

How does the Camera E1 protect my privacy?

The Camera E1 offers three helpful privacy features:
1. Sleep Mode – Stops recording unless manually reactivated.
2. Privacy Masking – Allows you to block off areas from view.
3. Privacy Positioning – Sets a default angle for the camera to turn to when not in use.

You can find all these settings under:
    Device Settings > Camera Settings > Privacy Mode

Can I install the Camera E1 on the ceiling?

Yes, you can!
Simply use expansion screws to mount the base to your ceiling, then attach the camera securely to the base.

Why isn't a time-lapse video being generated in my album?

Time-lapse videos are created from continuous recording over a set period.
If the camera enters sleep mode, loses power, or experiences network issues (like lag or packet loss), the time-lapse may fail.
Please ensure the Camera E1 is powered on, connected to your home network, and not in sleep mode.

How can I restore the Camera E1 to factory settings?

You have two easy options:
1. Open the Aqara Home app and navigate to:
   Device Settings > Restore Factory Settings

2. Press the button next to the camera's power port 10 times quickly.

How do I mount the Camera E1 onto its base?

Follow these steps:
1. Align the camera's indicator light with the ▲ mark on the base.
2. Line up the base slot with the protruding part of the camera.
3. Push the camera into the base until you hear a "click", indicating it's securely attached.

Why does my Camera E1 seem to be misaligned?

Manually rotating or pulling the camera repeatedly can cause position drift.
To recalibrate:
1. Open the Aqara Home app.
2. Go to Device Settings > Pan Tilt Settings > PT Calibration.

The camera will perform a self-check and reset its orientation. It's recommended to calibrate if you've moved the camera manually to avoid long-term motor wear.

14. How can I change the Wi-Fi network for my Camera E1?

You can update your Wi-Fi settings via:
Network Information > Other Networks in the Aqara Home app.

Important:
If you're using Apple HomeKit, make sure your Apple Home Hub is connected to the same Wi-Fi network you're switching the camera to, for seamless integration.