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Aqara Camera Hub G3
– FAQ

What type of Wi-Fi can the Aqara Camera Hub G3 connect to?

The Aqara Camera Hub G3 supports 2.4/5 GHz dual-band Wi-Fi networks and is compatible with Wi-Fi networks using WEP, WPA/WPA2, WPA3, and WPA-PSK/WPA2-PSK security and encryption.

Why is it difficult or impossible to connect to the network by scanning the QR code?

The minimum screen size of the device scanning the QR code (such as a mobile phone or tablet) must be 4.7 inches. The WLAN name and password should not exceed 32 ASCII characters, including numbers, letters, and special symbols. The optimal distance for scanning the QR code with the camera is 8–20 cm.

What can we do with facial recognition, and how do we enable it?

1. Facial recognition can be used as a condition for family alerts or automatic execution, allowing functions such as reporting alarm information and triggering automation when unfamiliar or marked faces are detected.
2. When using facial recognition for the first time, the Aqara Home app will guide users to add and synchronise facial data with the camera. The facial data is stored in the cloud per family unit. Users can synchronise facial data across multiple G3 cameras for batch operations, add and import faces through the app settings, or delete facial data independently. All uploaded facial data will be erased after resetting the device.

Why are other AI functions unavailable after enabling gesture recognition?

When gesture recognition is enabled, the G3 camera consumes more hardware computing resources, disabling face, human shape, and pet recognition as well as automation features related to pan/tilt. Disabling gesture recognition will re-enable other AI functions.

How do I use the infrared remote-control function?

Before using the infrared remote-control feature, add the appliances you wish to control. Use the Aqara Home app as the remote controller to manage these appliances. If an appliance is not listed as a supported device, you can add it using the "Customise" feature. However, this function is only available for appliances that support infrared control.

Why can't the pan/tilt rotate to the limit position using the app?

Manually adjusting the pan/tilt position while the camera is powered on can cause a disturbance in position memory. To rotate the pan/tilt to the limit position, use the "One-Button Pan/Tilt Calibration" feature in Settings > Pan Tilt Settings.

What are the maximum horizontal and vertical rotation angles of the pan/tilt?

The maximum horizontal rotation angle is 340 degrees, and the maximum vertical rotation angle is 45 degrees (30 degrees upwards and 15 degrees downwards).

Why can't the pan/tilt be controlled after connecting to HomeKit?

Pan/tilt control functions are temporarily unavailable in the Apple Home app until a future update supports these features. However, you can control pan/tilt rotation via the Aqara Home app.

Where is the MicroSD card slot? What formats and capacity does it support?

1. The MicroSD card slot is located at the bottom of the vertical pan/tilt. Rotate the pan/tilt upward manually or activate sleep mode through the Aqara Home app to expose the slot. Insert the MicroSD card only when the device is powered off.
2. The camera supports up to 128 GB MicroSD cards in exFAT and FAT32 formats.
3. Videos recorded on the MicroSD card can still be saved in the event of network disconnection. However, these videos cannot be accessed remotely via the app without an active network connection.

Can the Aqara Camera Hub G3 use the MicroSD card to record video without a network connection?

Yes, the camera can record video to the MicroSD card without a network connection. However, you cannot view these videos remotely through the app.

What is the associated event feature of the Aqara Camera Hub G3?

1. The associated event feature allows the camera to mark locally recorded video with different event labels. For example, if a door or window sensor is triggered or the camera detects motion, it can label the event in the video.
2. The associated event feature can be enabled in the automation options in the Aqara Home app to track activity.

How to enable two-way audio on the Aqara Camera Hub G3 in the Aqara Home app?

1. Open the Aqara Home app.
2. Tap on the Aqara Camera Hub G3.
3. Click the "phone" icon to initiate a voice call.

Note: Two-way audio cannot be initiated directly on the Camera Hub G3 itself.

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Does the Aqara Camera Hub G3 support recording and viewing in the Apple HomeKit app?

Yes, HomeKit Secure Video supports recording for up to 10 days, securely stored in iCloud. You can view these recordings in the Apple Home app on your iPhone, iPad, or Mac.

To enable this feature, you'll need:
- A 200 GB iCloud storage plan to support one camera.
- A 2 TB iCloud storage plan to support up to five cameras.

Note: Recorded videos do not count towards your iCloud storage limit.

Why does the cruise function stop automatically after running for a while?

The maximum continuous operating time for a single cruise is 5 hours. When this time is up, the pan/tilt function will stop automatically, and a notification will be sent to the app to remind the user.

How many users can watch videos on one camera simultaneously?

There is no limit to the number of connected users. However, it is recommended that no more than four users watch videos simultaneously. Connecting more users may consume additional processor resources, which could result in real-time screen lag and delays.