



Aqara Camera Hub G350 – FAQ



Can the Aqara Camera Hub G350 be used outdoors?

The G350 is designed for indoor use and is not recommended for exposed outdoor locations. It does not have an outdoor IP65/IP67 weather-resistance rating, so keep it protected from rain, splashes, condensation and direct weather exposure.

For best performance, install it in a dry indoor location within its operating range of -10°C to 45°C. If you need monitoring in an exposed outdoor area, choose a camera specifically designed for outdoor conditions.

What power supply does the G350 require?

The G350 requires a 5 V DC, 2 A power supply. A USB-C to USB-C cable is included in the listed box contents; a power adaptor is not listed, so make sure you have a compatible USB power source available.

Using the correct power specification helps ensure stable operation and reliable Wi-Fi performance.

Does the G350 support both 2.4 GHz and 5 GHz Wi-Fi?

Yes. The G350 supports dual-band Wi-Fi 6 on both 2.4 GHz and 5 GHz.

- 2.4 GHz – best when you need stronger range or better coverage through walls.
- 5 GHz – best when the camera is closer to the router and you want higher wireless throughput.

The G350 supports Wi-Fi 6, so why might it fail to connect or occasionally drop offline?

Wi-Fi 6 improves performance, but connection quality still depends on router distance, signal strength and router settings. If the connection is unstable, try the following:

- Move the camera closer to the router during setup, then test its intended installation position.



- Use 2.4 GHz if range or wall penetration is the priority, or 5 GHz when the camera is close to the router.
- On some older routers, temporarily test with Wi-Fi 5 (802.11ac) mode or disable TWT (Target Wake Time) if compatibility issues continue.
- If your network includes older devices, WPA2/WPA3 mixed mode may provide better compatibility than WPA3-only mode.

How do I connect the G350 to Apple Home, Google Home, Alexa or other supported ecosystems?

For supported third-party services, open the Aqara Home app and use the Third-party services section to authorise the connection.

For Apple Home and HomeKit Secure Video, scan the HomeKit QR code on the device. HomeKit Secure Video requires a compatible Apple home hub and iCloud plan. Apple Home video resolution is limited to 1080p and may reduce further if network conditions are poor.

Why are some G350 features not available in Apple Home, Google Home, Alexa or another third-party platform?

This is normal. Third-party smart-home platforms expose different camera controls, so the available features can vary by ecosystem. Basic functions such as live view and audio may be available, while advanced AI detection, pan-tilt controls, presets or Close-Up Tracking may need to be managed in the Aqara Home app.

Some detection information can also be shared through Aqara Advanced Matter Bridging where the connected platform supports it.

Can the G350 also act as my Aqara smart-home hub?

Yes. The G350 includes Zigbee and Thread connectivity and can act as an Aqara Zigbee hub as well as a Matter Controller/bridge.

Compatible Aqara child devices, such as sensors and lighting products, can connect through the G350 without requiring a separate Aqara hub. Compatible third-party Matter devices can also be brought into Aqara Home for unified control. Behaviour during a power or network interruption can vary depending on the protocol and automation being used.

What is the difference between the G350's two lenses?

The two lenses are designed to work together, giving you both a wide room view and clearer detail at distance:

- Wide-angle lens – 4K resolution, 133° field of view, 2.8 mm focal length and f/1.6 aperture. This is the main lens for broad room coverage and everyday monitoring.
- Telephoto lens – 2.5K resolution, 43° field of view, 8 mm focal length and f/1.6 aperture. This lens is used for closer detail at distance, including during higher zoom levels and Close-Up Tracking.



When the camera moves into the telephoto range, it can provide a clearer view of details such as faces several metres away, subject to lighting, distance and positioning.

Is the full 9× zoom lossless?

No. The G350 uses hybrid zoom. The 1× wide-angle view and the 3× telephoto native view use the optical strengths of the two physical lenses. Between 1× and 3×, and again from 3× to 9×, the camera uses digital cropping and image enhancement.

This means higher zoom levels remain useful for seeing detail, but you may notice more image noise or softness as magnification increases.

Why can the image briefly “jump” or change colour when I zoom?

A brief change is normal when the G350 switches between its wide-angle and telephoto lenses. Because the two lenses have different focal lengths and optical characteristics, you may notice a small shift in framing, brightness or colour balance around the lens-switching point.

The camera is calibrated to minimise the difference, but a short transition can still be visible during hybrid zoom.

Why might the image look less clear than expected?

The live video stream can automatically adjust to your network conditions. If the available upload bandwidth or Wi-Fi signal is limited, the camera may use a lower bitrate to maintain a stable connection.

For the clearest live view, check the camera’s Wi-Fi signal and network performance. If the camera is close to the router, 5 GHz can provide higher throughput; where range is more important, 2.4 GHz may be more stable.

How does Close-Up Tracking work?

Close-Up Tracking adds intelligent zoom to normal pan-tilt tracking.

- Close-Up Tracking on – the camera follows the subject and automatically zooms in, helping keep the person or pet in a closer full-body, upper-body or face view.
- Close-Up Tracking off – the camera still pans and tilts to follow the subject, but keeps a wider view so you can see more of the surrounding room.

Use Close-Up Tracking when identifying details is the priority; leave it off when you would rather see the subject’s movement in the wider space.

Why can smart tracking lose a person or pet, or seem faster or slower than expected?

Tracking performance is influenced by installation position, lighting and how many moving subjects are in view.

- Install the camera at around 2–3 metres high where possible. Very high mounting positions can create a steep overhead angle that makes recognition more difficult.



- Avoid placing strong windows or lights directly in the centre of the view, and provide enough light for the camera to see the subject clearly.
- If several people or pets are moving at the same time, the camera may prioritise some targets over others.

During intelligent zoom, the G350 can deliberately slow its movement to keep the close-up view smoother and easier to follow.

Why does pan-tilt control sometimes feel delayed or less smooth?

This is usually related to network latency or several control commands being sent in quick succession.

If it happens, try temporarily lowering the live-view quality and wait for each pan-tilt movement to finish before sending

How do panoramic preset angles work, and what should I do if a preset becomes inaccurate?

In the Aqara Home app, use Generate Panorama to let the camera rotate and create a panoramic view of the room. You can then tap a point on the panorama to quickly move the camera to that area.

If the selected position becomes offset over time, run Pan-tilt Calibration in the camera settings. The G350 will reset and correct its pan-tilt position automatically.

AI detection & alerts

Which detections are processed locally on the G350, and do they require a subscription?

The G350 includes on-device AI processing, so its supported recognition features are analysed locally rather than requiring cloud processing. The local detection functions themselves do not require an additional paid subscription.

- People, faces and smiles
- Pets such as cats and dogs
- Sound events including baby crying, dog barking, coughing, snoring, loud noises and alarm sounds
- Static and dynamic gestures, such as an OK gesture or waving
- Lens obstruction detection

An internet connection is still required if you want alerts and push notifications delivered to your phone.

Why might a person or pet occasionally not be recognised?

First, confirm that the relevant AI detection feature is enabled in the Aqara Home app. Recognition can also be affected by very low light or infrared night vision, long distance, an unusual viewing angle, or the subject being partly obscured.



For better results, keep the main monitoring area well framed and avoid positioning the camera where people or pets are only visible at the very edge of the image.

Why might a snoring or coughing alert not trigger?

Sound detection depends on the strength and clarity of the audio reaching the camera. Continuous background noise from a television, fan or speaker can make quieter sounds more difficult to recognise.

For best results, place the G350 within about 4 metres of the sound source where practical and avoid positioning it close to TVs or speakers. Also confirm that the relevant sound detection option is enabled.

Why is static or dynamic gesture recognition not working reliably?

Gesture recognition works best when the camera has a clear view of you and the movement is easy to distinguish.

- Keep your body and hands clearly visible within the frame.
- Use deliberate, complete gestures rather than very fast movements.
- Face the camera where possible and avoid blocking your hands or arms.
- If available in your settings, enable recognition sound prompts to help confirm when a gesture has been detected.

Storage, audio & everyday operation

What type of microSD card should I use for 4K recording?

Use a Class 10 or higher microSD card. 4K recording uses a relatively high video bitrate, so a slower card may result in stuttering, dropped frames or unreliable recording.

The G350 supports microSD cards up to 512 GB. A microSD card is not included.

What recording and storage options are available?

The G350 supports several storage options, allowing you to choose the setup that best suits your home:

- microSD – local recording, including 24/7 recording, with a supported card up to 512 GB.
- NAS backup – supported through the microSD storage workflow.
- Cloud storage – encrypted Aqara cloud storage is available through a HomeGuardian plan. A free trial is included and activates automatically.

The G350 feels warm during use. Is that normal?

Yes. A degree of warmth can be normal during operation because the G350 is processing high-resolution video, dual camera streams and on-device AI at the same time.

The camera uses passive cooling, so keep its ventilation areas clear and avoid placing it in direct sunlight or covering the device while it is operating.



Why do I hear a whistling or feedback sound during two-way talk?

This usually happens when your phone is too close to the camera during testing. The phone and camera microphones can create an audio feedback loop, similar to a microphone being held near a speaker.

Move to another room or increase the distance between your phone and the G350, then test two-way talk again.

Note: App menu names and third-party ecosystem features can vary slightly by software version, connected platform and subscription requirements. For advanced camera settings and the widest feature set, use the latest version of the Aqara Home app.