



Aqara Doorbell Camera G400 (Wired)

- FAQ

Helpful answers for setup, everyday use and product suitability.

What is the Aqara Doorbell Camera G400 (Wired)?

The Doorbell Camera G400 (Wired) is a wired video doorbell designed for reliable front-door monitoring, visitor communication and smart alerts.

It is a good option for users who prefer a permanent power connection rather than a battery-powered doorbell.

Is the G400 battery powered?

No. The G400 is designed for wired installations only.

It can be powered by PoE or a compatible traditional low-voltage power supply, depending on the installation method.

What video quality does the G400 provide?

The G400 provides 2K video with a wide 165-degree field of view.

Its head-to-toe view helps you see visitors more clearly and makes it easier to spot packages near the doorstep.

Does the G400 support Apple HomeKit Secure Video?

Yes. The G400 supports Apple HomeKit Secure Video, allowing compatible Apple Home users to use supported secure video features.

Feature availability may depend on your Apple Home setup, subscription requirements and regional support.

Can the doorbell detect people and packages?

Yes. The G400 supports smart detection for events such as motion, people, packages, vehicles and animals, depending on settings and platform support.

Adjust detection settings in the app to suit your entrance and reduce unnecessary alerts.

Can detection work without the internet?

The G400 includes on-device detection for core events such as people and motion, which can continue to help with local recognition if internet access is interrupted.

Cloud-based features and remote notifications still require an active internet connection.

Does the G400 support two-way talk?

Yes. Two-way audio lets you speak with visitors through the app when the doorbell is online.

This is useful for deliveries, visitors or quick conversations when you are not at the door.



Where should the G400 be installed?

Install the doorbell at a height and angle that captures both the visitor and the doorstep area.

Avoid pointing it directly into harsh sunlight where possible, and ensure the wiring method is safe and compliant.

Do I need a professional installer?

Professional installation is recommended if new wiring, PoE cabling or transformer changes are required.

This helps ensure the doorbell receives the correct power and is mounted securely.

Why am I receiving too many alerts?

Adjust the detection sensitivity, detection areas and notification settings in the app.

Small changes to the mounting angle can also help reduce alerts from passing traffic, footpaths or moving plants.

What should I check if the G400 goes offline?

Check power, network connection, router status and app connectivity first.

If the issue continues, restart the doorbell and network equipment, then confirm that firmware is up to date.

How does the G400 help protect privacy?

Use the available app settings to control notifications, recording options and smart detection features.

Always install the doorbell so it monitors your entrance without unnecessarily capturing neighbouring private areas.