Aqara Doorbell Camera Hub G410 – FAQ

Why is my battery life so short?

Battery life issues may have several causes/solutions:

1) After connecting the doorbell to the Aqara Home app or the Apple Home app, please avoid keeping the app open for extended periods. If not in use, close the app or let it run in the background.
2) The farther the detection distance is set in the loitering detection feature, the more likely the doorbell will be triggered by nearby activity. Please adjust the detection range according to your actual needs.
3) Mixing old and new batteries, using non-LR6 type batteries, or batteries that do not output 1.5V can all reduce battery life.
4) If the distance between the doorbell and the repeater/chime exceeds 10 meters (the maximum connection range), or if there are many physical obstructions or sources of wireless interference in the environment, communication quality may degrade, leading to increased power consumption and shorter battery life.

How does the power saving mode increase the battery life of the doorbell?

In "power saving mode", the proximity activation sensor will be turned off, and the doorbell can only be activated by pressing the bell or remotely viewing the doorbell video from the App. The number of times the doorbell is activated will decrease, which will significantly extend the battery life of the doorbell.

Why can't I see any visitors in the recorded videos?

If the loitering time setting in loitering detection is too long, the doorbell may start recording only after the visitor has already left the camera's field of view. Please reduce the loitering time setting.

What types of batteries does the doorbell support?

1) The doorbell supports AA batteries or rechargeable lithium batteries with a discharge voltage of 1.5V. Using NiMH batteries with an output voltage of 1.2V will result in inaccurate power calculations. LR6 type alkaline AA batteries are recommended.

2) When replacing batteries, it is recommended to replace all 6 batteries with new ones of the same model at once. Mixing old and new batteries or different types of batteries will reduce battery life.

Why can't my doorbell trigger activate recording via the activate sensor?

1) Check if Power Saving Mode is enabled. In this mode, the doorbell only activates and records when the button is pressed or when video is accessed via the app. Switch to Normal Mode to enable the proximity activation sensor.

2) Make sure the cloud recording switch in the loitering detection settings is turned on.

3) Check the detection interval setting in loitering detection. If the interval is set too long, it may delay the triggering of the next event.

When using a DC power supply as an external power supply, how do you distinguish the positive and negative poles on the terminal?

When the external power supply is from a DC. power supply, the terminals do not distinguish between positive and negative poles, and both terminals can be connected to the positive or negative pole.

Why does the doorbell image freeze, skip frames, and intercom become choppy?

Please check whether the installation distance between the doorbell and the repeater/chime exceeds the allowable range, or if there are other sources of Wi-Fi interference operating on the same frequency. You can improve the connection by adjusting the repeater/chime installation location or changing the router's Wi-Fi channel.

Why does the indicator light still turn on when the doorbell is activated, even after the indicator light has been turned off?

Please make sure the indicator light switch is off. If the doorbell is connected to HomeKit, please make sure to turn off the indicator light switch in Apple's "Home" app to ensure synchronization.

What protocol does the doorbell use for wireless connection? How to bind sub-devices?

The doorbell and repeater, as well as the repeater and router are connected via Wi-Fi. The indoor bell has a hub function and can access sub-devices of Aqara or third-party ecosystems using the Zigbee or Thread protocol.

Is the doorbell waterproof? In what outdoor environments can it be installed?

The doorbell is not fully waterproof by design. It is recommended to install it at an entrance with an eave or porch for protection. Alternatively, you can use the official Aqara silicone waterproof cover, which helps reduce the risk of rainwater splashing onto and wetting the doorbell.

Aqara

Why can't I remove the back panel fastening screws when I disassemble the doorbell to replace the battery?

To prevent the fastening screws from falling off and being lost when disassembling the doorbell, the back panel fastening screws are designed to be unable to be removed. Please do not pull out the screws forcibly as this will damage the assembly.

What formats can custom audios be uploaded in? What is the maximum number of audios that can be uploaded?

Custom audios only support uploading audio files in MP3 format. The maximum size of a single file is 2M. Each device only supports uploading a maximum of 5 custom audios.

Do all doorbell-related automations need to be performed through the cloud?

Doorbell-related automations can be executed locally. For example, if you set the doorbell to detect a ring and then play a ringtone on the repeater, this automation will be a local automation.

Why can't my doorbell recognize my face? What are the factors that affect face detection?

1) The face detection function is disabled by default. You can go to the device settings page of the App - More settings - Detection settings - Face detection, to enable the function and set related parameters.
2) The face detection sensitivity is medium by default. If the face cannot be detected, please adjust the sensitivity to high
3) Please check whether the lighting conditions in the doorbell's installation environment are adequate. If there is too much backlight or insufficient light, the face detection rate will be reduced. Additionally, face detection accuracy may also be reduced when using infrared night vision at night.

Does the doorbell support package detection?

When the doorbell is connected to Aqara Home, there is no package detection function. However, after connecting to HomeKit, the package detection function can be enabled with an Apple home hub device (such as HomePod).

Do the high temperature alarm and low temperature alarm detect the device temperature or the ambient temperature? What is the significance?

The high and low temperature alarm detects the ambient temperature at the doorbell installation location. The high and low temperature alarm will issue an early warning before the battery fails due to the influence of excessive ambient temperature.

Can the doorbell work without connecting to a repeater? Can the user unbind doorbell and the repeater and still use the device?

The doorbell relies on the Wi-Fi signal forwarded by the repeater to connect and is bound one-to-one with the repeater before leaving the factory. Users cannot unbind it by themselves, nor can they remove the repeater for use.

What is the distance and angle detected by the proximity activation sensor?

The proximity activation sensor can detect targets within a range of 1-5 meters. Users can adjust it according to actual needs. The horizontal detection angle of the proximity activation sensor is 100° and the vertical detection angle is 100°.

How does the approach trigger feature work in loitering detection?

Lingering detection refers to the activation of the doorbell's proximity function when a target moves vertically towards the doorbell within the sensor's detection range. For example, if a person walks directly towards the doorbell or approaches it from a certain angle, the vertical displacement needs to exceed a certain threshold (the threshold varies based on the distance from the doorbell). If the target moves parallel to the front of the doorbell (with zero vertical displacement), the doorbell will not be triggered to wake up. Once lingering detection is enabled, it filters out most invalid targets that pass across the doorbell, reducing unnecessary wake-up events and improving the doorbell's battery life.

Why is the image always blurry after connecting the camera to the Apple Home App?

After the camera is connected to the Apple Home app, the video resolution and frame rate will automatically adjust based on the current network quality. When the network is poor, both resolution and frame rate will be lowered. Once the network connection improves, the video quality and frame rate will automatically increase. Therefore, if the image appears poor, improving the camera's network connection is recommended.

Why isn't the highest resolution for doorbell video clarity 1536p?

1) After connecting the doorbell to the Apple Home app, the maximum resolution is restricted to 1600×1200p due to current limitations of the HomeKit platform.

2) If the doorbell is only connected to the Aqara Home app, it can support up to 1536p resolution. However, once it is also added to HomeKit, the resolution in the Aqara Home app will be restricted to 1600×1200p as well, due to hardware encoding limitations.