

Aqara Hub M200 – FAQ



How do I connect the Aqara Hub M200 to the app?

Follow these simple steps:

Step 1:

If this is your first time setting up the Hub, follow the user manual instructions. When the yellow light starts flashing, the Hub is in pairing mode.

Step 2:

1. Open the Aqara Home app
2. Tap “+” in the top right corner and select **Add Accessory**
3. Select **Hub M200** from the list and confirm your Wi-Fi details
4. Tap **Next** and wait for the connection to complete

Step 3:

If your network changes, you will need to reconnect the Hub:

- Press and hold the button for 10 seconds until the yellow light flashes
- Repeat Step 2

What is the difference between the Aqara Hub M200 and the Hub M2?

- The **M200** supports Matter, Thread, and Zigbee, while the **M2** supports Zigbee only
- The M200 can connect to Bluetooth devices (e.g. Aqara Voice Mate); the M2 cannot
- The M200 supports both infrared sending and receiving; the M2 only sends signals
- The M200 uses a modern USB-C port for power and data, while the M2 uses micro-USB

How many child devices can the Hub M200 support?

The M200 can connect both Zigbee and Thread devices simultaneously.

Testing shows it can support around:

- **40 Zigbee devices**
- **40 Thread devices**

while maintaining reliable automation performance.

Please note:



- Only Aqara Zigbee devices are supported
- You can view connected devices in the Aqara Home app under **Hub Devices → Child Devices**

What should I do if the Hub M200 won't connect to Wi-Fi?

Try the following:

- Keep your phone close to the Hub and ensure the yellow light is flashing
- Disable “mDNS to wireless clients” if using a commercial router
- Try a different Wi-Fi network or a mobile hotspot
- Restart your phone if pairing repeatedly fails

How can I install the Hub M200 and where should I place it?

The Hub supports:

- Flat placement
- Wall mounting
- Ceiling mounting (bracket required, sold separately)

For best performance:

- Place it centrally among your devices
- Keep it within 2–6 metres of your router
- Avoid long distances between the Hub and sub-devices
- Ensure a clear line of sight for infrared control (no obstructions)

What is the connection range between the Hub and child devices?

Typically up to **10 metres indoors**, depending on your environment.

For best results:

- Avoid more than two concrete walls between devices and the Hub

How do I add Zigbee child devices?

- Add devices through the Aqara Home app
- Select the Hub during setup
- To move a device to another Hub, remove it first and re-add it

You can view all connected devices in the Hub settings under **Child Devices**.

Why do my child devices go offline?

This may happen if:

- The device is too far from the Hub
- There are metal obstructions blocking the signal
- The battery is low

For best performance, keep firmware updated and ensure strong signal coverage.



How can I tell identical devices apart?

Check the device logs or rename each device in the app based on its location or use. This makes identification much easier.

How does the infrared function differ from the Hub M2?

- The M200 can both **send and receive** infrared signals
- The M2 can **only send** signals

This means the M200 can detect changes made using a physical remote and update the app accordingly.

Also:

- Devices added via **Air Conditioner Mode** can sync with Matter platforms
- Devices added via **Infrared Remote Control** are limited to the Aqara app

Can I connect Bluetooth devices to the Hub M200?

Yes, the M200 supports Bluetooth devices such as Aqara Voice Mate.

Why can't Wi-Fi devices connect to the Hub?

Wi-Fi devices operate differently:

- They connect directly via your router (LAN) or cloud
- They do not require a Hub and cannot connect to it

Why don't I need to scan a QR code when adding the M200?

Unlike some other hubs, the M200 does not require QR code scanning for setup in the Aqara Home app.

What is Accidental Removal Protection?

This feature prevents the Hub from being reset accidentally (e.g. by holding the button too long).

When enabled, the device can only be removed via the app.

You can turn this on in the Hub settings within the Aqara Home app.

Which hubs can be migrated to the M200?

Currently supported:

- Hub M200
- Hub M100

Support for additional models will be added in future updates.



What is Ark Technology?

Ark Technology is Aqara's advanced local automation and recovery system.

It helps ensure your smart home continues working even if there are issues with:

- Cloud services
- Internet connection
- Routers or hubs

It supports features such as local automation, hub backup switching, and system recovery.

What is a proxy hub and how does it work?

If your main hub goes offline, certain Aqara devices can act as a **proxy hub**.

These devices can maintain basic automations and keep your system running.

Which devices can act as proxy hubs?

Supported devices include:

- Aqara LED Strip T1
- Aqara Ceiling Light T1M
- Aqara Smart Wall Switch H2 (EU)
- Aqara Dual Relay Module T2

Ensure all devices are updated to the latest firmware.

Are there any limitations with proxy hub recovery?

Yes:

- All devices must be updated for proper coordination
- Only basic automations are supported (e.g. on/off actions)
- Complex automations may not function

Why do some automations still work when the internet is down?

Smart scenes can run in two ways:

- **Cloud-based:** require internet and will not work offline
- **Local:** run directly between devices and the Hub

Local automations will continue working as long as devices can communicate with the Hub.

Why can't I control devices remotely via Apple Home?

You will need a **Home Hub** (e.g. Apple HomePod or Apple TV) set up in your home to enable remote access.



Why can't I see some devices in Apple Home?

Only devices that support Apple Home (HomeKit) will appear in the Apple Home app.

How do I connect to third-party Matter platforms?

Using Aqara hubs with Advanced Bridge support, you can connect to platforms such as:

- Apple Home
- Google Home
- Amazon Alexa
- Samsung SmartThings
- Home Assistant

Example (Home Assistant):

- Go to Settings → Devices & Services → Add Integration
- Select Matter
- Scan the Hub's QR code

Advanced Bridge also allows Aqara scenes and features to sync with these platforms.

What is the recommended range for infrared control?

- Up to **20 metres** in ideal conditions
- Fewer obstacles = better performance

For infrared learning:

- Keep the remote 1–2 metres from the Hub
- Point it directly at the Hub

What should I know about region changes in the Aqara app?

- Devices must be removed before switching regions
- After switching, re-add the devices

If not done correctly, connection errors may occur. Contact Aqara support if needed.

What is the difference between connecting via HomeKit QR code and Matter QR code?

- Using both methods at once may create duplicate devices
- Some features (like Air Conditioner Mode) only work via Matter

Recommendation:

Use the **Matter QR code** for the best experience and full functionality.