Aqara Panel Hub S1 Plus Desktop – FAQ



What is the Aqara Panel Hub S1 Plus Desktop?

The Aqara Panel Hub S1 Plus Desktop is a smart home control panel with a full-screen display, designed to bring your Aqara devices and scenes together in one easy-to-use place.
It supports touchscreen control, voice control, personalised themes and flexible dashboards, making it a simple and convenient way to manage your smart home from a desktop, benchtop or shelf.

What is Ark Technology?

Ark Technology is Aqara's local backup and disaster recovery technology for the smart home system. It is designed to help selected automations and scenes keep working locally if there are issues with the cloud, internet, router or hub.
Ark Technology 2.0 includes local hub automation, multi-hub standby replacement and proxy hub disaster recovery. This helps improve the reliability and stability of the Aqara smart home experience.

What is proxy hub disaster recovery?

If an Aqara hub, such as the Hub M3, Hub M2 or Camera Hub G3, has a fault or loses power, selected Zigbee devices can act as a “proxy hub”.
The proxy hub can then help run some basic local automations and scenes, keeping important parts of the smart home system working where supported.

Which devices currently support proxy hub disaster recovery?

The following devices currently support proxy hub disaster recovery, provided they are running the required firmware version or later:

- Curtain Controller C3 – firmware version 0.0.0_0012 or later
- LED Strip T1 – firmware version 0.0.0_2729 or later
- LED Strip Driver T1 – firmware version 0.0.0_0024 or later
- Ceiling Light T1 – firmware version 0.0.0_0026 or later
- Spotlight V1 – firmware version 0.0.0_0025 or later
- Wall Outlet H2 EU – firmware version 0.0.0_0027 or later
- Dual Relay Module T2 – firmware version 0.0.0_0030 or later

Product availability may vary by country or region.

What should I know about proxy hub disaster recovery?

For the best results, keep your Aqara hub, proxy hub devices and other Zigbee router devices updated to the latest firmware.
Proxy hub disaster recovery is designed for simple local automations, such as turning devices on or off. More complex automations may not be supported during a hub or network issue.

How do I enable or disable dashboard editing?

Go to Settings > Advanced Settings > Permission Management.
When editing permissions are turned off, users will not be able to add or edit dashboards. This is helpful if you want to keep the screen layout simple and prevent accidental changes.

How do I copy a dashboard?

On the panel screen, tap the upper-left area and select Manage. Then tap Copy Board in the upper-right corner to copy the dashboard.
This makes it easy to duplicate a layout and adjust it for another room, scene or routine.

Does it support HomeKit?

Yes. The Panel Hub S1 Plus supports HomeKit and Matter integration for compatible functions and devices.
Available controls may vary depending on your setup, firmware version and the third-party ecosystem being used. For the best experience, set up and manage the panel through the Aqara Home app first.

How do I use the wireless switch function?

Where supported, wireless switches can be used to trigger scenes and control other compatible smart home devices from the panel.
For example, you can create shortcuts for common routines such as “Good Morning”, “Movie Night” or “Away Mode”, then activate them directly from the screen.

Does it have a built-in smart voice assistant?

Yes. The Panel Hub S1 Plus includes Aqara Copilot, Aqara's built-in voice assistant.
You can use it for voice control, device status enquiries, proactive reminders and other supported features. The wake words are “Hi, Aqara” or “Aqara”.

How is the Panel Hub S1 Plus Desktop powered?

The desktop version is powered using Type-C input: 5V ⎓ 2A.
For stable performance, use a suitable 5V 2A power adapter and the correct Type-C cable.

Does the Desktop Version need to be wired into the wall?

No. The desktop version is designed to sit on a desktop, benchtop, shelf or other suitable indoor surface.
Unlike an in-wall control panel, it does not require live, neutral or lighting load wiring for normal desktop use. Simply power it using the correct Type-C power supply and follow the setup instructions in the Aqara Home app.

What should I do if the panel does not power on or seems unstable?

First, check that the Type-C cable is connected securely and that the power adapter meets the required 5V 2A specification.
You can also try another suitable power outlet or adapter. If the issue continues, contact your retailer or Aqara support for help.

How do I switch themes?

Go to Settings > Custom > Themes, then choose your preferred theme.
Themes help personalise the panel and make the interface better suited to your home and daily routine.

How do I change the standby or lock screen image?

Go to Settings > Display, then turn on Lock Screen Display. Once enabled, you can change the screensaver or lock screen image.

How many dashboards are supported?

Up to 10 dashboards can currently be configured.
Each dashboard can be customised with device cards and scene cards, making it easy to create different layouts for rooms, family members or daily routines.

How do I adjust the proximity activation distance?

Go to Settings > Display > Wake Range, then adjust the distance setting.
This lets you choose how close someone needs to be before the screen wakes automatically.

How do I control connected devices from the Desktop Version?

Use the panel dashboard, device cards and scene cards to control compatible Aqara devices and automations.
Because this is the desktop version, it is not intended to control wall-wired relay loads directly. For lighting or appliance control, use compatible Aqara lights, switches, relays, plugs or other supported devices.

How do I reconnect the panel to the network?

On the panel, go to Settings > Aqara ID > Sign out, then follow the setup process again.
You can also delete the device from the Aqara Home app and then add it back to your account.

How do I set a lock screen password?

Go to Settings > Advanced Settings > Security Settings, then set a lock screen password for the device.
This helps protect the panel from unwanted access and gives you better control over who can use or change settings.

What is the security password used for?

The security password helps protect the device and confirm your identity before sensitive actions are carried out.
It may be required for actions such as unlocking the screen, logging out or restoring factory settings. This helps prevent unauthorised users from changing important settings on the panel.