



Can Aqara Camera E1 be connected to 5GHz Wi-Fi Network?

The Aqara Camera E1 only supports 2.4GHz Wi-Fi. If you use a dual-band router, please turn off the 5GHz Wi-Fi network before adding the Aqara Camera E1.

How to bind Aqara Camera E1 to network?

Aqara Camera E1 supports two methods of binding to the network:

- 1) Via Bluetooth: Let the Aqara Home app auto-discover the device via Bluetooth, then follow the app's instructions to scan the Magicpair QR code sticker on the device or the manual to bind;
 - 2) Via QR code: Use the camera to scan the QR code generated by the Aqara Home app to bind.
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Can other Aqara Zigbee child device be added to Aqara Camera E1?

No, Aqara Camera E1 does not function as a hub and cannot add other Aqara Zigbee child devices, but it can support smart home automation.



What can I do if the Aqara Camera E1 fails to add in the Aqara Home app?

1. Upgrade the app version to the latest.
2. Make sure your Wi-Fi network is stable and that your smartphone is connected to the 2.4 GHz band.
3. Kindly check if the Aqara Camera E1 is in pairing mode.
4. If the Aqara Camera E1 couldn't auto-discover in the Aqara Home app, please kindly check if you enable bluetooth. If possible, restart your phone's bluetooth and try again.

What are the special requirements for the power adapter when using Aqara Camera E1?

Aqara Camera E1 requires a power supply rated at DC 5V2A. It's crucial to strictly adhere to this standard. Otherwise, the Aqara Camera E1 may experience issues such as unexpected restarts or unstable Wi-Fi connections due to inadequate power supply.



How can I differentiate between the HomeKit sticker and the Aqara Magicpair sticker?

Check the power port. The sticker on the left side of the power interface is the HomeKit sticker, and the sticker on the right side is the Aqara Magicpair sticker (the latter has the Aqara logo printed on it).

When adding Aqara Camera E1, why is there no pop-up window after opening the Aqara Home App?

Magicpair is a Bluetooth-enabled function. If you want to add devices through Aqara Home's auto-search for nearby devices, you need to enable Aqara Home's Bluetooth permission and enable Bluetooth on your phone.



If the HomeKit sticker is damaged, scratched, marked up, or incomplete with missing corners. How can to bind HomeKit without the sticker?

Aqara Camera E1 supports reading the HomeKit information in the cloud. On your Aqara Home app (go to Accessories > Camera E1 > HomeKit), you can connect HomeKit directly or connect using HomeKit pairing code.

How to realize privacy protection of Aqara Camera E1?

Aqara Camera E1 offers three methods for privacy protection:

- 1) Enable Sleep Mode to disconnect video recording unless the user wakes the camera;
- 2) Set privacy masking zone to enable masking areas not seen from the video;
- 3) Go to device settings>camera settings>privacy mode>position, set a default position for the camera to turn to when sleeping to protect user privacy.



Can Aqara Camera E1 be installed on the ceiling?

Yes, you can use expansion screws to mount the base of the Aqara Camera to the ceiling, and then mount the Aqara Camera E1 to the base.

Why after enabling time-lapse mode, but no time-lapse video generated in the album?

Time-lapse mode will generate compressed video recording of specified period. However, if the camera is sleeping, disconnected from power, encountering network lag or packet loss etc., time-lapse mode will fail. Please ensure a home network connection and the Aqara Camera E1 is off sleep.

How to restore factory settings when Aqara Camera E1 malfunctions?

There are two ways to restore factory settings for Aqara Camera E1:

- 1) Tap Restore Factory Settings on the Device Settings page on the Aqara Home app;
- 2) Quick click the button next to the device's power port for 10 times.



How to mount Aqara Camera E1 on the base?

Open the product package for the schematic diagram of the base installation guide. When installing, first align the camera's indicator light with the "▲" on the base so that they are on the same vertical line. Next, align the base slot of the camera with the protruding part of the base and insert it. Finally, push the camera base forward until you hear a "click", indicating that it is securely attached. At this point, the "▲" on the base should be aligned with the camera's indicator light.

Why does the position of my Aqara Camera E1 always seem inaccurate?

Manually pulling and rotating the camera multiple times will cause deviations in position. You can open the Aqara Home app, go to Device Settings > Pan Tilt Settings > PT Calibration. Then the camera will perform self-check rotation and start calibrating. If you have manually rotated the camera, you should run PT Calibration to avoid damages to the camera motor under long-term deviations.



How to change the Wi-Fi the Aqara Camera E1 is connected to?

Go to Network Information > Other Networks to change Wi-Fi. Besides, it is important to note that if you are using the HomeKit app, when changing Wi-Fi in the Aqara Home app, you also need to make sure that the Apple Home Hub is connected to the same Wi-Fi network.