



## **How do I choose the Aqara Camera Hub G3 installation location?**

1. It is recommended that the hub be installed at the center area of the accessories to ensure that the hub and all accessories can communicate steadily. If the distance between the accessories and the camera hub is too far apart, the accessories may appear to be offline. In this case, please add another hub and connect the accessories to the newly installed hub.

2. The camera hub should not be too far away from the router whenever possible. In order to ensure stable Wi-Fi communication, a straight-line distance of 2 to 6 meters (6 to 19 feet) is the most optimal.

3. To ensure that the hub's signal can reach longer distances, it is recommended that the hub be installed no less than 1 meter (3 feet) from the ground.

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## **What special characters in Wi-Fi password that the Camera Hub G3 supported?**

There are some special characters supported by wifi password, !#\$%&'()\*+,-./:;<=>?@[]^\_`{|}~ \".



## **What kind of Wi-Fi can the Aqara Camera Hub G3 connect to?**

The Aqara Camera Hub G3 supports 2.4/5GHz dual-band Wi-Fi network, and the Wi-Fi networks with WEP, WPA/WPA2, WPA3, WPA-PSK/WPA2-PSK security and encryption.

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## **Why is it difficult or unable to connect to the network by scanning the QR code?**

The minimum screen size of the code scanning terminal (such as mobile phone or tablet) supported by the camera is 4.7 inches, with the name and password of WLAN of up to 32 ASCII characters (numbers, letters, special symbols), and the best code scanning distance between the QR code and the camera is 8-20cm.



## **What can we do with facial recognition? How to enable it?**

1. Facial recognition can be used as a condition of family alert or automatic execution to realize the functions of reporting alarm information and triggering execution automation when detecting unfamiliar or marked faces.

2. Using facial recognition for the first time, the Aqara Home app will guide users to add and synchronize face information to the camera. Face information is stored in the cloud server in the unit of family. Users can synchronize face information to multiple G3 cameras to realize batch operation and can also add and import faces in the app's setting option. Users can delete face information on their own initiative, and all uploaded face information will be cleared after reset.



## **Why are the other AI functions not available after gesture recognition is enabled?**

After gesture recognition is enabled, The G3 will consume more hardware computing resources, so the face, human shape and pet recognition and other automations related to pan/tilt are not available. If you disable gesture recognition, other AI functions are available.

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## **How to use the infrared remote-control function?**

Before using the infrared remote-control function, appliances to be controlled should be added, then the Aqara Home app is used as the remote controller to control the appliances. If the appliance is not in the list of supported devices, you can add the appliance through the Customize feature. However, this function is available only for appliances that support infrared control.



## **Why can't the pan/tilt be rotated to the limit position with the app?**

The manual adjustment to the position of the pan/tilt in the power-on state will lead to the position memory disturbance of the camera. The pan/tilt can be rotated to the limit position after clicking the one-button pan/tilt calibration in Settings>Pan Tilt Settings.

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## **What are the maximum horizontal and vertical rotation angles of pan/tilt?**

The maximum horizontal rotation angle is 340 degrees, and the maximum vertical rotation angle is 45 degrees(30 degrees up and 15 degrees down).

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## **Why can't the pan/tilt be controlled of after it is connected to HomeKit?**

The functions related to camera pan/tilt control are unavailable temporarily in the Apple Home app until a subsequent update version supports such functions. However, the pan/tilt rotation can be controlled with the Aqara Home app.



**Where is the slot for the MicroSD card? What Format of MicroSD card does the Aqara Camera Hub G3 support? What is the maximum capacity of the MicroSD card?**

1. The MicroSD card slot is located at the bottom of the vertical pan/tilt. You can manually rotate the vertical pan/tilt upward or click sleep through the Aqara Home app to expose the MicroSD card slot. Please insert the MicroSD card after power turned off

2. The camera supports 128GB MicroSD card and supports the exFat and FAT32 formats

3. After the device connects to the network successfully, the videos to be saved on the MicroSD card can still be recorded in case of any network disconnection, but these videos saved on the MicroSD card cannot be viewed remotely with app.



## **Can the Aqara Camera Hub G3 use the MicroSD card to record video when there is no network connection?**

Yes, but you can't view the video on the MicroSD card remotely through the app without a network connection.

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## **What is the associated event of the Aqara Camera Hub G3?**

1.The associated events label mean that the local video recorded by the camera can be marked by different events. For example, if the door and window sensor is enabled or the camera detects any motion, the camera will mark the time and location of this event in the video footage saved in the MicroSD card for further retrieval.

2.Configuration path: Settings>More Settings>Alert Settings> Trigger Device>Color and then Save the associated events.



## **How to enable the Aqara Camera Hub G3 2-way audio in the Aqara Home app?**

Open the Aqara Home app - Click on the Aqara Camera Hub G3 - click the "phone" icon to initiate a voice call.

Note: The user cannot initiate 2-way audio on the camera hub G3 itself.

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## **Does the Aqara Camera Hub G3 support recording and viewing in the Apple Homekit app?**

HomeKit Secure Video supports recording up to 10 days, stored in iCloud safely. You can view it in the Apple Home app on your iPhone, iPad, or Mac. In addition, you need to have a 200GB iCloud storage plan to support one camera, and a 2TB storage plan to support up to five cameras. Recording videos will not count towards your iCloud storage space.



**Why does the cruise stop automatically after running for while?**

The maximum continuous working time of a single cruise is 5 hours. When the time is up, pan/tilt will stop automatically and push a message to app to remind the user.

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**How many users can watch the videos on one camera at the same time?**

There is no limit on the number of connected users, however, it is recommended that no more than 4 users watch videos simultaneously. The more apps that are connected, the more processor resources are consumed (too many users connected will cause real-time screen lag and delay).