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**What networking methods does the Aqara Camera Hub G5 Pro (Wi-Fi Version) support?**

The Aqara Camera Hub G5 Pro (Wi-Fi Version) supports connecting to 2.4/5GHz dual-band Wi-Fi networks.

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**What networking methods does the Aqara Camera Hub G5 Pro support?**

The Aqara Camera Hub G5 Pro only supports connecting to a wireless network via Wi-Fi, and does not support connecting to the Internet via an Ethernet cable.

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**Does the Aqara Camera Hub G5 Pro generate black-and-white night vision footage?**

The Aqara Camera Hub G5 Pro only supports full-color night vision and does not have a black-and-white night vision mode. When deployed in complete darkness, please turn on the spotlight.



## **When do you need to activate the spotlight on the Aqara Camera Hub G5 Pro?**

The Aqara Camera Hub G5 Pro can still produce color video under extremely low light environments, but the lower the illumination, the lower the video frame rate will become, the “noise” of the image will increase, and the image quality will decrease, which will affect the AI’s detection accuracy and the generation of image details. When the above situation occurs, please turn on the spotlight based on the lighting situation and adjust it to the appropriate brightness to improve image quality.

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## **Can the AI detection function on the Aqara Camera Hub G5 Pro still be used at night or in low-light environments?**

Without the spotlight, the minimum illumination for the camera to enable AI detection is 0.25 Lux. Below this level, the detection rate will drop sharply. At the same time, the AI detection range in the dark will be significantly shorter than in daylight. It is recommended to turn on the spotlight at night or in a low-lit environment and adjust the brightness to 100% to improve the AI detection rate.



## **What is the function of RTSP?**

RTSP is a protocol for audio and video streaming that enables video integration with third-party systems on a local network. For example, this product can establish video connection with NVR devices, VLC players, Home Assistant, etc. through RTSP. After powering off and restarting the camera, the RTSP username and password will not change, but after resetting the device, the RTSP username and password will change, and you will need to reconfigure the connection with the third-party client.

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## **Why can't I connect to the camera's video using a third-party tool after the RTSP function is enabled?**

1. After restoring the Aqara Camera Hub G5 Pro to its factory settings, the RTSP username and password will be reset. Please re-enter the new username and password to connect with a third-party application.
2. The IP address assigned to the camera by the router via DHCP has changed. Please reconfigure the IP address to establish a connection with the third-party application.
3. Please ensure that both devices are connected within the same IP network segment.



## **How many child devices can the Aqara Camera Hub G5 Pro support?**

The Aqara Camera Hub G5 Pro can support access to both Zigbee devices and Thread devices, of which the access limit of Zigbee devices is 127, while the access number of Thread devices is not limited for the time being. Nevertheless, for a better user experience, we recommend that the Hub only accesses sub devices of the same protocol. In case of accessing sub-devices of both protocols at the same time, we recommend that the total number of devices should not exceed 40.

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## **Why does the PIR detection performance drop significantly when the camera is installed outdoors?**

In outdoor environments (especially summer in hot areas), there is little difference between human infrared thermal radiation and all other thermal radiation. Therefore, the PIR sensor's ability to detect humans is reduced. PIR detection is recommended when indoors, and the human detection function is recommended when outdoors.



## **What does Anti-Theft Lock do?**

When the Anti-Theft Lock Mode is enabled, users will not be able to disconnect the device from an account by quickly pressing the device's function key 10 times. The device owner must actively delete the device from their App before it can be connected to another account again. This can prevent the device from being maliciously stolen outdoors and still being used illegally.

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## **How to use the vehicle detection function?**

Once the vehicle detection function is turned on, the camera will take photos of vehicles and store them in its vehicle library within the app. The Aqara Camera Hub G5 Pro will determine if it recognizes the vehicle based on its appearance, color, and other features (not license plate, as that often leads to misidentification). The user enters the vehicle library within the app and selects their vehicles or known vehicles. The Vehicle detection function can also detect whether a vehicle is approaching or moving away from the camera, which can be linked to automations opening/closing your garage.



## **How to improve the accuracy of identifying a specific vehicle?**

1. Install the device in the correct position according to the instructions on the app to ensure that the camera can capture a large enough surface area of the vehicle.
2. Turning on the spotlight in a low-light environment can effectively improve the accuracy of vehicle recognition.
3. Since vehicle recognition is achieved through a vehicle's appearance and color matching, there is a possibility for misidentification (for example, when the same model appears in the picture at the same time). By making special marks on the appearance and color of a specified vehicle (such as adding a personalized logo, affixing a personalized car cover color, etc.), the camera can more effectively distinguish other vehicles of the same model.

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## **In what environment can the Aqara Camera Hub G5 Pro be used?**

The outdoor protection grade of the Camera Hub G5 Pro complies with the IP65 specifications, and can work in indoor and outdoor environments with a temperature range of  $-30^{\circ}\text{C} \sim +50^{\circ}\text{C}$  and a humidity of  $0\% \sim 95\%$  without condensation.



## **How can I ensure that the Aqara Camera Hub G5 Pro is waterproof?**

When restoring the Aqara Camera Hub G5 Pro to factory settings, you need to unscrew the back screw and remove the back cover before pressing the reset button. After pressing the button, be sure to reinstall the back cover in the correct direction and tighten the back screw to ensure that the back cover and the product body are sealed intact.

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## **Does the Aqara Camera Hub G5 Pro support external SD cards? How to expand the local storage space?**

No, the Aqara Camera Hub G5 Pro has a built-in 32GB (some models only support 8GB) eMMC storage, which is a type of high-speed memory chip. Users cannot expand the storage space by themselves, but can expand the local storage space by connecting to a NAS storage server.



**If I want to use a third-party ecosystem, would it be possible to have all the Child-devices which are already controlled by the Aqara Camera Hub G5 Pro automatically connect to the new ecosystem?**

Yes, the Aqara Camera Hub G5 Pro serves as a Matter Controller and you will be able to sync all the child-devices which have already been paired to your Aqara Camera Hub G5 Pro to the third-party ecosystems which our products support. This means you don't need to pair the child device again to the Aqara Camera Hub G5 Pro manually. And this feature is achieved through cloud-to-cloud technology.

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**After enabling the AI recognition frame, which target detection objects do the recognition frames of different colors correspond to?**

Red - human body detected

Green - package detected

Cyan (light blue) - vehicle detected

Blue - pet detected

Yellow - face detected



**Why does the Aqara Camera Hub G5 Pro fail to send any detection messages and record event videos when a person or vehicle appears in the picture, even after the AI detection function has been enabled?**

Please pay attention to the installation height and position of the camera. When the installation height is too high or the detected target in the camera video screen is very small, it does not meet the minimum target size requirement for AI detection. The camera will filter these detected targets, so the camera will not trigger any AI alarm events and record.

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### **What is HomeGuardian?**

HomeGuardian integrates Aqara cameras, sensors, and other devices to create a DIY, modular security system with automated event-based recordings, 90-day cloud storage, and a color-coded log featuring camera footage and event photos. HomeGuardian supports 4 security modes depending on home occupancy and time of day/night.



**Does the Aqara Camera Hub G5 Pro support the advanced Matter bridging function?**

Yes, the Aqara Camera Hub G5 Pro supports advanced Matter bridging to synchronize Aqara-specific scenes and signals to Matter ecosystems such as Home Assistant. To add Aqara or third-party Matter devices, a Matter controller-enabled hub needs to be installed in your home. The types of Matter devices currently supported by Aqara Home include: lights, thermostats, outlets, switches, buttons, and a variety of sensors, such as presence sensors, light sensors, door and window sensors, temperature sensors, and humidity sensors, with support for more categories expanding in the future.