



How do I choose the Aqara Camera Hub G2H Pro installation location?

1. It is recommended that the camera 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 camera 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.

What special characters in Wi-Fi password that the Aqara Camera Hub G2H Pro supported?

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



What kind of Wi-Fi can the Aqara Camera Hub G2H Pro connect to?

The Aqara Camera Hub G2H Pro supports Wi-Fi with 2.4GHz IEEE902.11b/g/n protocol, and does not support 5GHz Wi-Fi.

What does the hub function of the Aqara Camera Hub G2H Pro do?

The hub of the Aqara Camera Hub G2H Pro can be connected with Aqara's other smart sensors and controllers, such as door and window sensor, motion sensor, smart plug, wireless switch and other devices. Through the hub function, you can control these smart devices with the Aqara Home app. The hub is the data interaction and control center of your entire smart home network.



How does the hub of the Aqara Camera Hub G2H Pro connect to sub-devices? How many sub-devices does the hub support?

The hub of the Aqara Camera Hub G2H Pro can be connected through the ZigBee 3.0 protocol, and can directly support up to 32 Aqara devices.

What format of MicroSD card does the Aqara Camera Hub G2H Pro support? What is the maximum capacity of the MicroSD card?

The Aqara Camera Hub G2H Pro supports a MicroSD card in FAT32 format, with a reading and writing speed of Class 4 or above. It is recommended, however, to choose a MicroSD card with reading and writing speed of Class 10 or above which supports the maximum capacity of 512GB.

How long can the MicroSD card of the Aqara Camera Hub G2H Pro record video?

The Aqara Camera Hub G2H Pro can record high-definition video by default; 8GB memory card can record video for 18 hours; 16GB memory card can record video for 36 hours; 32GB memory card can record video for about 3 days, and generally, the



MicroSD card with 512GB capacity is expected to be stored for 4 weeks, 28 days in total. When the storage is full, the older video will be automatically overwritten.

Can the Aqara Camera Hub G2H Pro 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.

What is the correlation event of the Aqara Camera Hub G2H Pro?

The correlation event means that the Aqara Camera Hub G2H Pro can be correlated with devices in the same home, such as when the door and window sensor is triggered or after detecting human motion, the hub can help locate the time position of the event in the recording area. The maximum number of correlation events is 100. To set a correlation event : Select > "Correlation events" in the lower



right corner of the G2H Pro screen > select the trigger device for the correlation event > select the color and save.

How to enable the Aqara Camera Hub G2H Pro 2-way audio in the the Aqara Home app?

Open the Aqara Home app - Click on the Aqara Camera Hub G2H Pro- click the "phone" icon to initiate a voice call;

Note: The user cannot initiate 2-way audio on the camera hub G2H Pro itself.

Does the Aqara Camera Hub G2H Pro support recording and viewing in the 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 occupy your iCloud storage space.

Does the Aqara Camera Hub G2H Pro support manual video deletion?

You can't delete a specific video, but you can format in the Aqara Home app.

To format: In the Aqara Home app, click on the "..."
in the upper right corner of the G2H setting
screen > More Settings > Camera Settings > SD
Card Storage

Why can't the Aqara Camera Hub G2H Pro connect to Wi-Fi?

1. The distance between the device and the wireless router is too far away or there are many obstacles in the middle. When the Wi-Fi signal is weak, the network connection may be unsuccessful. Please use a Wi-Fi signal amplifier to relay the



signal or move the router close to a place where the device can receive the Wi-Fi signal well.

2. When the wrong Wi-Fi information is entered, the network connection cannot be completed. Please enter the correct information and try again.

How many custom ringtones does camera hub G2H Pro can upload and is there a limit for maximum?

You can upload 5 ringtones to the camera, and a maximum of 5MB per ringtone.

How do IOS users upload custom ringtones?

IOS users should upload a custom ringtone to iCloud at first, then choose the ringtone and upload it to camera through the Aqara Home app.

Why can't user find the NAS storage portal?

Only after inserting the MicroSD card to camera you can find the NAS storage portal in SD storage. Since the NAS storage must be based on a TF card.