



What kind of Wi-Fi can the Aqara Smart Video Doorbell G4 connect to?

The Aqara FAQ Smart Video Doorbell G4 supports Wi-Fi with 2.4GHz IEEE902.11b/g/n protocol, and does not support 5GHz Wi-Fi.

Does the Aqara Smart Video Doorbell G4 need an Aqara hub to work with?

Aqara Smart Video Doorbell G4 is a Wi-Fi device, it can connect to the Aqara Home app directly without an Aqara hub

What does the Aqara Smart Video Doorbell G4 use for wireless protocol? How can I bind a child device?

2.4 GHz Wi-Fi protocol can be applied between the doorbell and the repeater, and between repeater and the router. The Aqara Smart Video Doorbell G4 is not with the hub function, cannot bind with other Aqara child devices.



Can the Aqara Smart Video Doorbell G4 work without connecting to the repeater? Can I unbind the doorbell and repeater by myself?

The Aqara Smart Video Doorbell G4 relies on the Wi-Fi transmitted by the repeater for connection, and has one-to-one binding configuration with the repeater, one doorbell can only connect one repeater. User cannot unbind the doorbell and the repeater.

How can I distinguish the positive and negative poles of the terminal if I connect to the DC power supply for the Aqara Smart Video Doorbell G4?

If you connect to DC power supply, both terminals can be connected to positive or negative poles.



What types of batteries are suitable for the doorbell?

1. The doorbell can use AA batteries or rechargeable lithium batteries with 1.5V discharge voltage. If NiMH batteries with 1.2V output voltage are used, the electricity statistics will be inaccurate. LR6 alkaline AA batteries are recommended.
2. It is recommended to replace 6 new batteries of the same model at a time. If new and old batteries or different batteries are mixed to use, the battery life will be shortened.

Can the external power supply and the battery be used at the same time for Aqara Smart Video Doorbell G4?

The external power supply and the battery can be used at the same time. Under this condition, Aqara Smart Video Doorbell G4 will give priority to using an external power supply for power supply, and battery power will only be used when the external power supply is powered off.



Can face recognition be executed locally? Can the Aqara Smart Video Doorbell G4 work normally after being disconnected from the router?

The face recognition has two functions of face capture and face matching, both of which are performed locally on the device. However, to display and mark the face, it needs to connect to the cloud server. When the doorbell is disconnected from the router, it will not affect the face capture and matching, and not affect the local execution of automations related to face recognition. However, the newly captured face image cannot be displayed on the app after the doorbell disconnected from the router.

Why is the doorbell video stuck, with a frame skip, and not a smooth intercom?

Please check whether the distance between the doorbell and the repeater is out of the allowable range, or other Wi-Fi co-frequency interference sources are surrounded, if yes, you can improve the connection by adjusting the position of the repeater or modifying the Wi-Fi channel.



How far should the repeater be installed to the doorbell?

Please make sure that the repeater and doorbell signals are with a strong connection, it is recommended no more than 5 meters distance.



How many custom ringtones does Aqara Smart Video Doorbell G4 can upload and is there a limit for maximum?

You can upload 5 ringtones to the camera, and a maximum of 2MB per ringtone.



Where is the slot for the MicroSD card? What Format of MicroSD card does the Smart Video Doorbell G4 support? What is the maximum capacity of the MicroSD card?

1. The MicroSD card slot is located at repeater. 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 Micro SD card can still be recorded (record continuously needed to be chosen) in case of any network disconnection, but these videos saved on the Micro SD card cannot be viewed remotely with app.

Does the doorbell waterproof? In which outdoor environments can it be installed?

The Video Doorbell G4 is recommended to be installed on a porch or in other shaded areas.



Why can't my doorbell recognize my face? Which factors affect face recognition?

1. The face recognition function is turned off by default. You can open the device settings page - More Settings - Detection - Face Recognition, turn the function on and set the relevant parameters.
2. The sensitivity of face recognition is medium by default. If it cannot detect any face even if the function is enabled, please adjust to the high sensitivity.
3. Please check whether the light surrounding the doorbell is good. Face recognition ratio can be lowered under backlight, dim light. In addition, it can be affected by infrared night vision, starting image distortion calibration.



Why cannot anyone or any face be found in the recorded short video?

1. There might be factors in the surroundings of the doorbell causing the false-triggering of PIR (e.g. thermal disturbances due to big gaps of temperature within the detection range, such as hot air blowing continuously). In this case, please lower the sensitivity or temporarily switch to the Power Saving Mode (PIR function will be turned off.).
2. If the loitering detection interval is too long, the person detected may have left out of the monitoring field when the video recording starts. In this case, please shorten the detection interval.



Why is the Aqara Smart Video Doorbell G4 battery life so short? How does the Power Saving Mode prolong the life of the doorbell?

1. The Smart Video Doorbell G4 capacity of a standard single battery out of the doorbell factory is about 2900 mAh. When you replace it with a new battery, please choose the battery with a capacity not less than 2900 mAh.

2. If connected with HomeKit, the doorbell will record video if it is triggered and there's motion detected until the motion ends, which may consume more power and shorten the battery life compared to using the doorbell in Aqara Home only.

3. If the loitering detection interval is configured too short, the doorbell may be frequently triggered, which may shorten the battery life.

4. Battery life can be shortened by using new and old batteries together, using other non-LR6 batteries or non-1.5V batteries.

5. If the doorbell is far away from the repeater (more than Max. 5 meters), or there is too much wireless interference in the surroundings, the doorbell will need to increase the transmission power for communication, which will result in the



higher power consumption and shorten the battery life.

6. In the Power Saving Mode, the PIR detection function is turned off, and the doorbell can only be triggered by pressing the bell, remotely viewing video in the app, etc., which will greatly extend the doorbell life.