



How do I install the Aqara Door and Window Sensor P2? Can the main unit and the accessory unit be swapped?

- 1)Align the mounting mark lines of the main unit and the accessory unit as shown in the user manual, mounting one on the fixed side of the door or window and the other on the opening and closing side (it is recommended that the main unit be mounted on the fixed side);
- 2)The distance between the main unit and the accessory unit should be less than 22 mm;
- 3)They can be swapped, but please ensure that the mounting marks of the main and the accessory are aligned;
- 4)Due to the complex indoor environment, adjusting the relative positions of the border router and the door and window sensors allows for a better communication environment;
- 5)The door and window sensor should not be mounted on the metal part of the door or window due to the attenuating effect of metal on the wireless signal.



How do I install the Door and Window Sensor P2 if door and frame are not on the same level?

Rotate the accessory unit by 90 degrees. Ideally, the main unit should be mounted on a stationary door frame, and the accessory unit on the door itself, to better safeguard the sensor. The distance between the main unit and the accessory unit should be less than 22 mm. However, ensure they are not installed too close to each other to prevent contact and damage from collisions.

What is the ideal distance between the Aqara Door and Window Sensor P2 and the border router for proper communication?

Ensure that the distance between them is no more than 22 mm. In complex indoor settings where walls separate the sensor and the border router, the distance between them should be adjusted accordingly to ensure optimal communication.



What could cause the Aqara Door and Window Sensor P2 to fail to connect?

1) Incorrect operation - follow the original device addition procedure to re-add the device.

2) Distance from the border router is too far - move the device closer to the border router and try re-binding the device.

3) The Home App version is too low, please go to the Home app > Home setting page to upgrade the app and try to restart your iPhone, then reconnect the device.

4) The border router version is low, please upgrade the border router to the latest version and then reconnect.



Why does the Aqara Door and Window Sensor P2 frequently go offline?

- 1)The device is positioned too far from the border router. Check the distance between the sensor and the border router and try to install the device closer to the border router.
- 2)The batteries may be low or dead. Please replace them with new batteries.
- 3)The main unit of the sensor is mounted on a metal surface, which could be causing signal interference.

How do I reset the Aqara Door and Window Sensor P2?

Press the button quickly and successively 10 times. The device's indicator will flash, signaling that the device has been restored to factory settings.

Which platforms is the Aqara Door and Window Sensor P2 compatible with?

The sensor currently is compatible with Apple Home, Google, Alexa, and Samsung platforms. Future platform include Aqara Home and more



What are the functions of the Aqara Door and Window Sensor P2?

1)The Aqara Door and Window Sensor P2 can be installed on doors or windows to monitor their open or closed status in real time.

2)It can link and control other smart devices based on the status of the door or window.

3)The Aqara Door and Window Sensor P2 is integrated into the Matter ecosystem, allowing for interoperability across multiple platforms and ecosystems.

7.Why does the Aqara Door and Window Sensor P2 sometimes work and sometimes not?

1)The distance between the main unit and the accessory unit may be too far. Ensure that the distance between them is no more than 22 mm.

2)The sensor may be too far from the border router. After verifying the correct distance between the main unit and the accessory unit, click the sensor's reset button. If the border router beeps, the sensor can effectively communicate at its current position. If not, please move the sensor closer to the border router.