

## Aqara Camera Hub G2H Pro – FAQ



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

The Aqara Camera Hub G2H Pro supports 2.4 GHz Wi-Fi (IEEE 802.11 b/g/n protocol) but does not support 5 GHz Wi-Fi.

### What does the Aqara Camera Hub G2H Pro do?

The hub connects to other Aqara smart sensors and controllers (e.g., door/window sensors, motion sensors, smart plugs, wireless switches). You can control these devices through the Aqara Home app. It serves as the control centre for your smart home network.

### How does the Aqara Camera Hub G2H Pro connect to sub-devices? How many sub-devices can it support?

The hub connects using the Zigbee 3.0 protocol and supports up to 32 Aqara devices.

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

The hub supports MicroSD cards formatted in FAT32, with a read/write speed of Class 4 or higher. It's recommended to use a Class 10 card or higher, supporting up to 512GB.

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

- 8GB card: 18 hours of video



- 16GB card: 36 hours of video
- 32GB card: approx. 3 days
- 512GB card: approx. 4 weeks (28 days)

When the storage is full, older videos are overwritten.

### Can the Aqara Camera Hub G2H Pro record video without a network connection?

Yes, it can record video, but you won't be able to view the videos remotely via the app without a network connection.

### What is the correlation event for the Aqara Camera Hub G2H Pro?

The correlation event allows the hub to link with other devices in your home (e.g., door/window sensor or motion detection). It can track the event's time and location in the recording area. Up to 100 correlation events can be set.

### How do I enable two-way audio on the Aqara Camera Hub G2H Pro in the Aqara Home app?

1. Open the Aqara Home app
2. click on the Aqara Camera Hub G2H Pro
3. click the "phone" icon to initiate a voice call.

Note that the user cannot initiate two-way audio directly from the camera hub itself.

### Does the Aqara Camera Hub G2H Pro support recording and viewing in the HomeKit app?

Yes, you can record up to 10 days of video safely stored in iCloud. To view, you need a 200GB iCloud storage plan for one camera or a 2TB plan for up to five cameras. Recording videos does not use your iCloud storage space.

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

You can't delete specific videos, but you can format the MicroSD card through the Aqara Home app.



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

- The device is too far from the router or there are too many obstacles. Try using a Wi-Fi signal amplifier or moving the router closer.
- Incorrect Wi-Fi information was entered. Please enter the correct details and try again.

## How many custom ringtones can the Aqara Camera Hub G2H Pro upload, and is there a size limit?

You can upload up to 5 ringtones, with a maximum size of 5MB per ringtone.

## How do iOS users upload custom ringtones?

iOS users should upload a custom ringtone to iCloud first, then select it in the Aqara Home app.