

Aqara Curtain Driver E1 – FAQ



Can the Aqara Curtain Driver E1 be connected directly to a mobile phone?

No, the Aqara Curtain Driver E1 cannot connect directly to a mobile phone. An Aqara Zigbee 3.0 hub is required. Connect the hub to the mobile phone first, then pair the Curtain Driver E1 with the hub.

How do I connect the Aqara Curtain Driver E1 to the Aqara Home app and Aqara Hub?

Follow these steps:

1. Open the Aqara Home app.
2. Navigate to Accessory > "+".
3. Select Aqara Curtain Driver E1 and choose the hub.
4. Press and hold the reset button on the Curtain Driver E1 for 5 seconds until the blue light blinks and the hub announces the pairing prompt.

How do I restore the Aqara Curtain Driver E1 to factory settings?

To reset the Aqara Roller Curtain Driver E1:

- Press and hold the set button for 5 seconds until the orange light flashes and the buzzer sounds.
- Once the orange light blinks rapidly, the reset is complete. You will need to reconfigure the settings.

Which curtain tracks are supported by the Aqara Curtain Driver E1 (Track Version)?

- U-shaped tracks:
 - Bottom slot width $\leq 8\text{mm}$.
 - Bottom surface must be flat and smooth.
- Double-headed tracks:
 - Bottom slot width $\geq 10\text{mm}$.
 - Bottom surface must be flat and smooth. Circular surfaces are not supported.

Which curtain rods are supported by the Aqara Curtain Driver E1 (Rod Version)?



- Curtain rods with a diameter of 25–32mm and smooth surfaces.
- Telescopic rods are not supported.
- Compatible curtain types: Feed-through and hang-through curtains.

Tips: The Curtain Driver E1 (Rod Version) can also be installed on U-shaped and double-headed tracks if the installation requirements match those of the Track Version.

How do I check if the curtain driver is securely clasped?

1. A buzzer will sound twice when securely clasped.
2. From the side view, the driver should be perpendicular to the track base, and the drive wheels must not obstruct the slot of a U-shaped track.
3. Slightly shake the curtain to ensure it remains stable in position

Can the curtain driver be stopped midway by hand while in operation?

Yes, but this may damage the curtain due to the drive wheel's strength.

Tip: Reset the route in the Aqara Home app after manually stopping the curtain.

What if the curtain's opening direction is reversed in the Aqara Home app?

Adjust the opening direction by navigating to:

1. More Settings > Basic Settings > Curtain Style
2. and selecting left-opening or right-opening as needed.

Can I link ambient light settings with the Curtain Driver E1?

Ambient light linkage is not available on the curtain driver's settings page. However, you can set it in the settings of a compatible plug-in device.

Why does the device indicator flash red or stay red?

This indicates the curtain driver's internal temperature is beyond the normal range.

1. Remove the curtain driver from the track.
2. If charging, disconnect the charging cable.
3. Wait for the temperature to normalize before using the device again.

Does the Aqara Curtain Driver E1 support other brands' hubs?

No, the Curtain Driver E1 must be paired with an **Aqara Hub**. Compatibility and reliability with non-Aqara hubs are not guaranteed.

Why does the Curtain Driver E1 stop before reaching the end?

This issue may occur due to:

1. Route deviation after reinstalling the driver. Reset the route in the Aqara Home app.
2. The driver is not securely clasped. Ensure the drive wheel is tightly fixed to the track.
3. Foreign objects or dirt on the track. Clean the track and try again.
4. Insufficient power. Charge the curtain driver before use.



5. Uneven bottom surfaces, bumps, or feeder devices disrupting operation.
6. Deformed curtain rings or poor-quality materials affecting functionality.