![Aqara logo]

Aqara Door and Window Sensor P2 – FAQ

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

To install the Aqara Door and Window Sensor P2, follow these steps:

1. Align the mounting marks on both the main unit and accessory unit as shown in the user manual. Install one on the fixed side of the door or window and the other on the moving side (it is recommended to mount the main unit on the fixed side).
2. Ensure the distance between the main unit and the accessory unit does not exceed 22 mm.
3. The main and accessory units can be swapped, but ensure the alignment marks are properly positioned.
4. For optimal performance in complex indoor environments, adjust the positions of the border router and the sensor to improve communication.
5. Avoid mounting the sensor on metal surfaces, as this can weaken the wireless signal.

How should I install the sensor if the door and frame are not aligned?

If the door and frame are not on the same level, rotate the accessory unit by 90 degrees. It is best to mount the main unit on the stationary door frame and the accessory unit on the door itself to protect the sensor from potential damage. The gap between the two units should remain under 22 mm, but ensure they are not too close to avoid physical contact during operation.

What is the recommended distance between the sensor and the border router?

The Aqara Door and Window Sensor P2 should ideally be within 22 mm of the border router to ensure reliable communication. In environments with walls or other obstructions, adjust the placement of the sensor and router to maintain a strong connection.

Why might the Aqara Door and Window Sensor P2 fail to connect?

The sensor may fail to connect for the following reasons:

- Incorrect setup: Follow the user manual's instructions and restart the pairing process.
- Distance from the border router: If the sensor is too far from the router, move it closer and attempt to reconnect.
- Outdated app version: Update your Home app to the latest version and try connecting again.

- Outdated router firmware: Ensure the border router is running the latest firmware and reconnect the sensor.

Why does the sensor frequently go offline?

Several factors could cause the sensor to disconnect frequently:
- The sensor might be too far from the border router. Try relocating the sensor closer to improve the connection.
- The batteries may be low or depleted. Replace them with new ones to restore performance.
- The sensor could be installed on a metal surface, which may interfere with the signal. Consider relocating it to a non-metallic surface.

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

- The sensor monitors the open and closed status of doors and windows in real time.
- It can integrate with other smart devices to trigger automations based on the door or window status.
- As part of the Matter ecosystem, it enables seamless interoperability across multiple smart home platforms.

Why does the sensor work intermittently?

- The gap between the main unit and accessory unit may be too large. Ensure they are within 22 mm of each other.
- The sensor may be out of range of the border router. After checking the gap between the units, press the reset button. If the router beeps, the sensor is within range. If not, move it closer to the router.

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

To reset the sensor to factory settings, press the button quickly 10 times. The indicator light will flash to confirm the reset.

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

The sensor is currently compatible with Apple Home, Google Assistant, Amazon Alexa, Samsung SmartThings and Aqara Hime. Additional support for other platforms is planned for future updates.