

## Aqara Door and Window Sensor T1 – FAQ



### How do I install the Aqara Door and Window Sensor T1? Can the main unit and accessory unit be swapped?

To install the Aqara Door and Window Sensor T1, 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 effective communication distance between the Aqara Door and Window Sensor T1 and an Aqara Hub?

The Aqara Door and Window Sensor T1 should ideally be within 7-10m of the Aqara Hub. In environments with walls or other obstructions, the communication distance will be reduced, resulting in a closer placement of the Aqara Hub.

### Why might the Aqara Door and Window Sensor T1 fail to connect?

If the sensor fails to connect, check the following:

- Make sure the Aqara Hub's firmware is up to date.
- The sensor is reset, and the LED indicator is blinking as expected.
- The sensor is close to the Aqara Hub, well within the ideal distance.
- Ensure no more than 32 child devices are connected to the Hub at the same time



- Try using another child device or sensor to determine if there is something wrong with the sensor itself
- Try using another hub to determine if there is something wrong with the Hub.

### The sensor sometimes go offline, why?

Several factors could cause the sensor to disconnect:

- The sensor and the magnet unit might be too far from each other. Try relocating the sensor closer to improve the connection, no more than 22mm from each other.
- The Aqara Hub might be too far away from the sensor.
  - Press the reset button on the sensor, without removing the sensor from the door. If the Aqara Hub makes a voice prompt (note: The Aqara Hub E1 has no built-in speaker and so will not give a voice prompt), it indicates the Aqara Hub is effectively communicating with the sensor.
- 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.

### How do I know if the Aqara Door and Window Sensor T1 is working properly?

- Single press the reset button on the sensor. The Aqara Hub will prompt with the voice message “normal link confirmed” (note: The Aqara Hub E1 has no built-in speaker and so will not give a voice prompt).
  - If the hub gives no response, move the sensor closer to the hub and try again.
  - If the hub remains silent, the sensor might have been accidentally removed from the hub or run out of power. Follow the instructions to add the sensor or replace the battery.
- Action the door/window being opened.
  1. Split the sensor and magnet and then move them back together.
  2. Go to the Aqara Door and Window Sensor log on your Aqara Home app, and check that the corresponding event log has updated.

### What are the main functions of the Aqara Door and Window Sensor T1?

- 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.

### How do I reset the Aqara Door and Window Sensor T1?

1. Press the reset button for 3 seconds. The indicator light will flash 3 times before restoring to factory settings.
2. If the bound sensor needs to be bound to another hub, it will need to be reset first.