



## Aqara Doorbell G4 with Chime – FAQ



### What type of Wi-Fi does the Aqara Smart Video Doorbell G4 support?

The Aqara Smart Video Doorbell G4 supports 2.4 GHz Wi-Fi with IEEE 802.11 b/g/n protocol. It does not support 5 GHz Wi-Fi.

### Does the Aqara Smart Video Doorbell G4 require an Aqara hub to operate?

No, the Aqara Smart Video Doorbell G4 is a Wi-Fi device and can connect directly to the Aqara Home app without the need for an Aqara hub.

### What wireless protocol does the Aqara Smart Video Doorbell G4 use? Can it bind with a child device?

The Aqara Smart Video Doorbell G4 uses the 2.4 GHz Wi-Fi protocol to communicate between the doorbell, repeater, and router. However, it does not have hub functionality and cannot bind with other Aqara child devices.

### Can the Aqara Smart Video Doorbell G4 work without connecting to the repeater? Can I unbind the doorbell from the repeater myself?

The Aqara Smart Video Doorbell G4 relies on the Wi-Fi signal provided by the repeater for its connection. It has a one-to-one binding configuration, meaning one doorbell can only connect to one repeater. Users cannot unbind the doorbell from the repeater.



## How can I distinguish the positive and negative poles of the terminal when connecting the Aqara Smart Video Doorbell G4 to a DC power supply?

When connecting to a DC power supply, the terminals of the Aqara Smart Video Doorbell G4 can be connected to either the positive or negative poles interchangeably.

## What types of batteries are suitable for the doorbell?

1. The doorbell supports AA batteries or rechargeable lithium batteries with a 1.5V discharge voltage. If NiMH batteries with a 1.2V output are used, the electricity statistics may be inaccurate. LR6 alkaline AA batteries are recommended.
2. It is advised to replace all six batteries at the same time with new ones of the same model. Mixing new and old batteries or different types can shorten battery life.

## Can the external power supply and the battery be used simultaneously for the Aqara Smart Video Doorbell G4?

Yes, the external power supply and the battery can be used simultaneously. In this setup, the Aqara Smart Video Doorbell G4 prioritizes the external power supply, switching to battery power only if the external power source is unavailable.

## Can face recognition be executed locally? Will the Aqara Smart Video Doorbell G4 work normally if disconnected from the router?

Face recognition on the Aqara Smart Video Doorbell G4 includes face capture and face matching, both of which are performed locally on the device. However, to display and mark faces, a connection to the cloud server is required.

If the doorbell is disconnected from the router, face capture and matching will still function, and local automations related to face recognition will continue to work. However, newly captured face images will not be displayed in the app until the doorbell reconnects to the router.

## Why is the doorbell video lagging, skipping frames, or not providing smooth intercom performance?



Check if the distance between the doorbell and the repeater exceeds the allowable range, or if there are sources of Wi-Fi co-frequency interference nearby. To improve the connection, you can:

- Adjust the position of the repeater.
- Change the Wi-Fi channel to reduce interference.

### How far should the repeater be installed from the doorbell?

Ensure that the signal between the repeater and the doorbell is strong. It is recommended to maintain a distance of no more than 5 meters.

### How many custom ringtones can the Aqara Smart Video Doorbell G4 upload, and is there a size limit?

You can upload up to 5 custom ringtones to the camera, with a maximum file size of 2 MB per ringtone.