

## Aqara Hub E1 – FAQ



### How do I connect the Aqara Hub E1 with the app?

To pair the Aqara Hub E1 with the Aqara Home app, please ensure your phone is connected to a 2.4 GHz Wi-Fi network.

1. Open the app and go to Accessories > "+" > select Aqara Hub E1.
2. Press and hold the reset button on the hub for 10 seconds until the indicator light blinks yellow.
3. Follow the instructions in the app to complete the pairing process.

### What is the Wi-Fi relay function of the Aqara Hub E1, and how do I enable it?

1. The Wi-Fi relay function allows the Aqara Hub E1 to create a new WLAN hotspot after being connected to the home wireless router. This extends the Wi-Fi signal coverage for other devices, making it useful in areas with weak signals such as hallways or entry doors. The relay supports up to two accessories.
2. To enable this function, go to Settings > Wi-Fi Relay in the app. The hub has a default hotspot name and password, which can be customised by the user.

### Does the hub have an alarm function?

The hub does not have a built-in loudspeaker or buzzer, so it does not support a local audio alarm.

### What is the "Preventing Accidental Deletion" function of the hub?

1. The "Preventing Accidental Deletion" feature is designed to avoid network disconnection caused by accidental button presses (e.g., pressing and holding a function button for 10 seconds). After enabling this feature, the hub can only be unbound via the app when it is connected to the network.
2. To enable this function, go to Hub Settings > Preventing Accidental Deletion Settings in the app.

### What if the Aqara Hub E1 fails to connect to Wi-Fi?

1. Move your mobile phone closer to the hub when connecting to Wi-Fi.
2. Ensure your phone is connected to a 2.4 GHz Wi-Fi network.



3. If the app prompts a connection failure, reset the hub by pressing and holding its button for 10 seconds until the yellow light flashes.

### How do I choose an installation location for the Aqara Hub E1?

The Aqara Hub E1 can be powered via a standard USB interface with an output of more than 2.5 W (5V/0.5A). Suitable power sources include sockets, plugs, power adapters, and appliances with USB power supply interfaces.

### How many Zigbee accessories can be paired with the Aqara Hub E1?

1. The hub supports up to 32 Zigbee end devices.
2. To add more devices, first connect a Zigbee router to the hub, which extends support to up to 128 Zigbee accessories. Among Aqara products, those powered by neutral and live wires act as routers, while battery-powered devices function as end devices. Each router can support up to 16 end devices.

### What if the Aqara Hub E1 fails to pair with the app?

1. Ensure the hub is blinking yellow and that your phone is close to it.
2. Connect the hub to a 2.4 GHz Wi-Fi network and disable the 5 GHz band if both bands are being transmitted by your router.
3. Check that the Wi-Fi name contains no special characters. For business routers, disable the "forbid sending mDNS to wireless clients" setting.
4. Try connecting to another Wi-Fi network or create a Wi-Fi hotspot using your phone to test whether the pairing failed due to weak signal strength.
5. If pairing fails after multiple attempts, restart your phone to clear the memory cache.

### How do I check the firmware version of the Aqara Hub E1?

Ensure your phone and the Aqara Hub E1 are connected to the same Wi-Fi network. Open the Aqara Home app, navigate to the Accessories page, select the hub, enter the hub details page, and check for firmware updates.

### How do I restore the Aqara Hub E1 to factory settings?

1. Press and hold the hub's button for 10 seconds until the yellow light flashes, indicating factory settings have been restored. This will not delete settings such as times, battery, or the accessory list.
2. Alternatively, press the hub button 10 times in rapid succession. The flashing yellow light will confirm the restoration of factory settings.

### How can I control the Aqara Hub E1 and its child devices remotely?

- Once the hub is connected to a stable Wi-Fi network, you can send commands via the Aqara Home app to control the Hub E1 and its paired child devices.
- To perform remote control using the Apple Home app, you need to set up a HomePod, Apple TV (tvOS 11.0 or above), or an iPad (iOS 12.0 or above) as a HomeKit hub. These devices



should be on the same Wi-Fi network as the Aqara Hub E1, have stable internet access, and be logged in with the same Apple ID as your iPhone. Currently, only an iPad, HomePod, or Apple TV can be set up as the home hub.

### The hub failed to add successfully and shows the prompt "Accessories added". What should I do?

1. Delete the previously added hub from the "Home" app or the "Aqara Home" app.
2. Restart your phone's Wi-Fi.
3. Reset the hub by pressing and holding the hub button for 10 seconds until the yellow light flashes.
4. Then, add the hub again through the app.

### I have connected the E1 Hub to the Aqara Home app, but why can't I discover the Aqara devices in Alexa?

- Please note, the E1 Hub will not appear in Alexa because it does not have the nightlight feature that the Aqara Hub M1S has.
- However, compatible child devices paired with the E1 Hub will appear in Alexa. These include:
  - Aqara Door and Window Sensor
  - Aqara Motion Sensor
  - Aqara Temperature and Humidity Sensor
  - Aqara Smart Plug (US)
  - Aqara Wall Switch
  - Aqara Roller Shade Driver E1
  - Aqara Motion Sensor P1

### I have connected the E1 Hub to the Aqara Home app, but why can't I find the Aqara devices in Google?

- Similarly, the E1 Hub will not appear in Google because it does not have the nightlight feature available in the Aqara Hub M1S.
- Only compatible child devices paired with the E1 Hub will be discoverable in Google. These include:
  - Aqara Door and Window Sensor
  - Aqara Temperature and Humidity Sensor
  - Aqara Smart Plug
  - Aqara Wall Switch