Aqara Hub M2
– FAQ

What can the Aqara Hub M2 do?

The Aqara Hub M2 is a smart home control centre. It can connect via a Wi-Fi or Ethernet network and supports interaction and connectivity with Aqara Zigbee accessories. It also includes an IR remote control function, allowing you to manage and control various IR devices. The Aqara Hub M2 enables more convenient control of your Aqara accessories.

What is Zigbee, and what version does the Aqara Hub M2 use?

Zigbee is a short-range, low-power-consumption wireless communication technology. The benefits of the Aqara Hub M2 using Zigbee 3.0 include:

1. Ultra-low power consumption.
2. Fast response times.
3. An ad-hoc network compatible with more sub-devices.
4. Strong reliability.
5. High security.

How do I connect the Aqara Hub M2 to the internet via Wi-Fi or Ethernet?

1. The hub only supports a 2.4 GHz Wi-Fi network. If you use a dual-band router, disable the 5 GHz Wi-Fi network before adding the hub.
2. For Ethernet communication between the hub and the router, connect the LAN port of the hub to the router using a network cable with an RJ45 plug. Wait for the yellow or red indicator lights on the side of the hub's network port to illuminate.
3. In the Aqara Home app, navigate to Accessories > "+" > Aqara Hub M2. Long press the reset button for 10 seconds until the hub blinks yellow or red, and follow the instructions.

How do I choose the installation location for the Aqara Hub M2?

1. It is recommended to install the Aqara Hub M2 centrally among the accessories to ensure stable communication. If accessories are too far from the hub, they may appear offline. In this case, move the accessory closer to the hub and try again.
2. The hub should not be placed too far from the router. For stable Wi-Fi communication, a straight-line distance of 2 to 6 metres (6 to 19 feet) is ideal.
3. To extend the hub's signal range, install it at least 1 metre (3 feet) above the ground.

What if the Aqara Hub M2 fails to pair with the app?

Please follow these steps:
1. Keep your phone close to the hub and ensure the hub is blinking yellow.
2. Connect the hub to a 2.4 GHz Wi-Fi network and disable the 5 GHz band if your router transmits both.
3. Ensure the Wi-Fi name contains no special characters. If using a business router, disable the "forbid sending mDNS to wireless clients" setting.
4. Try connecting to another Wi-Fi network or creating a Wi-Fi hotspot with a phone. This can help determine if the previous network's weak signal caused the failure.
5. If pairing fails after multiple attempts, restart your phone to clear the memory cache.

How many accessories can the Aqara Hub M2 support?

The maximum number of devices is 128. This includes at least 8 devices, such as the Aqara Smart Plug or Aqara Smart Wall Switch (With Neutral), which act as repeaters. Without using repeaters, the maximum number of connected sub-devices is 32.

How do I use the Aqara Hub M2 to control IR home appliances?

Follow these steps:
1. Open the Aqara Home App.
2. Click Hub M2 > Choose the appliance type (e.g., TV or Air Conditioner) > Select the brand.
3. Follow the app instructions to match the IR keys one by one.

How do I use the custom remote control function of the Aqara Hub M2?

Follow these steps:
1. Open the Aqara Home App.
2. Select Hub M2 > Customise.
3. Enter the name of the button you want to create and follow the app instructions.

Is the IR function of the Aqara Hub M2 supported in the Apple Home app?

No, the IR function of the Aqara Hub M2 is only supported in the Aqara Home App, not the Apple Home app.

How do I check the firmware version of the Aqara Hub M2?

Ensure your phone and the Aqara Hub M2 are connected to the same Wi-Fi network. Open the Aqara Home app, go to the Accessories page, select the Hub M2, enter the Hub M2 details page, and check for firmware updates.

What can I do if the Aqara Hub M2 fails to add successfully and prompts "The device has been added successfully"?

If the Aqara Hub M2 fails to add but displays the message "The device has been added successfully," please follow these steps:

1. Delete the previously added Hub M2 from both the Apple Home app and the Aqara Home app.
2. Restart your phone's Wi-Fi.
3. Press and hold the hub button for 10 seconds to reset the hub until the yellow light flashes.
4. Attempt to add the hub again.

How do I restore the Aqara Hub M2 to factory settings?

You can restore the Aqara Hub M2 to factory settings using either of the following methods:
1. Press and hold the Hub M2 button for 10 seconds until the yellow light flashes, indicating that the network has been reset. This will not delete settings such as schedules, battery status, or the list of accessories.
2. Press the Hub M2 button 10 times rapidly. After the yellow light flashes, the factory settings will be restored. This operation will delete all data, including schedules, battery levels, and the sub-device list of accessories.

How can I control the Aqara Hub M2 and its child devices remotely?

Once the Aqara Hub M2 is connected to a stable Wi-Fi network, you can control the hub and its child devices via the app.
- To use the Apple Home app for remote control, you need to set up a Home Hub (such as an iPad, HomePod, or Apple TV) under the same Wi-Fi network as the Aqara Hub M2, ensuring stable internet access. Log in using the same Apple ID as your iPhone.

What can I do if the Aqara accessory shows offline or is not responding?

1. Check if the hub paired with the accessory is offline. If the hub is also offline, restart the Hub M2 and try again.
2. If the Hub M2 is online but the accessory is offline, ensure the communication between the accessory and the hub is normal. Refer to the "Effective Range Test" section in the accessory manual. The voice prompt "Normal link confirmed" indicates successful communication. If communication is abnormal, move the accessory closer to the hub and try again.
3. After restarting the app, check if the accessory is back online.
4. Ensure the accessory's power supply is functioning correctly. Press the accessory's button to see if the indicator light turns on.

Why can't I discover Aqara devices in Alexa after connecting the Aqara Hub M2 to the Aqara Home app?

The Aqara Hub M2 does not appear in Alexa because it lacks the night light feature available on the Aqara Hub M1S. However, the hub function of the Aqara Hub M2 is supported in Alexa, meaning you will see compatible child devices paired with the Hub M2.

Compatible Alexa devices include:
- Aqara Door and Window Sensor
- Aqara Motion Sensor
- Temperature and Humidity Sensor

- Smart Plug (US)
- Aqara Wall Switch
- Roller Shade Driver E1
- Motion Sensor P1

Why can't I find Aqara devices in Google after connecting the Aqara Hub M2 to the Aqara Home app?

Similar to Alexa, the Aqara Hub M2 does not appear in Google because it lacks the night light feature available on the Aqara Hub M1S. However, compatible child devices paired with the Aqara Hub M2 will appear in Google.

Compatible Google devices include:
- Aqara Door and Window Sensor
- Aqara Temperature and Humidity Sensor
- Aqara Smart Plug
- Aqara Wall Switch