Aqara Hub M3
– FAQ

What is a leading hub? What is the difference between the Aqara Hub M3 and previous Aqara hub products?

After connecting to your existing Aqara setup, the Aqara Hub M3 forms a hub cluster and takes the lead over other Aqara Zigbee hubs, aiming to enhance the smart home experience. It converts automations involving multiple hubs and connected child devices from cloud-based to edge-based automations, which are faster and more stable, while also coordinating other Aqara Zigbee hubs. Compared to traditional hubs, the Aqara Hub M3 not only acts as the leader of a hub cluster but also functions as a Thread Border Router. This enables other Matter controllers to connect Thread devices and integrate the latest Aqara and third-party Matter devices into the Aqara Home app. It features larger local data storage, offers offline RTC adjustments, and includes other advanced functions.

What are the installation options for the Aqara Hub M3?

The Aqara Hub M3 can be installed in three ways: horizontal placement, wall mounting, or ceiling mounting.

Why do I need to scan the MagicPair QR code on the Aqara Hub M3 to connect it to the network?

The Aqara Hub M3, with its larger local storage that may contain a significant amount of user data, is classified as a security-grade device. To ensure the device is operated by the user, it is necessary to scan the MagicPair QR code on the device through the app for secondary confirmation before connecting to the network.
Can the Aqara Hub M3 be connected to Zigbee and Thread child devices at the same time?
Yes, the Aqara Hub M3 can connect to Zigbee and Thread child devices simultaneously.
Can the Aqara Hub M3 connect Zigbee devices to the Matter platform?
Yes, the Aqara Hub M3 serves as a Matter Bridge, enabling it to connect Zigbee and IR devices to platforms that support Matter.

What types of third-party Matter devices can be connected to the Aqara Home app through the Aqara Hub M3?

Currently, only certain Matter-compatible lights, switches, and thermostats are officially supported. For more details, please refer to the product promotional materials.

Aqara

When acting as a Zigbee and Thread hub, how many child devices can the Aqara Hub M3 directly connect to? How many devices can be connected through router/mesh extender nodes?

The Aqara Hub M3 can directly connect to 64 child devices and supports up to 127 child devices when using Zigbee routers or Thread mesh extender nodes.

Can the Aqara Hub M3 connect to a Bluetooth child device?

The Aqara Hub M3 supports connecting to Bluetooth child devices and will enable connections with Aqara Bluetooth devices via a future firmware update.

Why does the leading hub sometimes change to another one in the Hub Cluster?

When networking multiple Aqara Hub M3s, the hubs dynamically assess their load, network communication capabilities, and wireless signal strength in real time. Based on this evaluation, the system selects the optimal hub as the leading hub.

If the Aqara Hub M3 goes offline, can the configured edge automations still execute?

- If multiple Aqara Hub M3s are present, other functioning hubs will take over to ensure the execution of automations.
- If only one Aqara Hub M3 is available, the automations will not execute when it is offline.

Do other hubs need to be upgraded to a specific firmware version to join a Hub Cluster?

Yes, please ensure all hubs are updated to the latest firmware version to function with the Aqara Hub M3.

What are the benefits of Ark Technology in smart home automation?

Ark Technology enhances smart home automation by integrating disaster recovery features such as:
- Local automation capabilities within individual hubs
- Coordination and automation across multiple leading hubs
- Standby takeover by other leading hubs for increased reliability
- Proxy hub disaster recovery

This ensures more reliable and efficient execution of automations, significantly improving the resilience of smart home systems.

When multiple Hub M3s are networked, are saved automations mirrored?

- Edge automations (those spanning multiple gateways or different LANs) are backed up across all leading hubs.
- Automations for non-leading hubs are saved within each hub or proxy hub node.

2

When the Aqara Hub M3 serves as a leading hub, how many hubs can it manage simultaneously?

The Aqara Hub M3 can manage up to 10 hubs simultaneously.

What types of user data are stored in eMMC?

User data stored in eMMC includes automation configurations, device operation logs, and data collected by child devices.

How large an area can a single Aqara Hub M3's wireless connection cover?

When child devices are evenly distributed and router sub-devices are properly configured, the Aqara Hub M3 can cover an area of 100–300 square metres.

What types of hubs can be migrated to the Aqara Hub M3?

The Aqara M3 supports migrating hubs such as the Aqara M2 Hub, Aqara M1S Hub, Aqara E1 Hub, and other Aqara hubs. Please update the firmware of the old hub to the latest version before migrating.

After migration, how are the functions of the old hub retained by the new one?

- For hubs of the same type, the new hub will retain all configurations identical to the original (except for automations configured in third-party apps like Apple Home).
- For hubs of different types, only overlapping functionalities between the two hubs will be retained (e.g., migrating from the M1S Hub to the Aqara Hub M3 may result in the loss of features such as night lights or certain automation configurations).