Aqara Roller Shade Driver E1
– FAQ

Can I connect the Aqara Roller Shade Driver E1 directly to my mobile phone?

No, the Aqara Roller Shade Driver E1 cannot be connected directly to a mobile phone. A Zigbee 3.0 Hub (e.g., Aqara Hub M3) is required. First, connect your mobile phone to the Hub, then pair the Roller Shade Driver E1 with the Hub.

How do I connect the Aqara Roller Shade Driver E1 to the hub/app?

Follow these steps to connect the Aqara Roller Shade Driver E1:
1. Open the Aqara Home App.
2. Go to Accessory and tap the "+" icon.
3. Select Aqara Roller Shade Driver E1 from the list.
4. Choose your hub.
5. Press and hold the reset button on the Roller Shade Driver E1 for 5 seconds until the blue light starts blinking.

How can I reset the Aqara Roller Shade Driver E1?

To reset the Aqara Roller Shade Driver E1:
1. Press and hold the reset button located at the bottom of the device for 5 seconds until the blue indicator light turns on.
2. Alternatively, you can reset the device through the Aqara Home app.

Can the Aqara Roller Shade Driver E1 be used if Wi-Fi is offline or disabled??

The Aqara Roller Shade Driver E1 supports three control modes:
1. Local Button Control – Directly operate the shade driver using its physical buttons.
2. Sensor Linkage Control – Automate control using Aqara sensors.
3. App Remote Control – Manage the device remotely through the Aqara app.

Even if the hub's Wi-Fi network connection is unavailable, you can still control the device using Aqara switches and sensor linkage.

How do I check if Aqara Roller Shade Driver E1 is working properly?

Single-Press Confirmation - Press the button on the Aqara Roller Shade Driver E1 once. If the Aqara Hub announces "Normal link confirmed," it means the hub and the device are successfully connected.

Troubleshooting Connection Issues - If no voice message is prompted:
- Move the Aqara Hub closer to the Roller Shade Driver E1 and try again.
- If the issue persists, the Roller Shade Driver E1 may have been removed from the network. Refer to the user manual for instructions on re-adding the device.

What is the maximum load capacity of the Aqara Roller Shade Driver E1?

- 5kg with a tube diameter of 38mm
- 3.7kg with a tube diameter of 28mm

Can the Aqara Roller Shade Driver E1 be opened or closed after being powered off?

The Aqara Roller Shade Driver E1 does not support "Power-off Manual Operation". Namely, the shade cannot be opened or closed manually after it is powered off.

What should I do if I can't connect the Aqara Roller Shade Driver E1 to the app?

If you're unable to connect the Aqara Roller Shade Driver E1 to the app, try the following steps:
1. Ensure the hub's firmware is up to date.

2. Check if the hub is in pairing mode.
3. Confirm that the Roller Shade Driver E1 has been successfully reset.
4. Place the hub as close as possible to the Roller Shade Driver E1 and try again.
5. Test with another child device to determine if the issue is with the Roller Shade Driver E1.
6. Try connecting the Roller Shade Driver E1 to a different hub to rule out problems with the current hub.

Note: A hub can support a maximum of 32 child devices unless a repeater is used. Ensure this limit hasn't been exceeded.

Does the Aqara Roller Shade Driver E1 work with hubs from other brands?

No, the Aqara Roller Shade Driver E1 must be paired with an Aqara Hub. Compatibility with non-Aqara hubs is not supported, and we cannot guarantee reliable performance when used with third-party products.