



Aqara Temperature and Humidity Sensor – FAQ



Can the Aqara Temperature and Humidity Sensor be connected directly to a mobile phone?

No, the Aqara Temperature and Humidity Sensor cannot connect directly to a mobile phone. You must first connect an Aqara Hub to your mobile phone and then pair the sensor with the hub.

What environment is the Aqara Temperature and Humidity Sensor suitable for?

The sensor is designed for indoor use only.

- Operating temperature: -20°C to 50°C (-4°F to 122°F)
- Humidity range: 0–100%, in a non-condensing environment
- Avoid exposing the sensor to rain, steam, or high-humidity environments such as refrigerators, kitchens, or bathrooms.

How do I add the Aqara Temperature and Humidity Sensor to the app?

Follow these steps to pair your sensor:

1. Move the sensor close to the Aqara Hub.
2. Open the Aqara Home App, navigate to Accessory > "+", and select Aqara Temperature and Humidity Sensor.
3. Select your hub.
4. Press and hold the sensor's reset button for 5 seconds until the indicator light blinks three times.
5. Follow the app's instructions. When the hub announces "Child Device Connected," the sensor has been added successfully.

How do I check the event log for the Aqara Temperature and Humidity Sensor?

1. Open the Aqara Home App.
2. Navigate to Accessories > Aqara Temperature and Humidity Sensor > Log.
3. If the log is not updated, pull down the log page to refresh it.

How often does the Aqara Temperature and Humidity Sensor upload data?

Data is reported instantly when:

- Temperature variation exceeds 0.5°C (1°F).



- Humidity variation exceeds 6%.
- Atmospheric pressure changes by 25 hPa or more.

How do I reset the Aqara Temperature and Humidity Sensor?

If you wish to remove the sensor or pair it with another hub:

1. Long press the reset button for over 5 seconds until the LED indicator blinks three times.
2. The hub will announce “Device Deleted.”
3. Alternatively, you can remove the sensor via the app.

Why does the Aqara Temperature and Humidity Sensor sometimes go offline?

Possible causes include:

1. The sensor is too far from the hub. Move it closer.
2. The battery is depleted. Replace the battery.
3. Signal interference caused by installation on or near metal surfaces. Install the sensor away from metal objects.

How do I change the battery of the Aqara Temperature and Humidity Sensor?

1. Use a coin to rotate the battery cover counterclockwise until it loosens.
2. Remove the old battery and insert a new CR2032 battery, ensuring the positive side faces upwards.
3. Align the cover with the sensor’s base and rotate it clockwise using a coin until you hear a click, indicating it is securely closed.

What should I do if the sensor cannot connect to the app?

1. Ensure the hub’s firmware is up to date.
2. Confirm the hub is in pairing mode.
3. Reset the sensor successfully, ensuring the LED blinks as expected.
4. Move the sensor closer to the hub and try again.
5. Test another child device to determine if the sensor itself is faulty.
6. Try pairing with a different hub to rule out issues with the original hub.

Note: that a hub can support a maximum of 32 child devices simultaneously.