What can the Aqara Doorbell Camera Hub G410 do?

The Doorbell Camera Hub G410 is a HomeKit Secure Video doorbell that combines improved 2K image quality, advanced presence detection, as well as Zigbee hub and Thread-enabled Matter Controller functionalities. This allows it to be connected to dozens of Aqara and third-party devices, such as door locks. Equipped with built-in mmWave radar and face recognition, it provides highly accurate alerts and automations without compromising privacy. It boasts expandable local storage for 24/7 recording and, for the first time, end-to-end encrypted video streaming directly to the Aqara Home app.

The chime repeater of Smart Doorbell Hub G410 has the functions of both a Zigbee and Thread hub, enabling easy linkage with smart devices from Aqara and third-party ecosystems. when it being connected to the Aqara Home App, it also supports the access of audio and video functions to third-party platforms such as HomeKit, bringing a richer cross-ecosystem smart experience.

What are the functional differences of the Aqara Doorbell Camera Hub G410 across HomeKit, Alexa,Google, SmartTings,IFTTT,Yandex,Home Assistant?

HomeKit	Alexa	Google	Smartthings	IFTTT	Yandex	Home Assistant
1.Stream 2.Indicator Light ON/OFF 3.Infrared Night Version Change 4.Battery Level 5.Lingerer Detection 6.Alert System(hub)	1.Stream 2.Lingerer Detection Alarm 3.Doorbell Rings	1.Stream 2.Lingerer Detection Alarm	1.Stream 2.Lingerer Detection 3.Doorbell Rings 4.Battery Level	Dection Functions: *Face Detection *Face Detection(stranger) *Lingerer Detection Alarm *Doorbell Rings *Tamper Alerts	1.Event Detection: *Face Detection *Face Detection(stranger) *Someone lingered *Someone rang the bell *Tamper Alerts 2.Doorbell Rings	1.RTSP (wired powering mode) 2.All Detections Events (Matter advanced bridging)

Can the Aqara Doorbell Camera Hub G410 work without connecting to a chime repeater? Can the user unbind the doorbell and the chime repeater and still use the device?

The doorbell relies on the Wi-Fi signal forwarded by the chime repeater to connect, and is bound one-to-one with the chime repeater before leaving the factory. Users cannot unbind it by themselves, nor can they remove the chime repeater for use.

What's the difference between the Aqara Doorbell G4 & Doorbell Camera Hub G410?

Product	Doorbell Camera Hub G410	Smart Video Doorbell G4
Picture		
Build-in Hub (Aqara Zigbee & Thread)	✓ Zigbee hub: up to 40 Aqara Zigbee devices Thread Hub: up to 40 Matter devices	✗
Local Detection	Lingering (mmWave radar) Face Tampering	Lingering Face, Tampering
Local Storage	indoor microSD (≤512GB) + NAS backup	indoor microSD (≤512GB) + NAS backup
Third-Party Support	HomeKit Secure Video, Google, Alexa, SmartThings, IFTTT, Home Assistant (Adv. Bridging)	HomeKit Secure Video, Google, Alexa, SmartThings
Wi-Fi	2.4/5 GHz + WPA3	2.4 GHz + WPA3
Camera Resolution	2K (2048*1536), 20 fps	FHD (1920*1080), 20 fps
Field of View	175° (diagonal) f/1.8	162° (diagonal) f/2.0
Ports	USB-C (Chime)	USB-C (Chime)
Power Supply	12V-24V AC 0.2A 50/60Hz 12-24V 0.5A DC Doorbell: 6 x AA Battery (5 Mo) / Chime: 5V 1A DC	12V-24V AC 0.2A 50/60Hz 8V-24V 0.5A DC Doorbell: 6 x AA Battery (4 Mo) / Chime: 5V 1A DC
IP Rating	IPX3	IPX3
Other	RTSP End-to-End Encryption Custom ringtones (Main Unit / Chime) Voice Changing	Custom ringtones (Main Unit / Chime) Voice Changing

What protocol does the Aqara Doorbell Camera Hub G410 use for wireless connection? How to bind sub-devices?

The doorbell and chime repeater, as well as the chime repeater and router are connected via Wi-Fi.The indoor bell has a hub function and can access sub-devices of Aqara or third-party ecosystems using the Zigbee or Thread protocol.

Zigbee/Thread hub: up to 40 Zigbee device(Aqara) / Matter devices

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What types of batteries does the Aqara Doorbell Camera Hub G410 support?

The doorbell supports AA batteries or rechargeable lithium batteries with a discharge voltage of 1.5V. Using NiMH batteries with an output voltage of 1.2V will result in inaccurate power calculations. LR6 type alkaline AA batteries are recommended.

When replacing batteries, it is recommended to replace all 6 batteries with new ones of the same model at once. Mixing old and new batteries or different types of batteries will reduce battery life.

What kind of external power supply does the Aqara Doorbell Camera Hub G410 support?

If you'd like to use an external power supply for the Aqara G410, you need to purchase a 220V to 12-24V transformer.

The transformer output voltage specification is: 12V-12V-24V AC 0.2A 50/60Hz or 12V-24V DC 0.5A (the voltage cannot exceed 24V, and the current can be slightly greater than 0.5A);

The two wires from the transformer are connected to the external power terminal of the device, and can be connected at will (weak voltage does not distinguish between positive and negative poles).

Is the Aqara Doorbell Camera Hub G410 waterproof? In what outdoor environments can it be installed?

The doorbell is not fully waterproof by design. It is recommended to install it at an entrance with an eave or porch for protection.

What formats can custom audios be uploaded in? What is the maximum number of audios that can be uploaded of the Aqara Doorbell Camera Hub G410?

Custom audios only support uploading audio files in MP3 format. The maximum size of a single file is 2M. Each device only supports uploading a maximum of 5 custom audios.

Why is my battery life of the Aqara Doorbell Camera Hub G410 so short?

Battery life issues may have several causes/solutions:

1. After connecting the doorbell to the Aqara Home app or the Apple Home app, please avoid keeping the app open for extended periods. If not in use, close the app or let it run in the background.

2.The farther the detection distance is set in the loitering detection feature, the more likely the doorbell will be triggered by nearby activity. Please adjust the detection range according to your actual needs.

3.Mixing old and new batteries, using non-LR6 type batteries, or batteries that do not output 1.5V can all reduce battery life.

4.If the distance between the doorbell and the chime repeater exceeds 10 meters (the maximum connection range), or if there are many physical obstructions or sources of wireless interference in the environment, communication quality may degrade, leading to increased power consumption and shorter battery life.

How does the power-saving mode increase the battery life of the Aqara Doorbell Camera Hub G410?

In "power saving mode", the proximity activation sensor will be turned off, and the doorbell can only be activated by pressing the bell or remotely viewing the doorbell video from the App. The number of times the doorbell is activated will decrease, which will significantly extend the battery life of the doorbell.

Why can't I see any visitors in the recorded videos of the Aqara Doorbell Camera Hub G410?

If the loitering time setting in loitering detection is too long, the doorbell may start recording only after the visitor has already left the camera's field of view. Please reduce the loitering time setting.

Why can't my Aqara Doorbell Camera Hub G410 trigger activate recording via the activate sensor?

1.Check if Power Saving Mode is enabled. In this mode, the doorbell only activates and records when the button is pressed or when video is accessed via the app. Switch to Normal Mode to enable the proximity activation sensor.

2. Make sure the cloud recording switch in the loitering detection settings is turned on.
3. Check the detection interval setting in loitering detection. If the interval is set too long, it may delay the triggering of the next event.

Why does the Aqara Doorbell Camera Hub G410 image freeze, skip frames, and intercom become choppy?

Please check whether the installation distance between the doorbell and the repeater/chime exceeds the allowable range, or if there are other sources of Wi-Fi interference operating on the same frequency. You can improve the connection by adjusting the chime repeater installation location or changing the router’s Wi-Fi channel.

Why does the indicator light still turn on when the Aqara Doorbell Camera Hub G410 is activated, even after the indicator light has been turned off?

Please make sure the indicator light switch is off. If the doorbell is connected to HomeKit, please make sure to turn off the indicator light switch in Apple's "Home" app to ensure synchronization.

Do all the Aqara Doorbell Camera Hub G410-related automations need to be performed through the cloud?

Doorbell-related automations can be executed locally; such as if you set the doorbell to detect a ring and then play a ringtone on the chime repeater, this automation will be a local automation.

Why can't my Aqara Doorbell Camera Hub G410 recognize my face? What are the factors that affect face detection?

1.The face detection function is disabled by default. You can go to the device settings page of the App - More settings - Detection settings - Face detection, to enable the function and set related parameters;
2. The face detection sensitivity is medium by default. If the face cannot be detected, please adjust the sensitivity to high
3. Please check whether the lighting conditions in the doorbell's installation environment are adequate. If there is too much backlight or insufficient light, the face detection rate will be reduced. Additionally, face detection accuracy may also be reduced when using infrared night vision at night.

Does the Aqara Doorbell Camera Hub G410 support package detection?

When the doorbell is connected to Aqara Home, there is no package detection function. However, after connecting to HomeKit, the package detection function can be enabled with an Apple home hub device (such as HomePod).

For the Aqara Doorbell Camera Hub G410,do the high temperature alarm and low temperature alarm detect the device temperature or the ambient temperature? What is the significance?

The high and low temperature alarm detects the ambient temperature at the doorbell installation location. The high and low temperature alarm will issue an early warning before the battery fails due to the influence of excessive ambient temperature.

What is the distance and angle detected by the proximity activation sensor of the Aqara Doorbell Camera Hub G410?

The proximity activation sensor can detect targets within a range of 1-5 meters. Users can adjust it according to actual needs. The horizontal detection angle of the proximity activation sensor is 100° and the vertical detection angle is 100°.

How does the Aqara Doorbell Camera Hub G410's approach trigger feature work in loitering detection?

Approach trigger refers to when a target produces a vertical displacement approaching the doorbell within the doorbell's wake sensor detection range, which will trigger the doorbell to wake up.

For example, walking directly toward the doorbell in front of it, or approaching the doorbell from the side at a certain angle, the displacement needs to be greater than a certain threshold (the judgment threshold for approaching the doorbell at different distances varies); if moving parallel to the front of the doorbell (vertical displacement is 0), it will not wake up the doorbell.

After enabling the approach trigger, it can filter out most ineffective targets crossing in front of the doorbell, reduce the number of doorbell wake-ups, and enhance the doorbell's battery life.

Why isn't the highest resolution for Aqara Doorbell Camera Hub G410 video clarity 1536p?

1. After connecting the doorbell to the Apple Home app, the maximum resolution is restricted to 1600×1200p due to current limitations of the HomeKit platform.
2. If the doorbell is only connected to the Aqara Home app, it can support up to 1536p resolution. However, once it is also added to HomeKit, the resolution in the Aqara Home app will be restricted to 1600×1200p as well, due to hardware encoding limitations.

Why is the image always blurry after connecting the Aqara Doorbell Camera Hub G410 to the Apple Home App?

After the camera is connected to the Apple Home app, the video resolution and frame rate will automatically adjust based on the current network quality.

When the network is poor, both resolution and frame rate will be lowered. Once the network connection improves, the video quality and frame rate will automatically increase.

Therefore, if the image appears poor, improving the camera's network connection is recommended.