How do I choose the Aqara Hub E1 installation location?

1. It is recommended that the hub be installed at the center area of the accessories to ensure that the hub and all accessories can communicate steadily. If the distance between the accessories and the hub is too far apart, the accessories may appear to be offline. In this case, please add another hub and connect the accessories to the newly installed hub.

2. The hub should not be too far away from the router whenever possible. In order to ensure stable Wi-Fi communication, a straight-line distance of 2 to 6 meters (6 to 19 feet) is the most optimal.

3. To ensure that the hub's signal can reach longer distances, it is recommended that the hub be installed no less than 1 meter (3 feet) from the ground.

How do I connect the Aqara Hub E1 with the app?

To pair the Aqara Hub E1 with the Aqara Home app, please make sure your phone is connected to a 2.4GHz band Wi-Fi.

Select Accessories>"+">select Aqara Hub E1>long press on the reset button for 10s until the indicator blinks yellow and follow the instructions.

What is the Wi-Fi relay function of Aqara Hub E1? How to enable it?

1. Wi-Fi relay means that Aqara Hub E1 will generate new WLAN hotspots after being connected to the home wireless router to enlarge the signal cover for other Wi-Fi-applicable devices to connect, which can be used in places with poor Wi-Fi signal including hallway and entry door and supports up to two accessories.

2. The Wi-Fi relay function can be enabled in the "Settings" - "Wi-Fi Relay" of the app. The device has a default hotspot name and password, which can be changed by users

Does the hub have an alarm function?

The hub has no built-in loudspeaker and buzzer, so it does not support the local audio alarm.

What is the “Preventing accidental deletion” of the hub?

1. The “Preventing accidental deletion” of the hub is provided for the purpose to avoid the network disconnection of the device due to the misoperation of the function buttons (for example, press and hold a function button for 10s). After enabling this function, the device can only be unbound through the app (when the device is connected to the network normally).

2. The function can be enabled by selecting " Preventing accidental deletion settings" in the hub settings in the app.

What if the Aqara Hub E1 fails to connect to Wi-Fi?

1. Bring your mobile phone closer to the hub when connecting to Wi-Fi.
2. Connect your phone to Wi-Fi.
3. The phone is required to be connected to the Wi-Fi in the 2.4GHz band.
4. In case of the prompt of a hub connection failure on the Aqara Home app, please reset the hub. Press and hold the button on the hub for 10s until the yellow indicating light is flashing.

How do I choose the Aqara Hub E1 installation location?

1. The Aqara Hub E1 can be used with a standard USB interface with an output power higher than 2.5W (5V/0.5A), such as sockets, plugs, power adapters, and appliances with USB power supply interface.

How many Zigbee accessories can be paired with the Aqara Hub E1?

1. This hub supports up to 32 Zigbee end devices.

2. If you want to add more Zigbee end devices, you can add a Zigbee router to the hub first, and then add further Zigbee end devices. The Zigbee router has extending functionality. After expansion, the hub can support up to 128 Zigbee accessories.

3. Among the Zigbee products of the Aqara, the product powered by the neutral and live wires is a router, and the product powered by the live wire or by the battery is an end device. Each router can extend to support 16 end devices.

What if the Aqara Hub E1 fails to pair with the app?

Please follow the steps below:

1. Keep the phone close to the hub and make sure the hub is blinking yellow.

2. Connect the hub to a 2.4GHz band Wi-Fi and switch off the 5GHz if the router transmits on both bands.

3. Make sure there are no special characters in the Wi-Fi name and, if it is a router for business, disable the "forbid sending mDNS to wireless clients" setting.

4. Try with another Wi-Fi or creating a Wi-Fi hotspot with a phone can be even better, so you can know whether the pairing failed because the previous Wi-Fi signal is weak.

5. Try to long-press the reset button of the hub E1 until the yellow light blinking, confirming what app the hub is prompt to connect, make switch operation when needed.

6. If the pairing has failed after multiple attempts, you may need to restart your phone to clear the memory cache.

How do I check the firmware version of the Aqara Hub E1?

Ensure that your phone and the Aqara Hub E1 are connected to the same Wi-Fi network. Open the Aqara Home app. Under the Accessories page, select the hub to be upgraded, enter the hub details page, and click firmware to upgrade.

How do I restore the Aqara Hub E1 to factory settings?

1. Press and hold the hub button for 10 seconds until the yellow light flashes, indicating that the factory settings have been restored. This operation will not delete the set times, battery, and the list of the accessories.

2. Press the hub button 10 times in rapid succession. After the yellow light flashes, it indicates that the factory settings have been restored. This operation will delete all the data such as the timing, battery level, and sub-device list of the accessories.

How can I control hub E1'S child devices remotely?

Once the hub is connected to a stable Wi-Fi, you can send commands from the app to the Aqara Hub M1S and the child devices.

To perform remote control with Apple Home app, you need to set up a HomePod or Apple TV (tvOS 11.0 or above) or an iPad (iOS 12.0 or above) as the HomeKit hub under the same Wi-Fi as the Aqara Hub E1, with stable internet access, logging in with the same Apple ID as the iPhone. Currently, iPad, HomePod or Apple TV can be set up to be the home hub.

I have connected the E1 hub to the Aqara Home app, but why I can't discover the Aqara devices in Alexa?

Please note, you will not see the E1 Hub in Alexa as the hub E1 doesn't have the night light as Aqara hub M1S, the hub function of the hub E1 support in Alexa, which means you will see compatible child devices that you have paired with the E1 Hub.

The compatible Alexa devices are Aqara Door and Window Sensor, Aqara motion sensor, Temperature and Humidity Sensor, Smart Plug (EU), Aqara Wall Switch H1 EU, Single Switch Module T1, Roller Shade Driver E1,Aqara Motion Sensor P1

I have connected the E1 hub to the Aqara Home app, but why I can't find the Aqara devices in Google?

Please note, you will not see the E1 Hub in Google as the hub E1 doesn't have the night light as Aqara hub M1S, the hub function of the hub E1 support in Google, which means you will see compatible child devices that you have paired with the Hub E1.

The compatible Google devices are Aqara Door and Window sensor, Aqara Temperature and Humidity sensor, Aqara smart plug, Aqara Wall Switch H1 EU