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

The Aqara Temperature and Humidity Sensor cannot be connected to the mobile phone directly.

An Aqara Hub is required, please connect the Aqara Hub with the mobile phone, and then connect the Aqara Temperature and Humidity Sensor to the hub.

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

The Aqara Temperature and Humidity Sensor is suitable for indoor use.

Normal operating temperature:-20 to 50°C (-4 to122°F); humidity: 0~100%, non-condensing environment.

Do not expose the sensor to rain or vapor. Do not install the sensor in the refrigerator, kitchen or bathroom.

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

Move the Aqara Temperature and Humidity Sensor close to the hub.

Aqara Home App>Accessory>"+">select Aqara Temperature and Humidity Sensor>select hub>press on the reset button of the sensor for 5s until the light blinks 3 times and follow app instruction, When the hub prompts the voice message "Child Device Connected", it indicates the Aqara Temperature and Humidity Sensor has been added successfully.

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

Please follow steps below:

Aqara Home App>Accessories>Aqara Temperature and Humidity Sensor>log.

If the log is not updated, please pull down the log page to refresh.

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

If the temperature variation exceeds 0.5℃ (1℉), the humidity variation exceeds 6% and the atmospheric pressure is no less than 25hPa, data will be reported instantly.

How do I reset the Aqara Temperature and Humidity Sensor?

If you don't want to use it or you want to add it to other hubs, long press the reset button for more than 5 seconds until the LED indicator blinks three times. Then the Aqara Hub will make a voice prompt "device deleted". You can also remove it from the app.

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

Possible reasons:

1. The accessory is too far from the hub. Please install it closer to the hub. Normally, we recommend 7 - 10 meters as the maximum distance from the hub for the sensor.

7~10 meters is the ideal environment, there needs to be no obstacles affecting the network.

2. The battery is dead. Please replace the battery.

3. The accessory has been installed on metal and the signal has been interfered with. The accessory should be installed away from metal.

Why does the Aqara Temperature and Humidity Sensor not power on?

1.Please confirm if the blue battery tape was pulled out.

2.Please check if the battery has a full charge.

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

1. Use a coin to to rotate the battery cover counter clockwise until the cover loosens.

2. Remove the existing battery. Place the new CR2032 battery in the battery compartment and make sure that the positive side of the battery faces upwards.

3. Align the battery cover with the bottom of the Aqara Temperature and Humidity Sensor. Use a coin to rotate the battery cover clockwise until you hear a click. The battery cover is successfully replaced.

What if I could not connect the Aqara Temperature and Humidity Sensor to the app?

1. Check to see if the hub's firmware version is up to date.
2. Check if the hub is already in the pairing mode.
3. Check if the sensor is reset successfully, and the LED indicator is blinking as expected.
4. Keep the sensor as close as possible to the hub and keep trying.
5. Try with another child device to see if there is something wrong with the sensor itself.
6. Try with another hub and see if there is something wrong with the previous hub.
7. Please be aware that we can add no more than 32 child devices to a hub at the same time.

Does the Aqara Temperature and Humidity Sensor support other brands' hubs?

The Aqara Temperature and Humidity Sensor must be paired with an Aqara Hub. We do not support and cannot guarantee the reliability of the sensor when paired with non-Aqara products.