Aqara Doorbell Camera G400

continuous connection

Content

Product Introduction

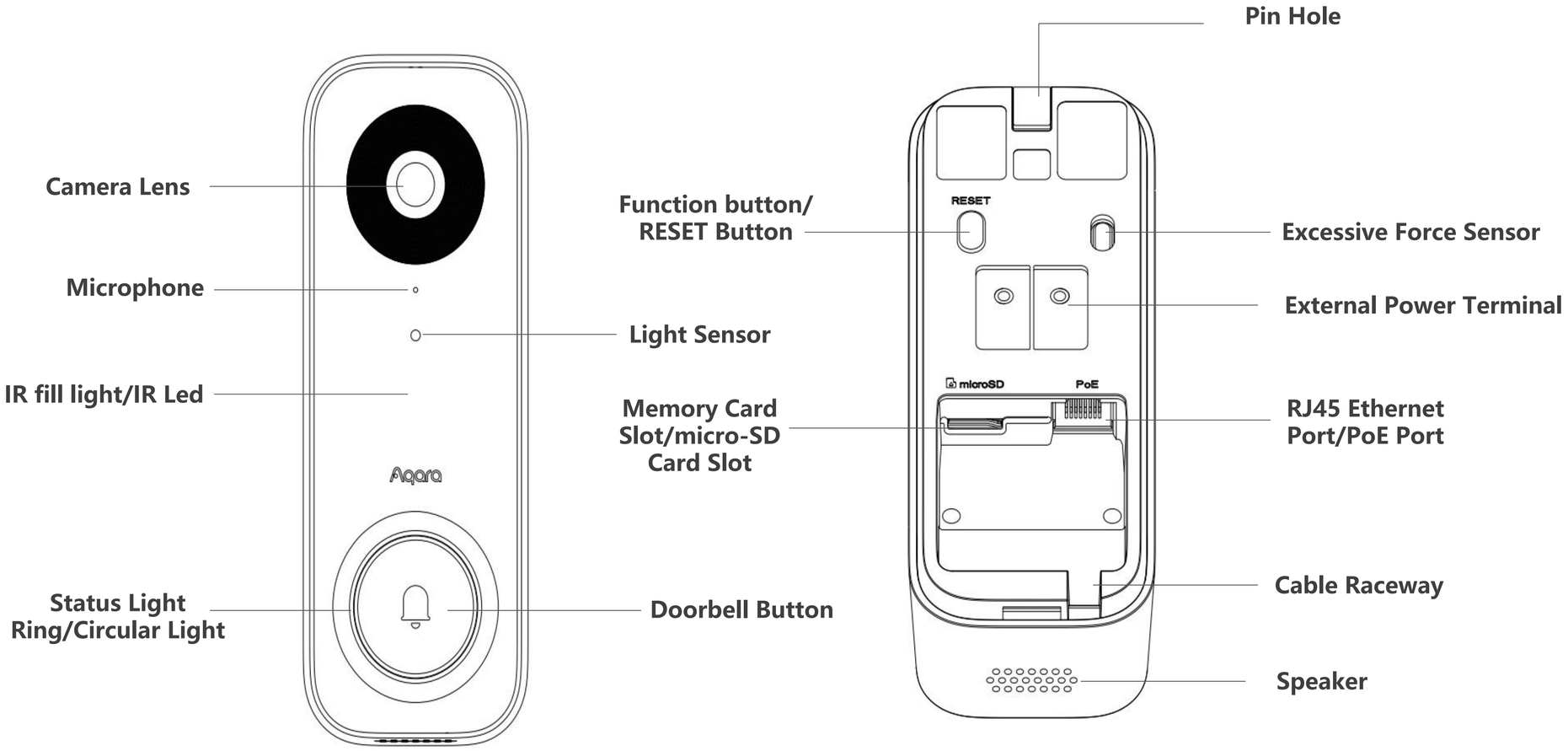
Product Installation

Product Overview

Aqara's first always-on doorbell camera via PoE/wired power. See everything in 2K clarity with a 165° ultra-wide vertical view. Enjoy stable dual-band Wi-Fi 6 and IP65 all-weather design. It offers on-device AI person detection with push notification. Enjoy the ironclad privacy of HomeKit Secure Video, broad integration with other smart home ecosystems, or the flexibility of RTSP/ONVIF.

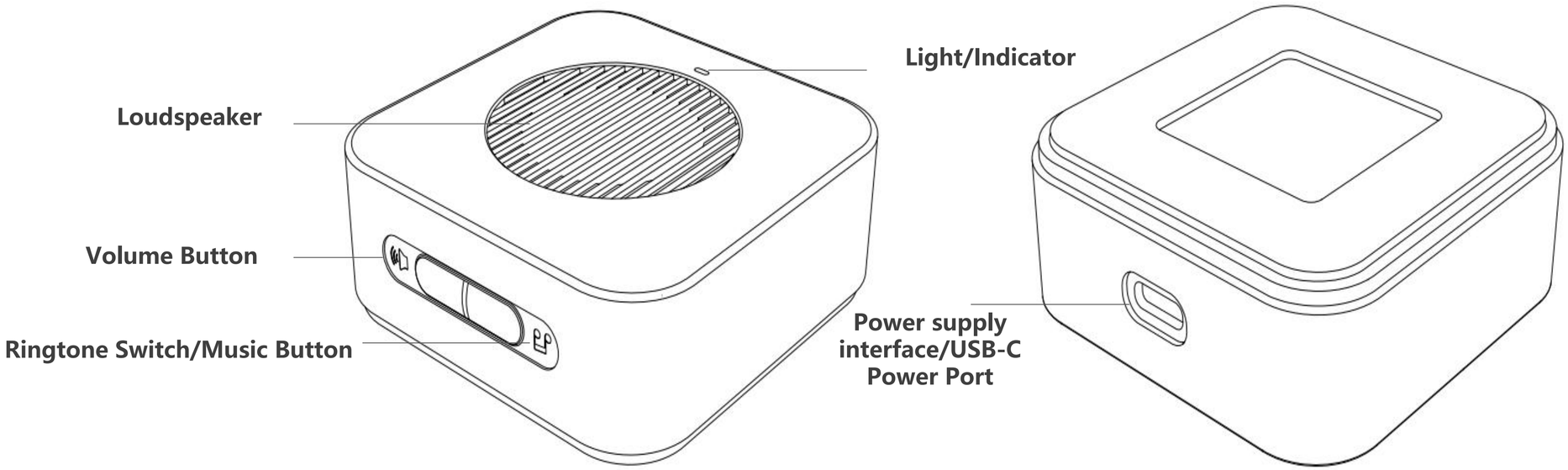
Product Overview - Doorbell

1. Doorbell Button: Press once, doorbell and receiver ring once at the same time
2. Function Button: press for ten seconds to reset the network, press for ten times to restore the factory settings
3. Excessive Forced Sensor: When the App turns on the detection function, it will trigger the doorbell to sound an alarm when it detects that the doorbell is separated from the wall mount bracket.



Product Overview - Doorbell Receiver (Indoor Unit)

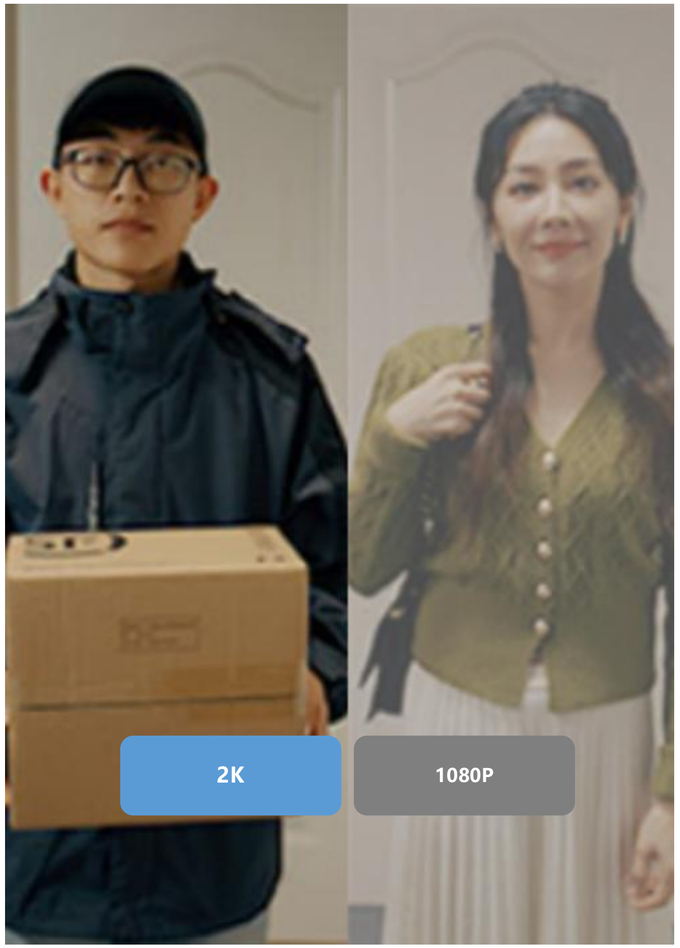
1. Short press of the volume adjustment button: Cycle through the volume once
2. Short press of the ring switch button: cycle through one ring
3. Press the ring switch button for 10 seconds: unpair the receiver from the doorbell



Product Overview - Selling Points

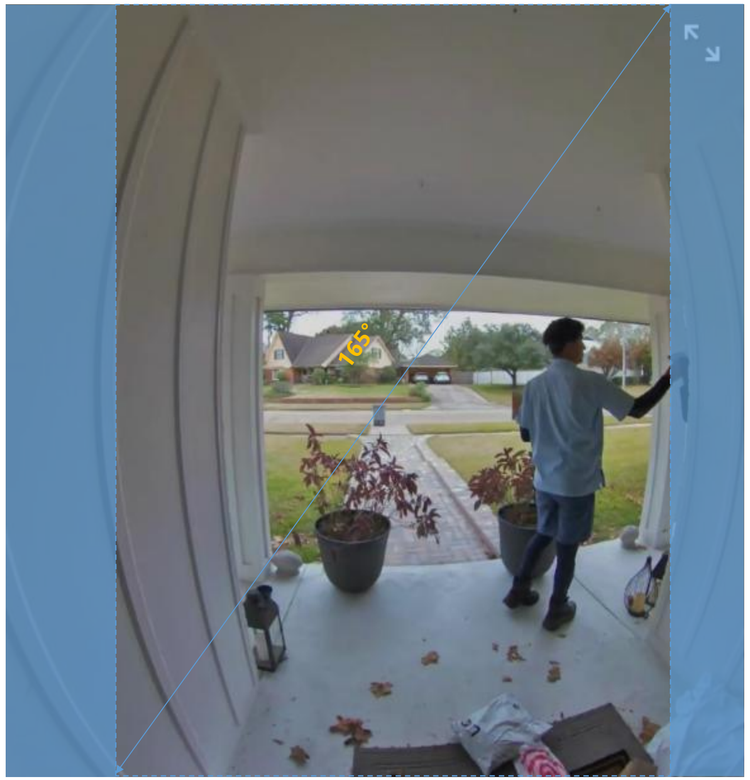
Feature - 2K HD video, 165° ultra-wide angle field of view

Up to 2K resolution, clear view, wide view



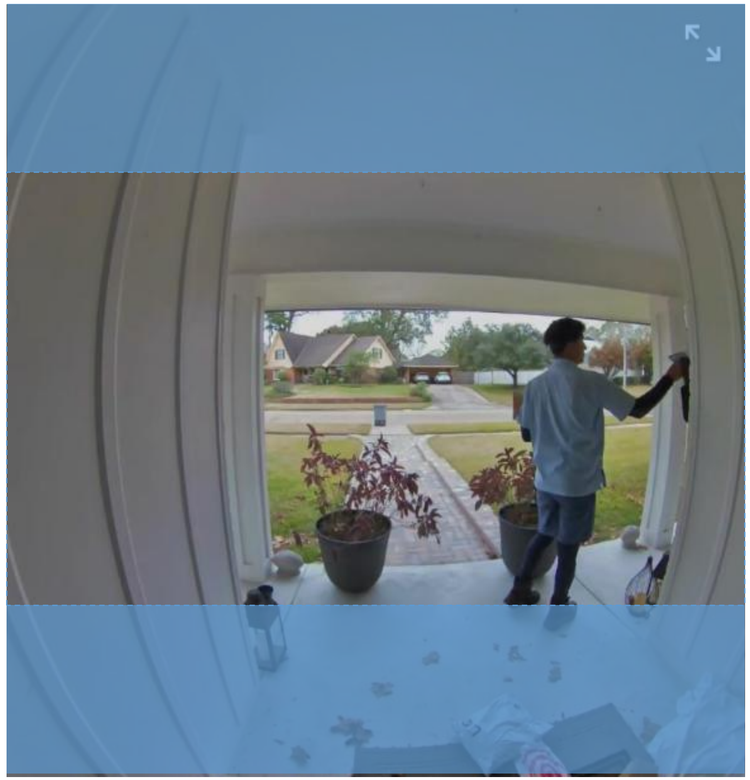
The highest resolution of G400 is 1536×2048, and the maximum resolution after connecting HomeKit is 1200×1600.

3:4



G400

16:9

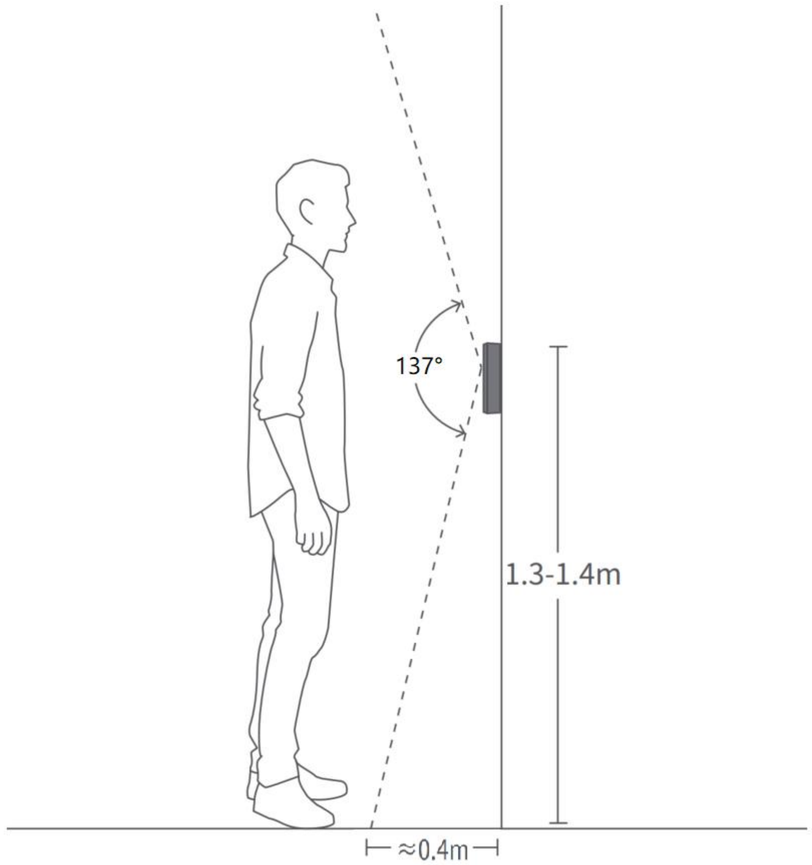


Other brand products

The 3:4 screen can provide a more complete view in the vertical direction, especially suitable for scenes where vertical distribution targets such as the whole body and packages need to be monitored, and improves the monitoring coverage of key areas.

Features - Vertical vision and blind area display

The vertical field of view of the doorbell is about 137°. When the installation height is 1.3 meters, the bottom blind area is about 0.4 meters.

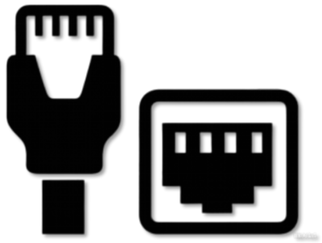


Features - Dual Power Supply & Interconnection

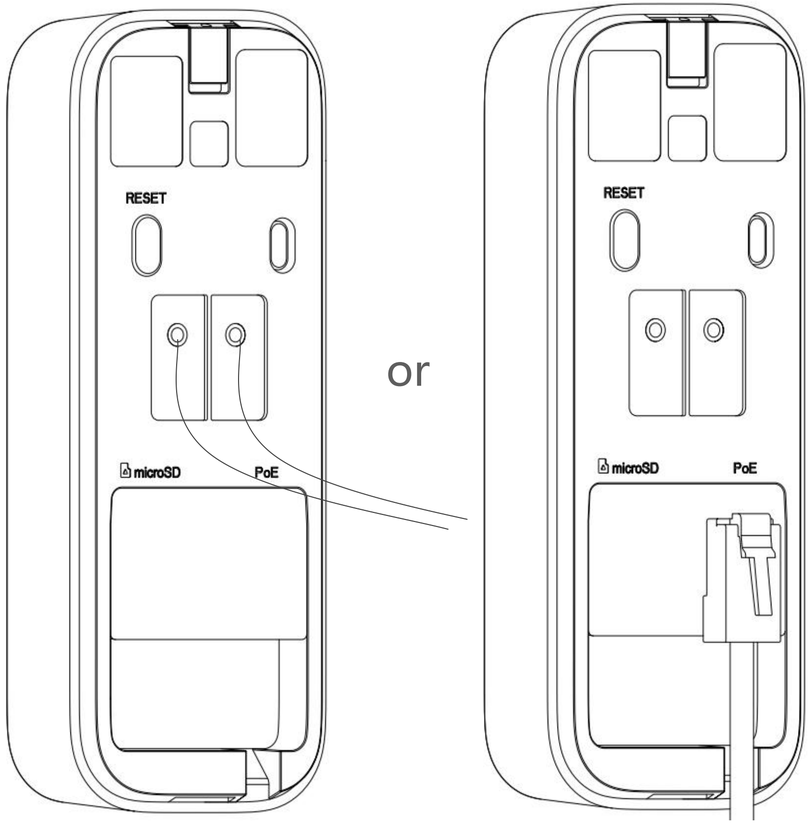
PoE/wired power, dual-band Wi-Fi6/Ethernet networking, stable and smooth connection

2.4GHz/5GHz

Built-in dual-band Wi-Fi 6 chip, high-speed without stagnation



Network cable connection, more stable transmission



AC 8-24V / DC 8-24V power supply

PoE power supply

Features - Local AI recognition function

AI Motion Detection

When abnormalities such as screen changes are detected, timely push notifications and record videos.

AI Virtual Fence

Customizes the active area, and notifies you when someone enters or leaves the area, effectively avoiding useless information.

AI Humanoid Recognition

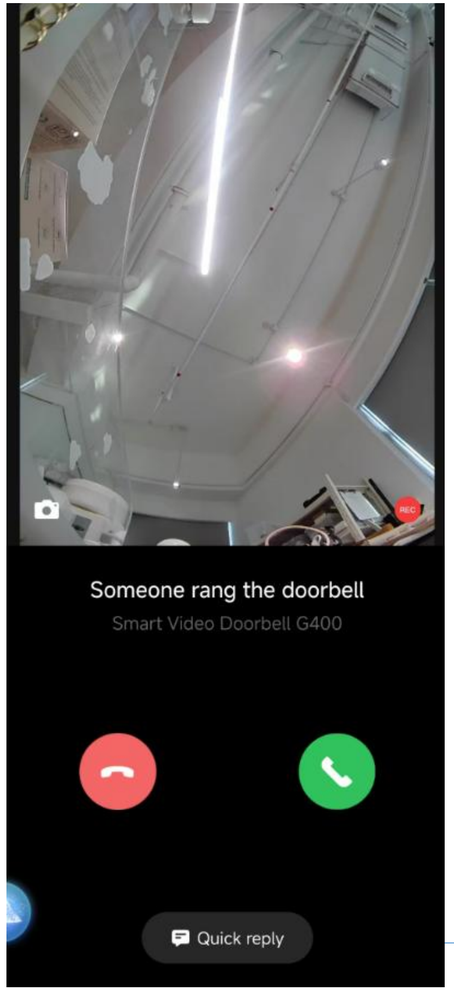
Intelligent algorithms help eliminate interference information and accurately identify human contours.

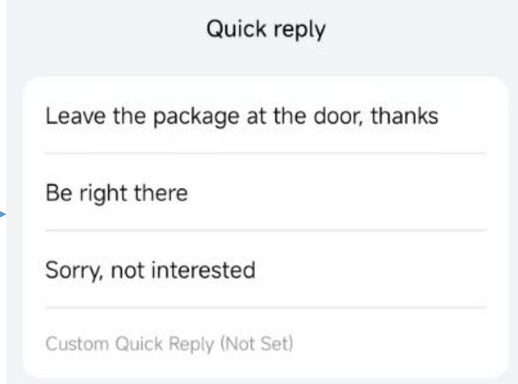
Features - Cloud AI recognition function

In front of the door, whether it is a person, or a courier (package support appears, lost two status detection), pets, visual doorbell can accurately identify, and push reminders. More linkage gallery, intelligent judgment of visitor identity.

Cloud: Face, package, etc., recognize people and objects

Features - Quick Reply Function



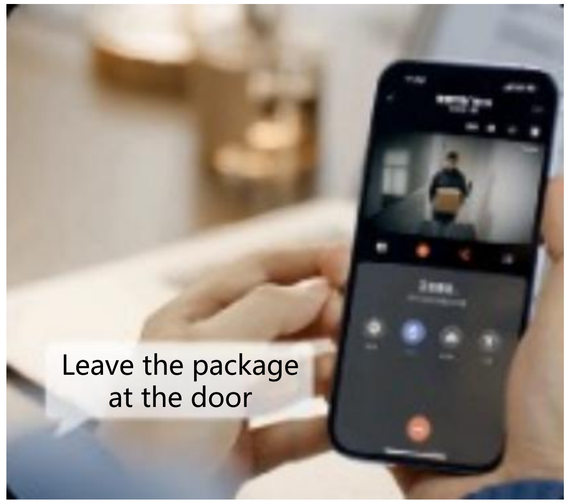


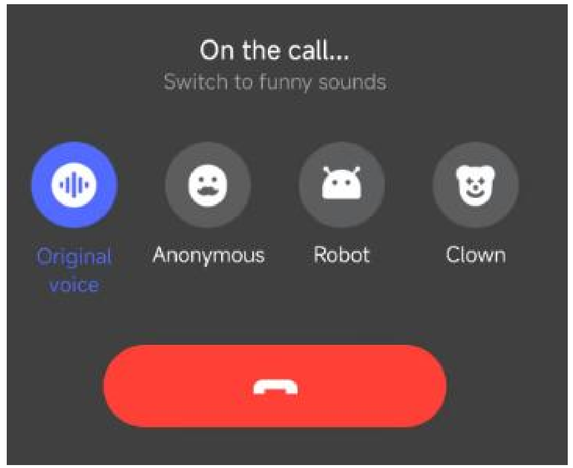
When someone rings the doorbell, the mobile APP will receive a voice call, and the user can choose to connect or hang up.

G400 supports quick reply function. The product preset 3 fixed voices, and supports custom quick reply content.

Living alone at home can turn on voice change intercom to hide identity information.

Support custom ringtone reply





Note: You need to turn on the "Receive doorbell call" function in the setting.

Features - IP65 Dust-proof and Waterproof

Features - Storage

Support Micro SD Card with 24/7 recording

* Smart video doorbell G400 maximum support 512GB micro-SD card

24 months free cloud storage

* Smart video doorbell G400 can enjoy 24 months of free cloud storage after activation, 0-6 months after activation can review history 24 hours of video recording, 7-24 months can review history 12 hours of video recording, 24 months after no storage

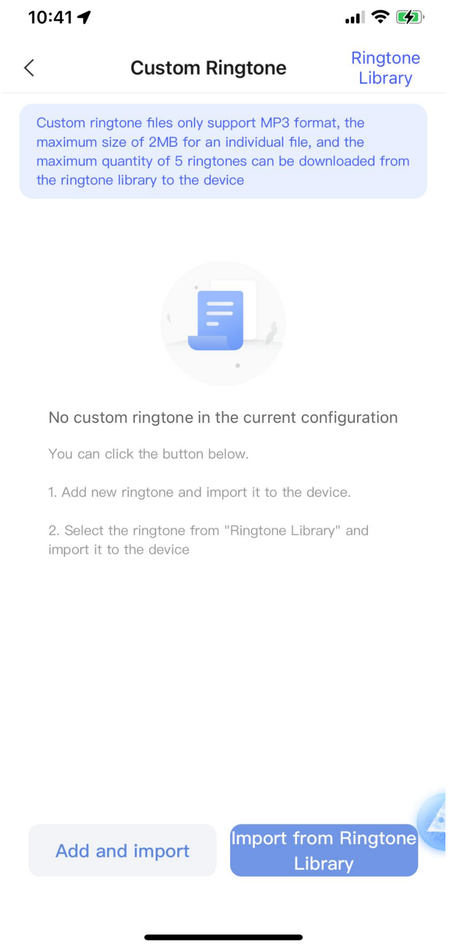
Features - Do Not Disturb mode

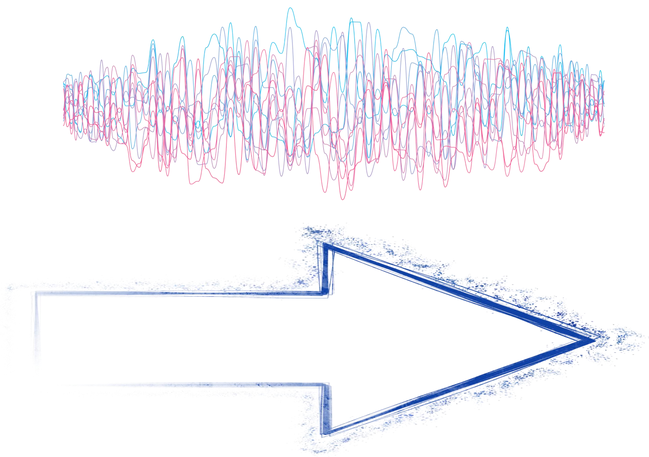
Ring time period customization, put an end to bear children malicious ring

Privacy area shielding to avoid neighbor disputes

Features - Custom Ringtone Function

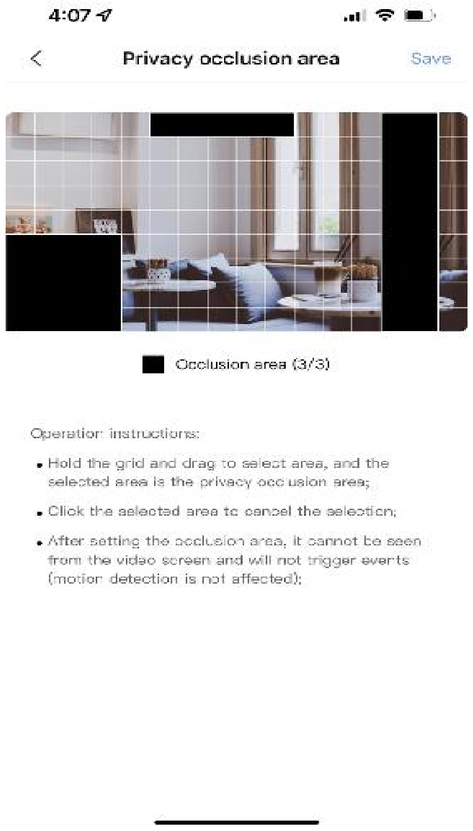
G400 inherits the custom ringtone function of Aqara cameras. Users can upload MP3 format ringtone through APP and send them to the camera. They can play specified audio through automatic linkage to complete automatic monitoring and defense in some scenes.



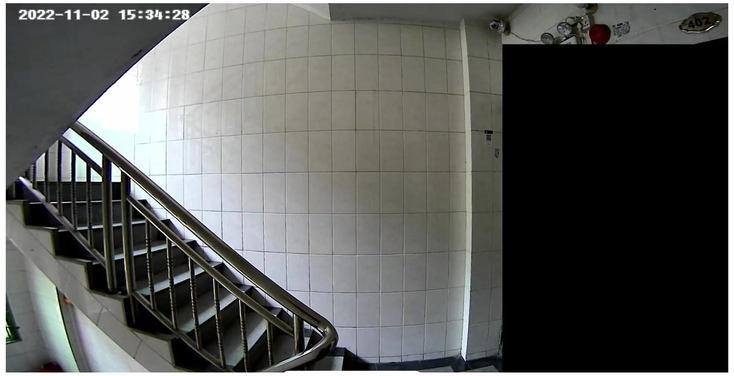


Features - Support Privacy Protection

The Smart Camera G400 can set privacy protection for up to three specified areas within the camera's view. Once set, these areas will be obscured in both live and recorded footage, helping to protect the privacy of neighbors.



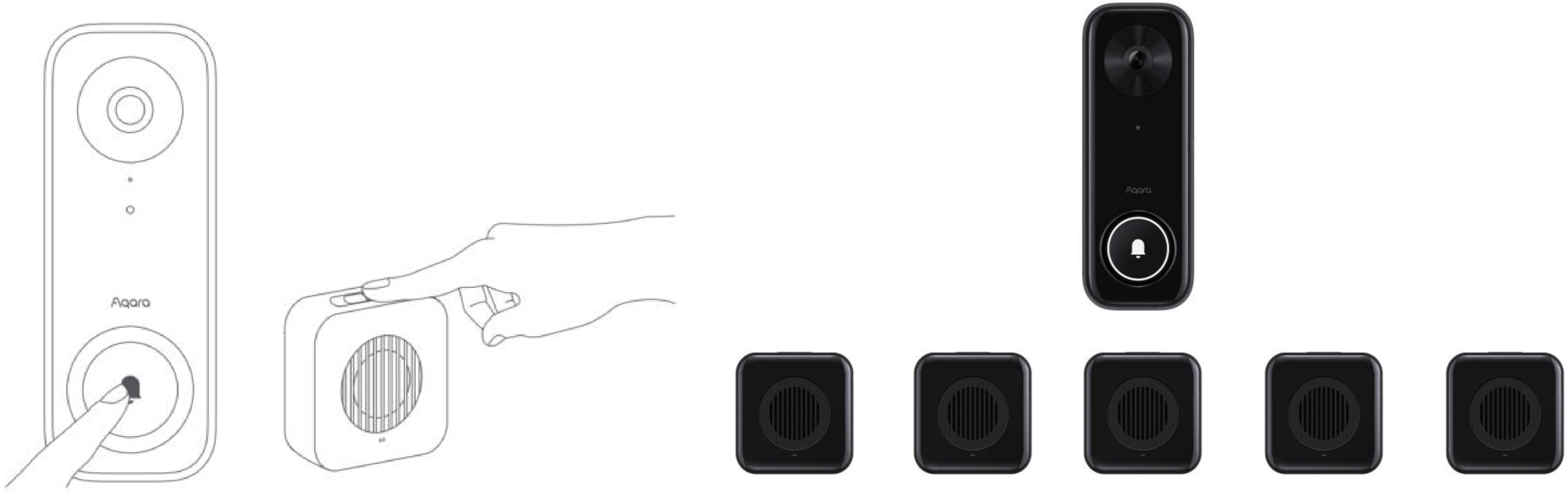
Before Mask



After Mask

Features - Support multiple Chime connections

Factory default one-to-one with doorbell and Chime, the same doorbell allows up to 5 Chime binding. Extra chime is to be purchase separately.



* Press the doorbell button and receiver volume adjustment button for 5 seconds at the same time: bind the doorbell and receiver.

* Press and hold the indoor receiver-ring switch key for 10 seconds: unpair the receiver from the doorbell.

Features - HomeKit-enabled

The Smart Video Doorbell G400 is still a HomeKit Doorbell that supports connecting to Apple Home, so you can always see what's happening at your doorstep on the devices associated with your Apple account.

Features - Third-party ecology

G400 can realize audio and video interconnection with Samsung Smartthings, Google and Alexa screen products, doorbell buttons and human recognition function can be interconnected with Yandex voice platform.

Smartthings

Google Nest Hub

Amazon Echo show

Features - Matter Support

Since the Matter standard has just been released recently, evaluating the possibility of supporting Matter on the G400 is in progress. If it can be supported, it will be notified separately. The G400 is expected to be the first visual doorbell product to support Matter Over Wi-Fi.

connectivity standards alliance

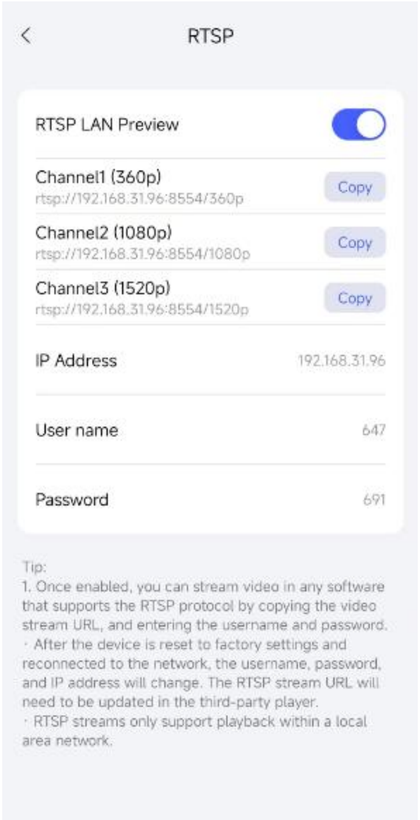
matter

Features - Support audio and video interconnection

Support audio and video interconnection with Aqara S1 Plus Panel.

Features - Support RTSP

RTSP is an audio and video streaming protocol, which is widely used in surveillance cameras. After supporting RTSP, G400 camera has the ability to connect audio and video to third-party applications or devices such as VLC player, Home Assistant, NAS server, etc.,and different resolutions can distinguish different channels independently, making the DIY attribute of the camera stronger.

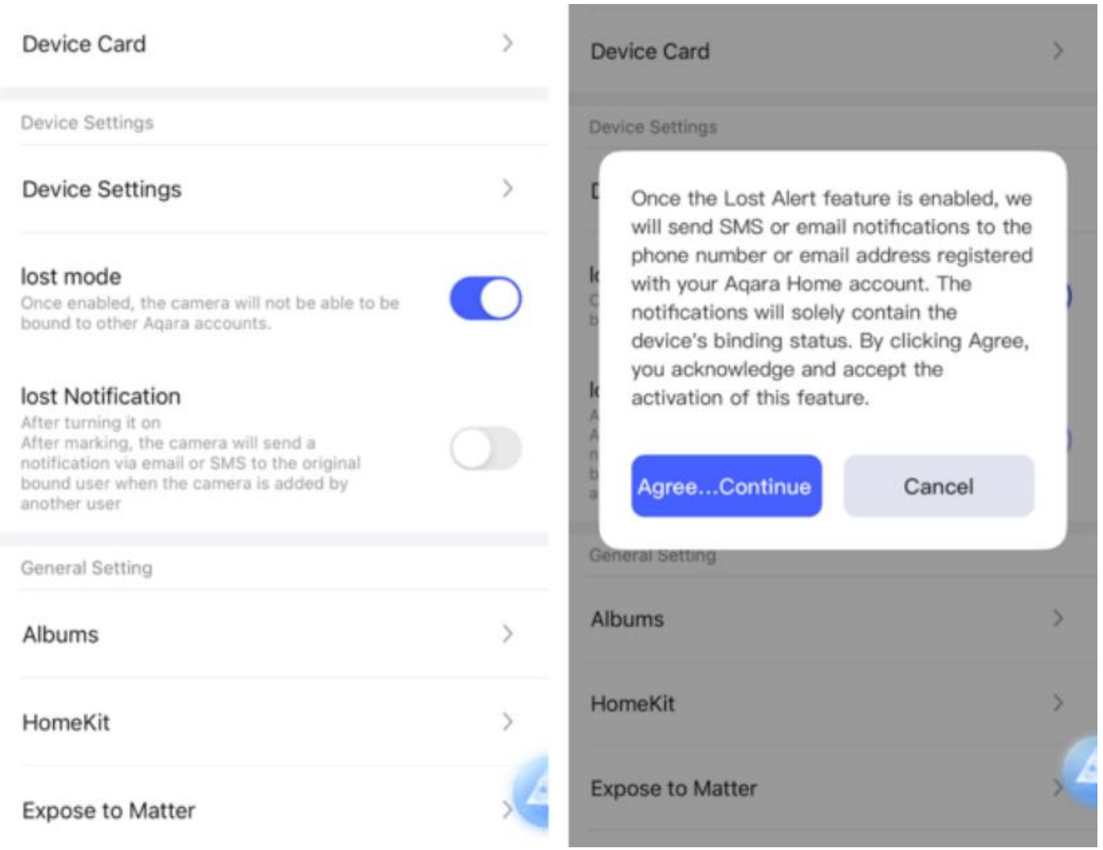


Features - Support NAS

The G400 supports connecting NAS memory to save local data. When the capacity of Micro-SD card is not enough to cache video recording time, you can choose to connect NAS memory to expand local storage space and customize your own dedicated storage space. NAS storage compatibility After several generations of Aqara cameras iteratively upgraded, it is now compatible with most NAS storage in the world.

Features - Prevent Loss Mode

As same as Aqara's outdoor camera G5 Pro, the G400 Camera also supports the "Lost Mode" function. When this mode is activated, the device cannot be unbound by quickly pressing the function button ten times. This mode is designed to prevent unauthorized use of the device if it is stolen. If "Lost Mode" is not deactivated by the user, the device cannot be bound to another Aqara account.



Features - Wide Compatibility

The Smart Camera G400 supports connectivity with a wide range of third-party ecosystems. In addition to traditional platforms like Apple HomeKit, Google (International version), and Alexa (International version), it now also supports Samsung SmartThings (International version) and the Home Assistant platform. This expansion enhances its versatility and integration capabilities with various smart home systems.

Works with Apple Home

works with Google Home

works with alexa

Home Assistant

Works with Samsung SmartThings

Works with IFTTT

Product Specifications

Item	Specifications	Description	Remark
Video	1536P	1536×2048	After connecting with HomeKit, the maximum resolution is reduced to 1200×1600
	960P	960×1280	
	Smooth mode	480×640	
Audio	Two-way conversation	Support	
	Microphone	Built-in	
	Loudspeaker	built-in	
Lens	Focal length	2.18mm	
	Aperture	F2.2	
	Field angle	Diagonal 165°	
Infrared Night Vision	Infrared wavelength	940nm	
	Night vision distance	5 meters to see the human form	
Network	Wi-Fi	2.4GHz&5GHz Wi-Fi 6	
	Wi-Fi standard	IEEE802.11 a/b/g/n/ac/ax	
	Ethernet	10M/100Mbps RJ45	
Power Supply	Wired	AC/DC 8-24V	
	PoE	IEEE 802.3af	
Storage	Local storage	Micro-SD/Nas	
	Cloud storage	Home Guard service	
Port	Resetting key	RESET	
Use Environment	Operating temperature range	-20~+50℃	
	Operating humidity range	0~95%(no condensation)	
	Dust and water resistance rating	IP65	
Chime	Power supply mode	DC5V 1A	Type-C interface
	Built-in audio	5 Ringtone	
	Operating temperature range	-10~+40℃	
	Operating humidity range	0~95%(no condensation)	
	Button	Music key	Short press to switch music
		Volume button	Short press to adjust volume
Dimension	Doorbell size	140.97*52.97*32.92mm	No back-plate
	Chime size	60.42*60*23mm	With adhesive tape

G400 Packing List		
No.	Name	Remark
1	Doorbell Camera G400 (Wired) x1	
2	Indoor chime x1	With adhesive tape
3	USB-C Charging Cable x1	1 m
4	Doorbell mounting back-plate x1	With adhesive tape
5	Doorbell 15° wedge bracket x1	With adhesive tape
6	Doorbell mounting screw kit (screw + expansion tube) x1	
7	Power extension cord x1	
8	Sealing Plug ×2	
9	Detaching Pin x1	
10	Doorbell bracket installation positioning sticker	
11	User Manual x2	Instructions and warning instructions

Product Comparison

Product Name		G400	G410
Product ID			
Hardware	Work Pattern	Only support wired power supply, always on and working without sleep	Battery power: sleep to save power when there is no event trigger or App live broadcast Wired power supply: always working without sleep
	Resolution Ratio	1536×2048, **3:4**, larger vertical field of view	2048×1536, 4:3, larger horizontal field of view
	Field Angle	Diagonal 165° (horizontal 98°, vertical 137°)	Diagonal 175°
	Wake-up Sensor	No, constant AC/DC power supply	60G millimeter wave radar
	Zigbee Hub	\	Support
	Indoor Relay	\	Support
	Chime	Support	\
	Storage	Card storage **(Located outside doorbell)**, cloud storage	Card storage (indoor relay), cloud storage
	Battery Powered	Not Support	6 AA batteries
	Wired Power Supply	AC/DC **8-24V**	AC/DC 12-24V
	PoE Power Supply	**Support**	\
	Dust-proof and Waterproof	**IP65**	IPX3
Software	AI Algorithm	Local: motion detection, human recognition, virtual fencing Cloud: face recognition, pet, vehicle, package recognition, etc.	Local: Face Recognition
	Rapid Recovery	**Support**	\
	Ring Voice Call	**Support**	\
	RTSP/ONVIF	**Support**	\

Content

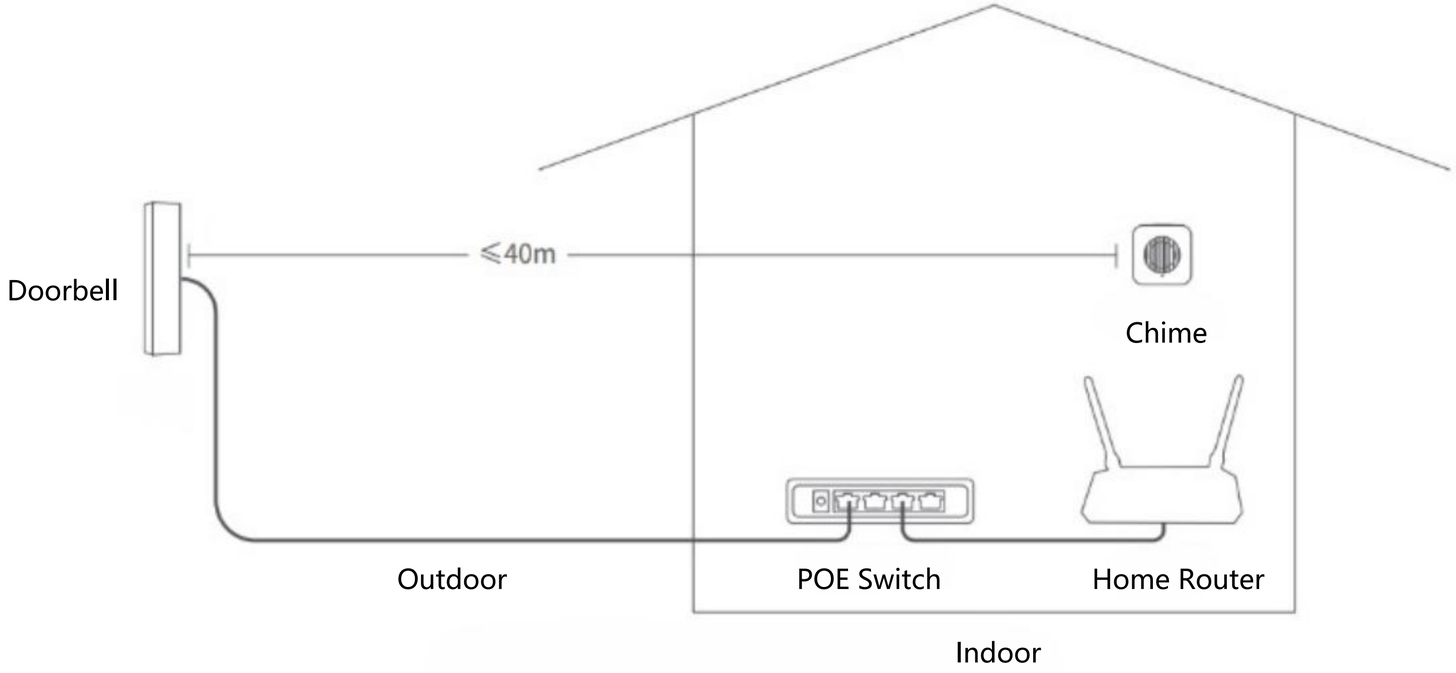
Product Introduction

Product Installation

Product Installation

Typical installation scenario schematic 1

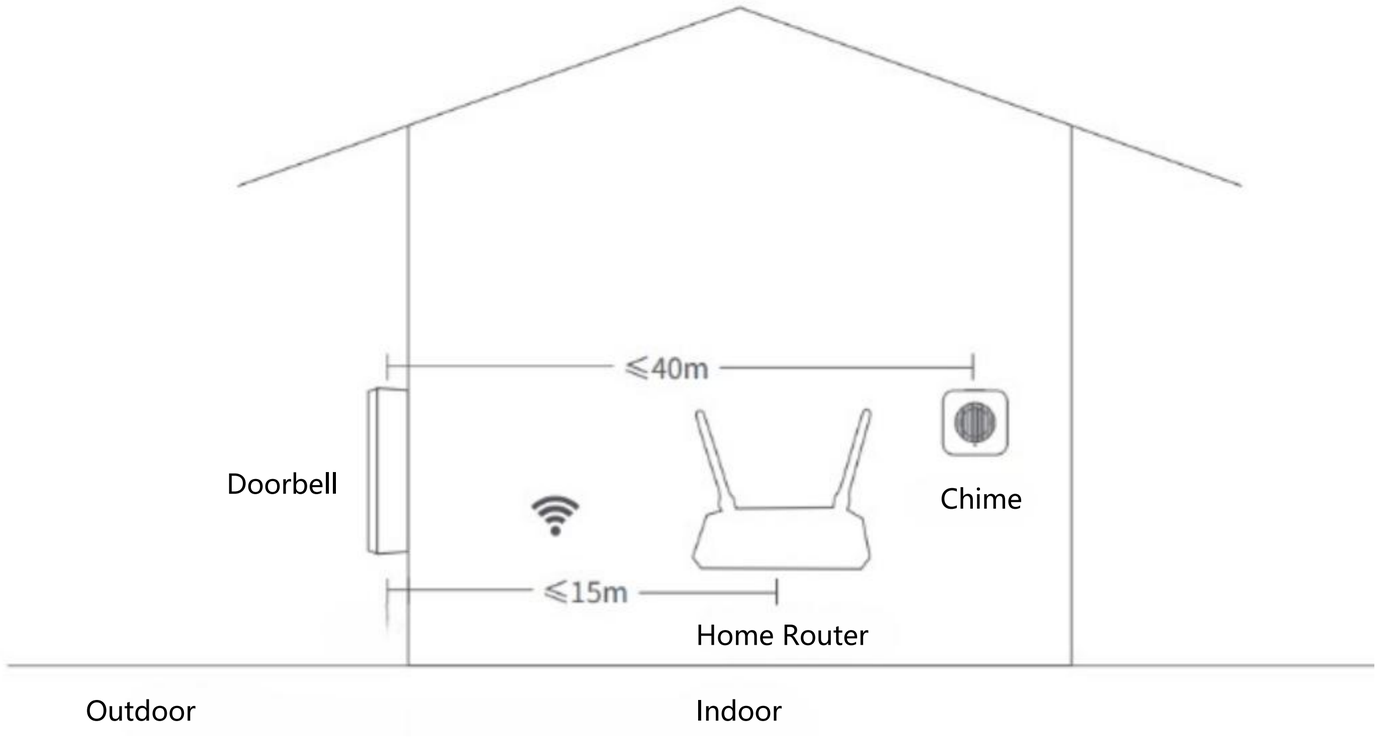
When the doorbell is installed on the yard wall or fence (far away from the wireless router, Wi-Fi signal coverage is weak), it is recommended to press the PoE mode shown in the figure below to provide power and network connection for the doorbell (PoE cable laying needs to be completed in advance). The distance between the doorbell and the indoor receiver is controlled within 30m (only one layer of wall thickness ≤24cm).



Product Installation

Typical installation scenario schematic 2

When the doorbell is installed at the door (close to the wireless router and with good Wi-Fi signal coverage), the weak current (8-24V AC or DC) at the door position can be used to supply power to the doorbell. At the same time, the doorbell and router can be connected through Wi-Fi network. The doorbell supports 2.4/5GHz dual-band WiFi 6 network. The distance control is within 15m (only one layer of wall thickness ≤24cm). The signal strength of the door can be adjusted by moving the position of the indoor wireless router.



THANKS