



Aqara Doorbell Camera Hub G410

continuous connection

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- **Product Introduction**
- **Product Installation**
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Product Overview

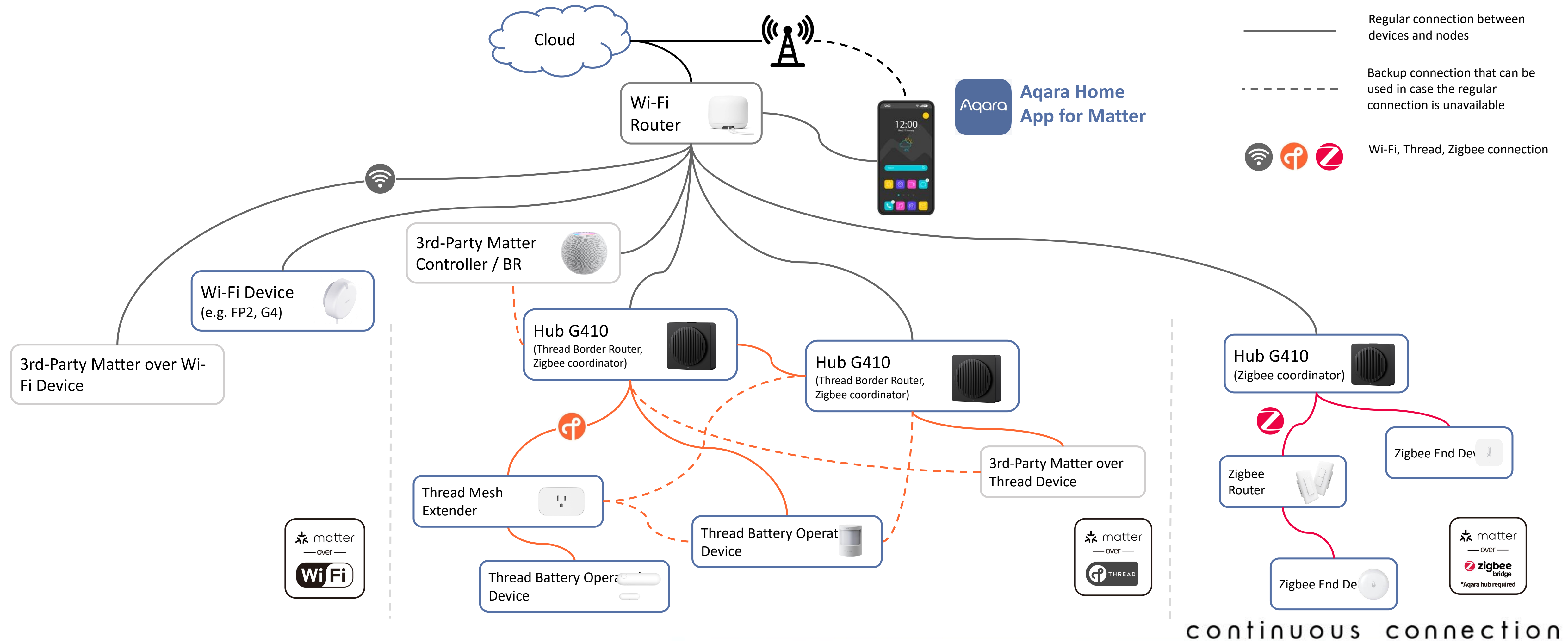


The Doorbell Camera Hub G410 is a HomeKit Secure Video doorbell that combines improved 2K image quality, advanced presence detection, as well as Zigbee hub and Thread-enabled Matter Controller functionalities. This allows it to be connected to dozens of Aqara and third-party devices, such as door locks. 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.



continuous connection

The 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 is 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.



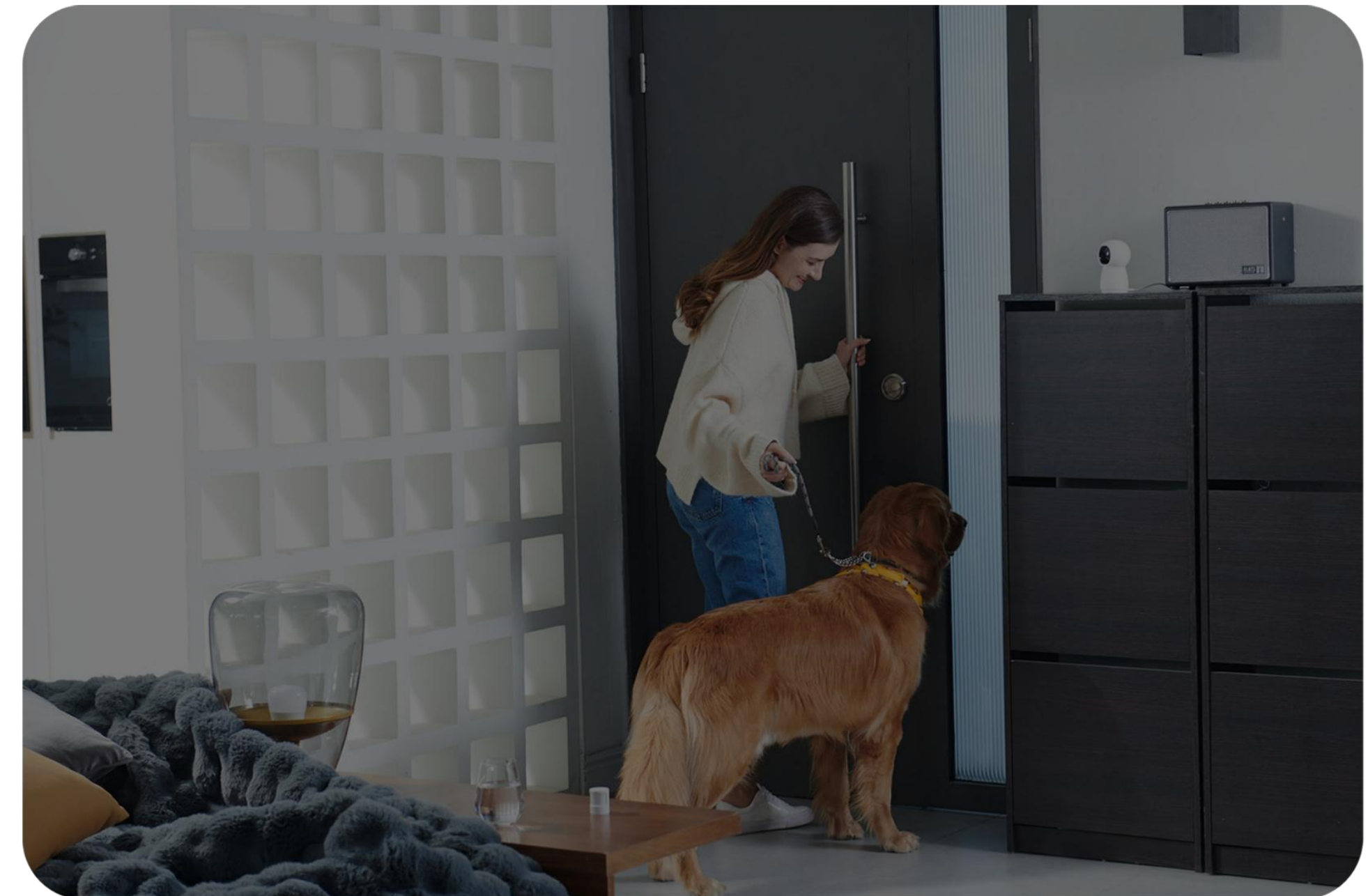
Ultra Wide View Angle

The Doorbell Camera Hub G410 support aspect ratio of 4:3 and a 175° ultra-wide-angle lens, which enhances the vertical field of view and clarity.



Local AI Facial Recognition

The built-in AI-based face recognition algorithms will let you mark the faces of your family members and frequent visitor in Aqara Home app, reduce false alerts and notification, and even configure automatic replies or trigger smart home automations, that will work even if the internet connection is down.

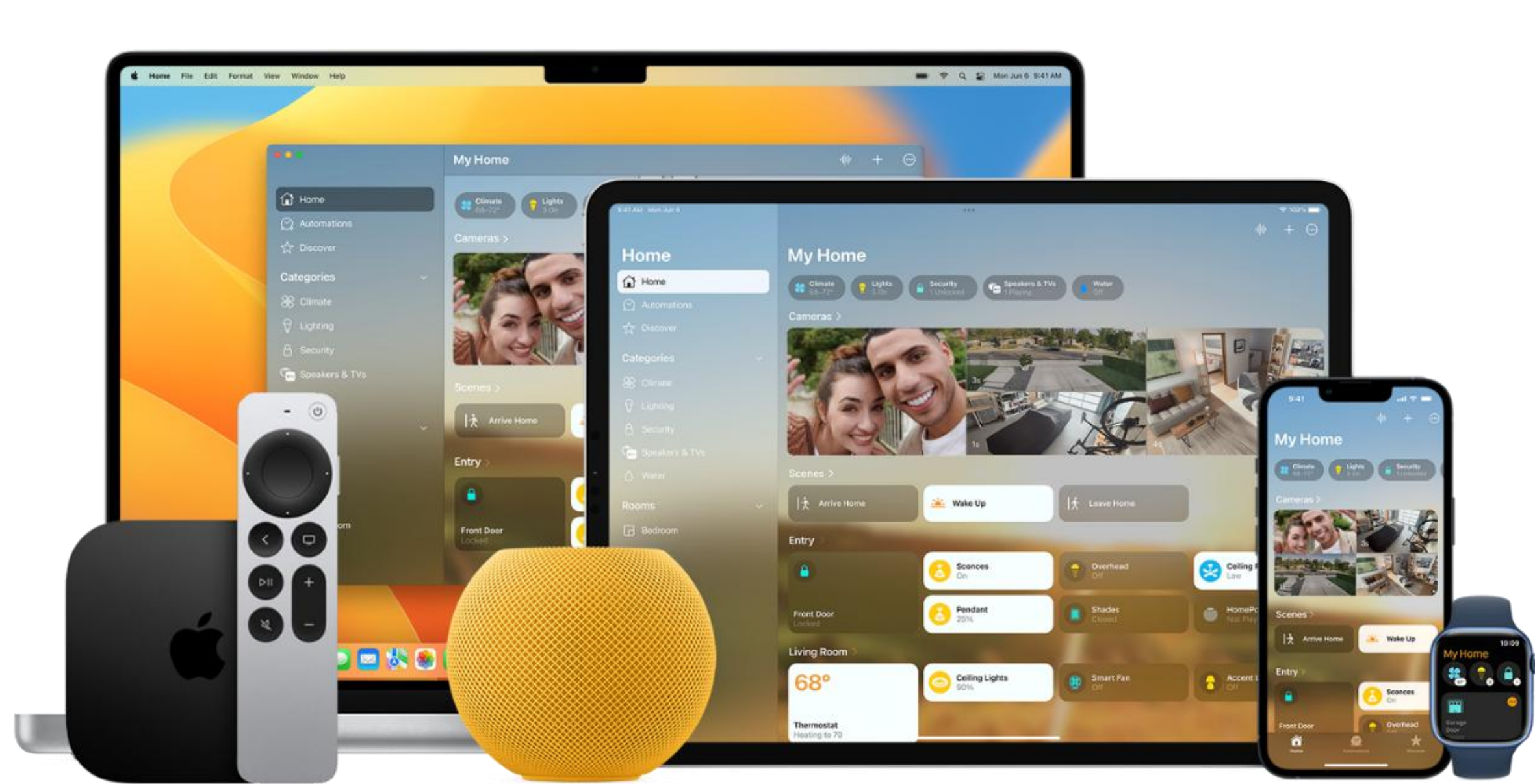


Moreover, in case of connecting to other Aqara devices, the recognition of a specific or an unknown face can be used as a trigger of smart home automations for convenience or security purposes.

Multi-Ecosystem Support and Enhanced Security with HSV



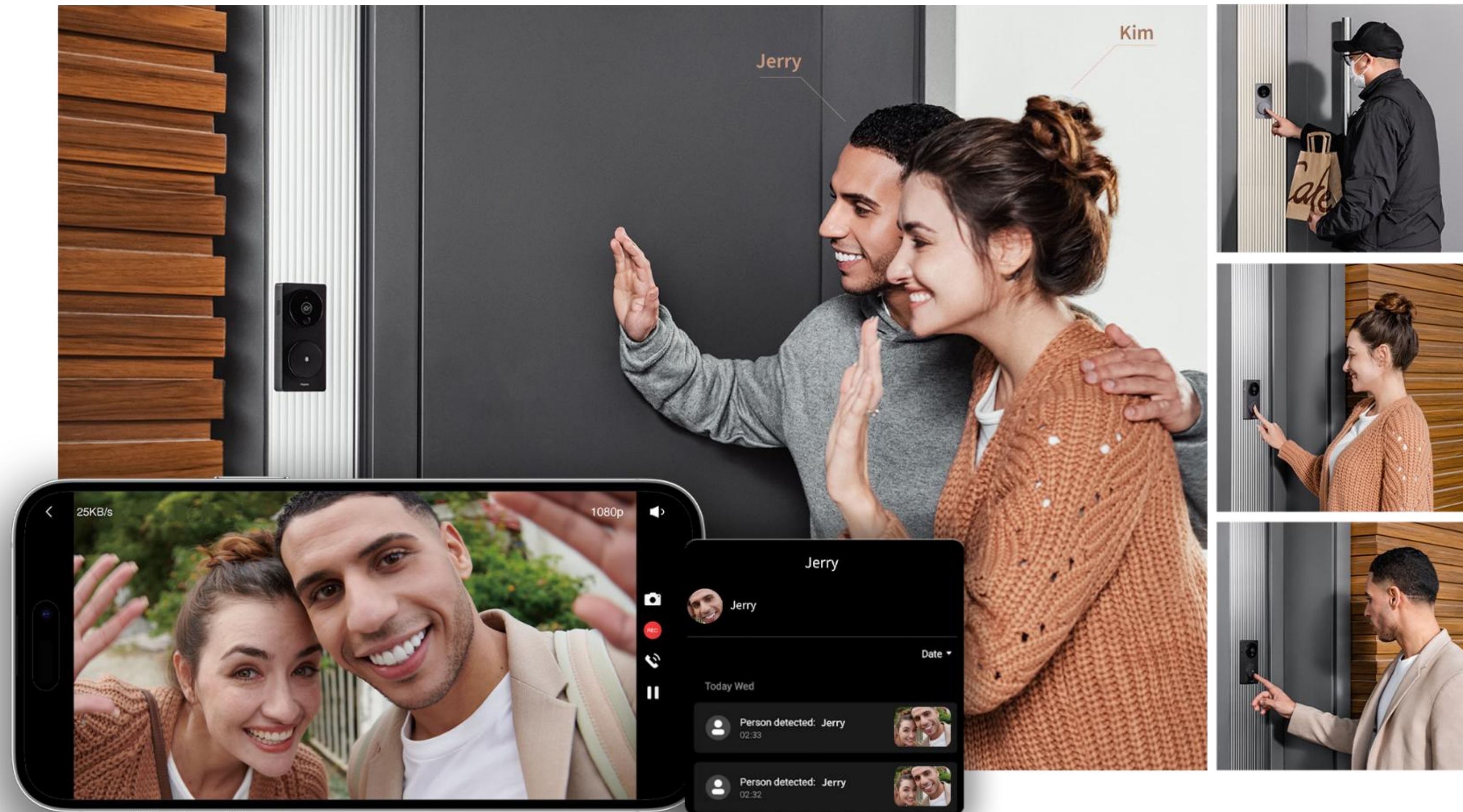
The Doorbell Camera Hub G410 as a truly battery-powered video doorbell, everything is encrypted before it's stored in iCloud for enhanced security. Video analysis and notifications could happen on all your Apple devices, such as iPad, iPhone, Apple TV. For Google and Alexa users, it also supports local streaming to Nest and Echo smart displays.



continuous connection

Let You Know Who Is At the Door, Quickly And Effortlessly

The Doorbell Camera Hub G410 can be woken up and put into operation by pressing the doorbell button, detecting by radar, forced removal, or actively viewing the video through the APP. When there is no such triggering source as mentioned above, the doorbell will remain in a dormant state to save electricity.



Considerable Design for Both Sides



Dual powering options for the outdoor unit

1. The G410 can be powered by batteries, or wire* and the batteries will only be used in case of power outage.
2. The G410 can stay in normal standby mode for more than 5 months (calculated based on 6 AA batteries and 10 wake-ups per day).

*The external power supply of 12V-24V AC 0.2A 50/60Hz or 12V-24V DC 0.5A (optional) is required



Indoor chime-repeater included

The Chime-Repeater is equipped with a loud 95 dB speaker and USB-C port for more flexible placement.

Customizable Setting for Everyone



Voice changing option

To better protect privacy, it is supported to change the voice of the intercom audio to uncle voice, robot voice, and clown voice.



Various abnormal state alarms

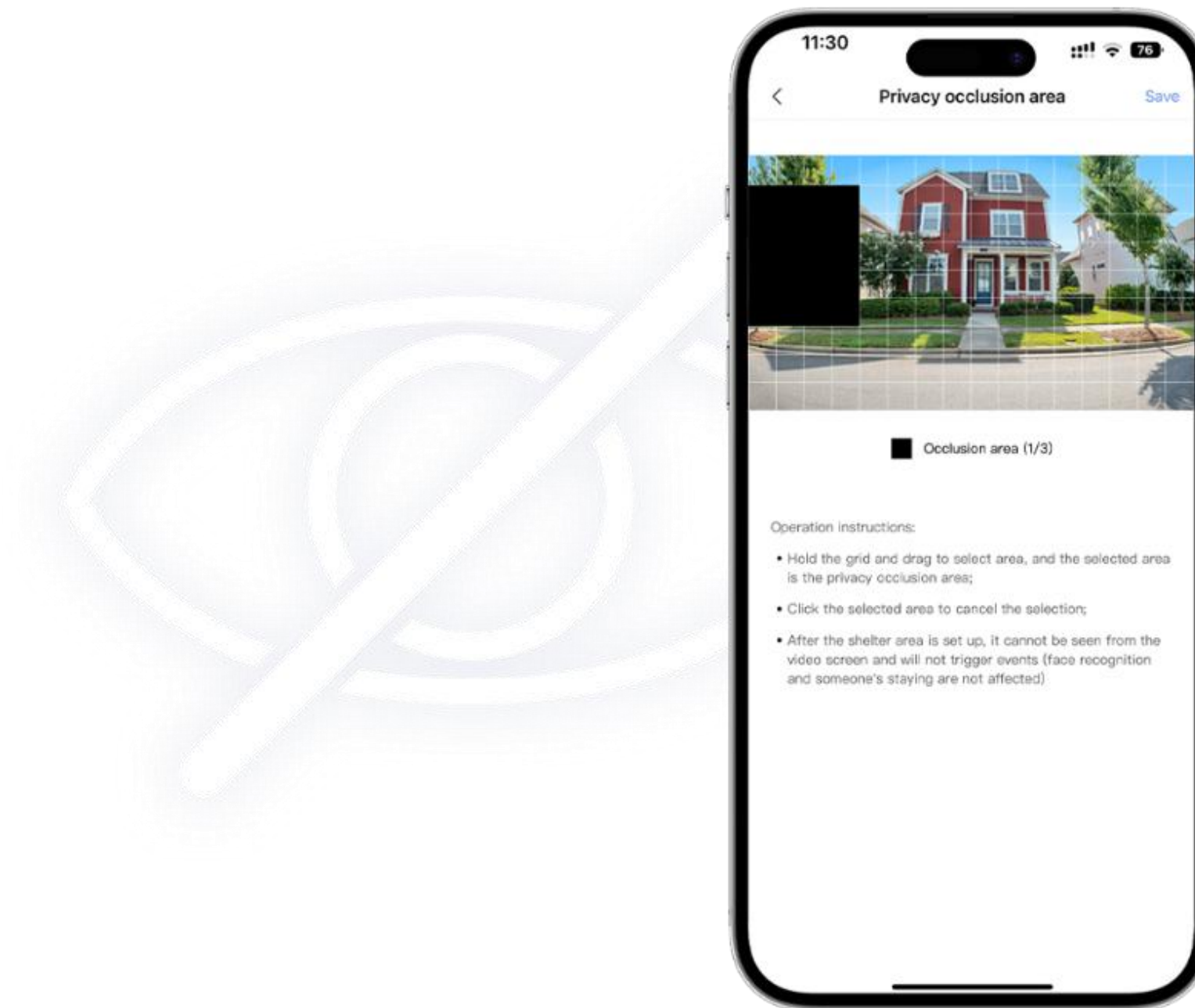
Face, loitering, and tamper alerts are supported. You will get notified, sound a loud siren or even play a pre-recorded message in case any of these events are detected.

Customizable Setting for Everyone



Personalized Custom ringtones

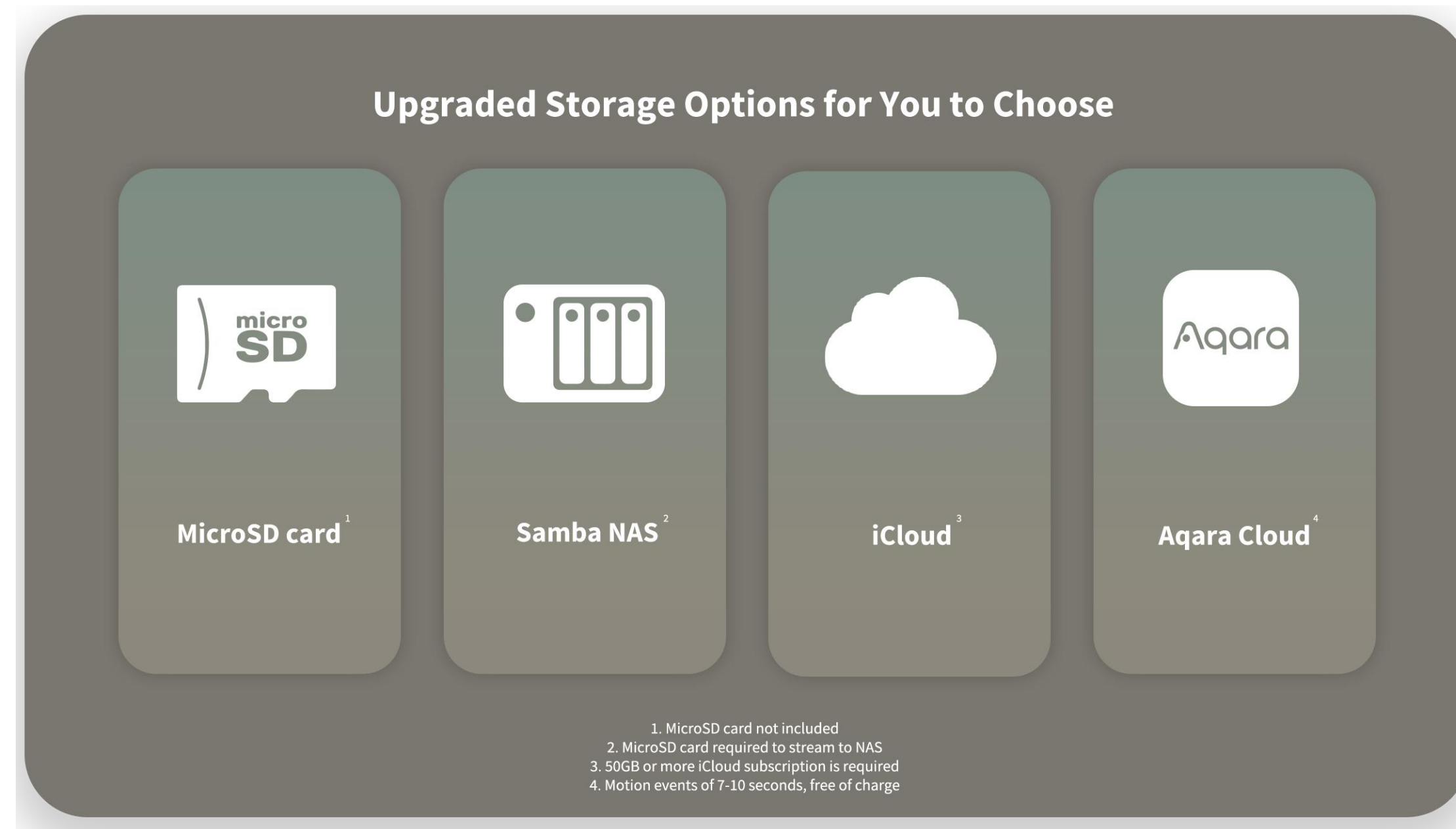
Ringtones are customizable for both outdoor unit and indoor repeater, and they can be used as a part of automations.



Set masking area

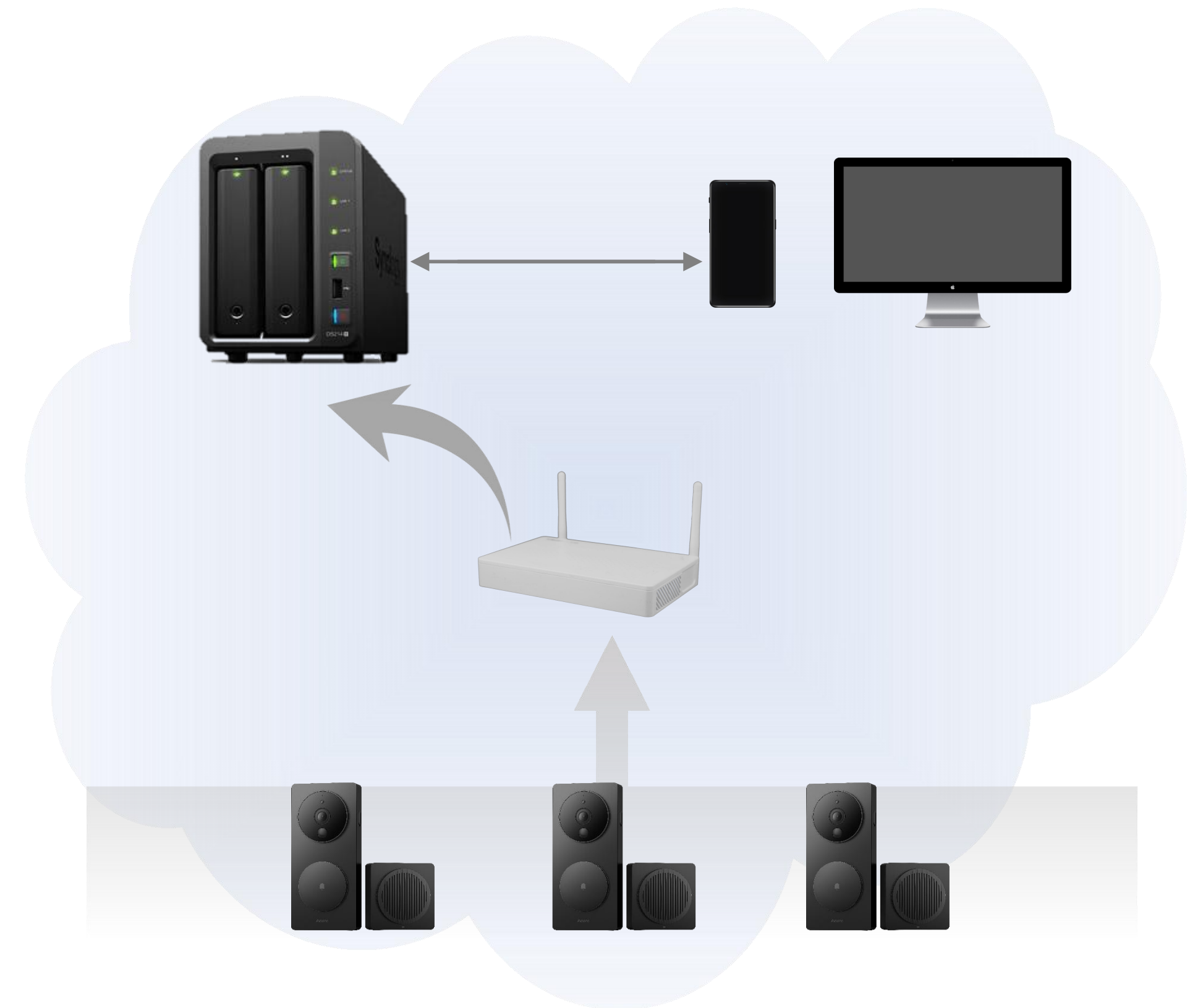
Up to 3 designated areas in the screen can be set for privacy protection of neighbors. This function is fully considered for users living in apartment buildings.

Multi-Options of Storage



Larger capacity Micro-SD support

G4 supports inserting TF cards with maximum of 512 GB into indoor repeaters to store local video, so that even if the doorbell is stolen or damaged by violence, it can ensure that valuable video data is retained locally.
 (TF cards need to be purchased separately by user)



NAS storage

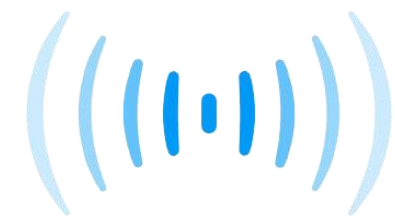
G4 supports local NAS storage that uses the Samba protocol, user can go to the SD card page and follow the instruction to configure NAS.
 NAS: It can be used for family files, audio and video recordings, data storage, resource integration, and is a family data management center.

Chime Repeater Feature

The repeater of G410 has optimized the radio frequency design. The STA and AP modes each have an independent Wi-Fi controller. Antenna efficiency has been optimized, enabling the doorbell and the repeater to have a higher communication rate and a longer communication distance.



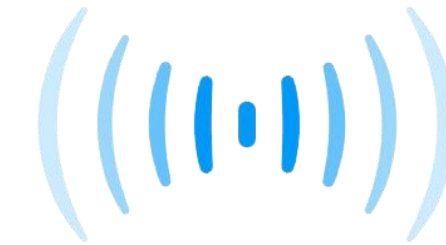
Doorbell



2.4GHz Wi-Fi



Repeater



2.4/5GHz Wi-Fi



Router

More power-saving: Can customize the time interval of the heartbeat packets for the wireless connection.

More stable: The Wi-Fi signal is relayed, and the wireless signal received by the outdoor doorbell is enhanced, ensuring that every time you view the live video from the APP, the image display speed is faster and the connection is more stable.

Do Not Disturb mode

The Doorbell Camera Hub G410 can customize the ringing period and volume of the doorbell. After turning on the Do Not Disturb mode, even if naughty children maliciously ring the doorbell late at night, users can still rest assured without being disturbed.



Product Specifications



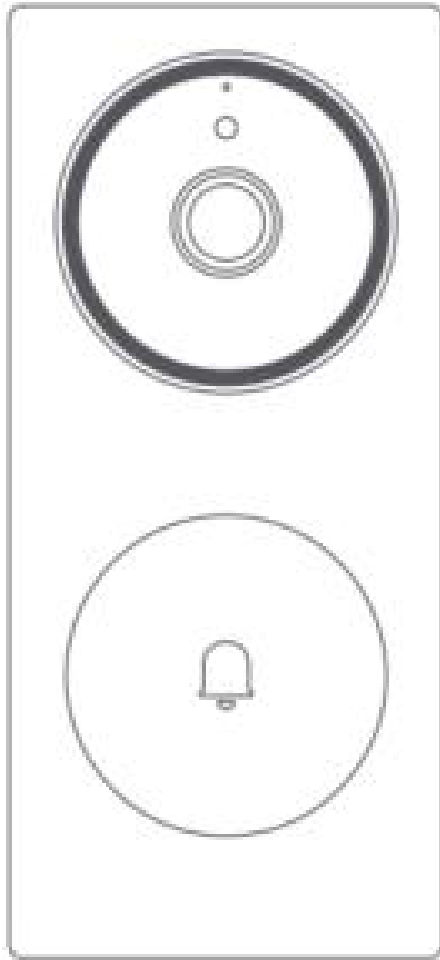
Doorbell Camera Hub G410		
Doorbell	Video Resolution	2048×1536
	Viewing Angle	175°(diagonal)
	Wireless Protocols	Wi-Fi IEEE 802.11 b/g/n 2.4 GHz
	Battery	6 * LR6 AA Alkaline Batteries
	Wired Input	12V-24V AC 0.2A 50/60Hz or 12V-24V DC 0.5A
	Operating Temperature	-18°C~50°C (-0.4°F~ 122°F)
	Operating Humidity	0~95% RH, no condensation
Chime	Loudspeaker Power	2W
	Wireless Protocols	Wi-Fi IEEE 802.11 a/b/g/n/ac 2.4/5 GHz, Zigbee/Thread IEEE 802.15.4, Bluetooth
	Power Port	USB-C
	Input	5V, 1A
	Local Storage	MicroSD card (not included). CLASS 10 or above is supported, up to 512GB storage.
	OperatingTemperature	0°C~40°C (32°F~ 104°F)
	Operating Humidity	0~95% RH, no condensation
	Power Consumption	Networked standby mode≤ 2.0 W
	Time to Enter the Condition	Networked standby mode ≤ 20 min

continuous connection

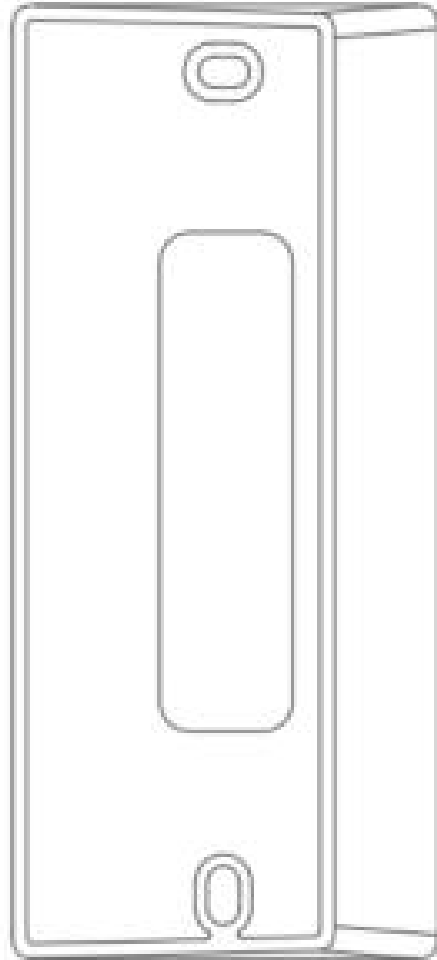
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What's in the Box?



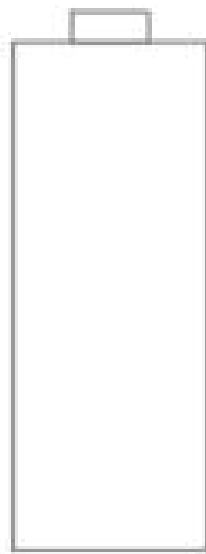
Doorbell
Camera Hub
G410 ×1



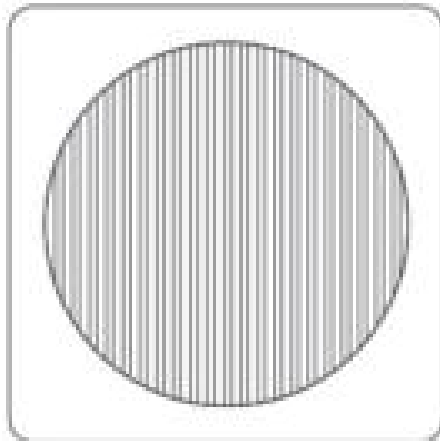
20° Wedge
Bracket ×1



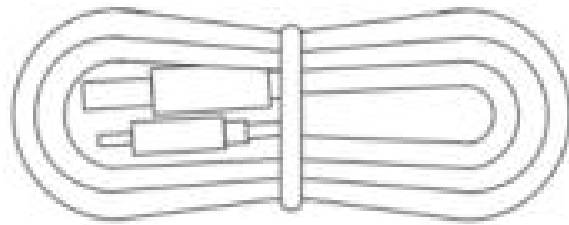
Phillips (Cross-Point)
Screwdriver ×1



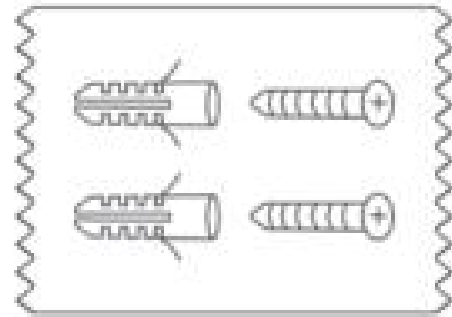
AA Battery ×6



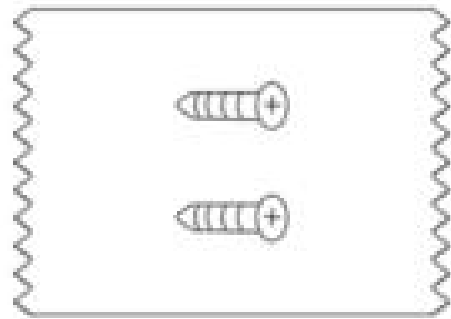
Chime/Hub ×1



Cable for Chime
×1

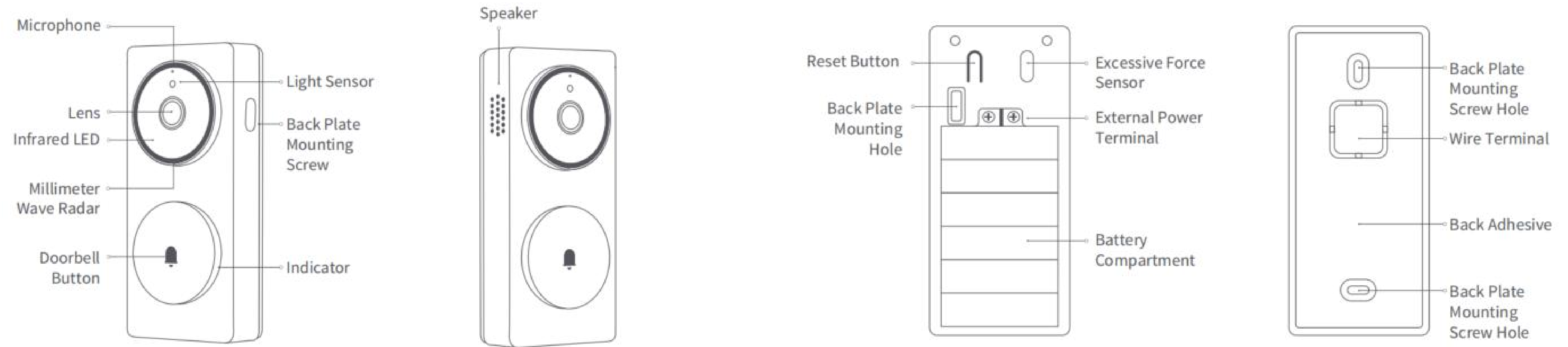


Wall Screws (M3×20mm,
self-tapping) & Anchor Kit
(32mm) ×1



Wedge Screw Kit
(M3×10mm,
self-tapping) ×1

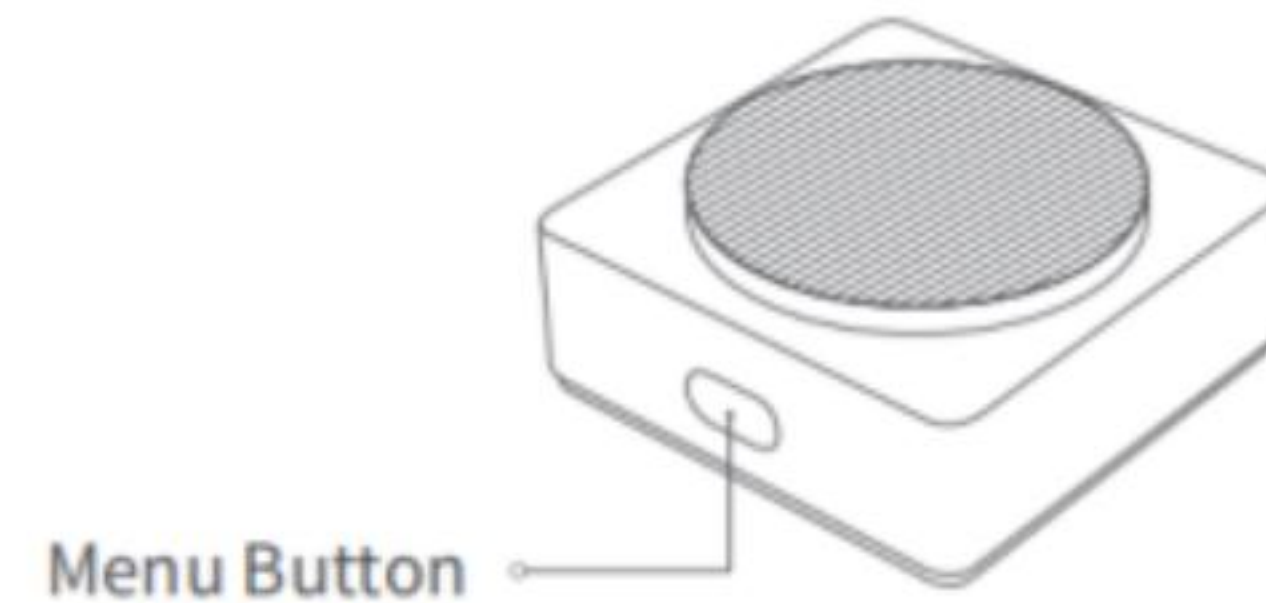
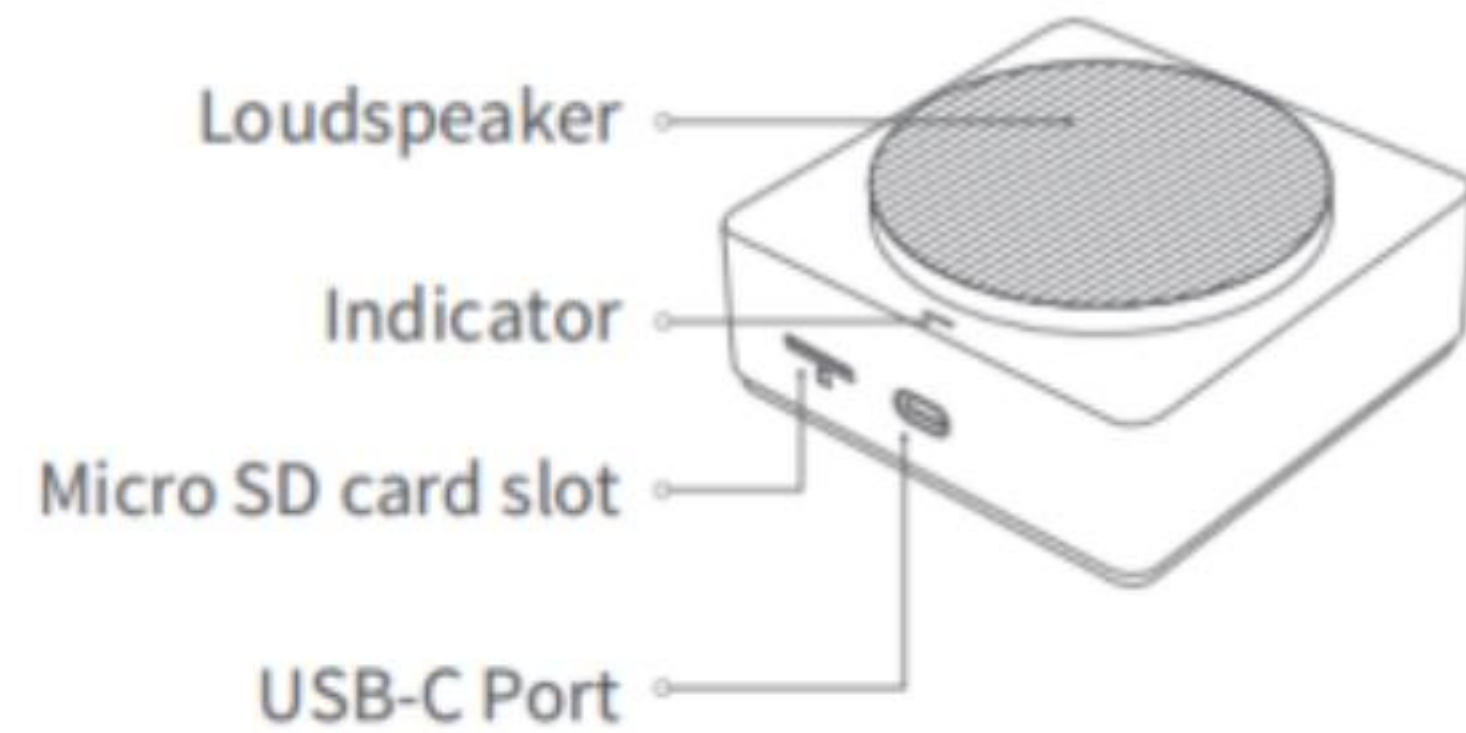
Hardware Overview



Description of the function buttons:

1. Doorbell Button: Press to make the doorbell and chime ring.
2. Reset Button: Long press for 10 seconds to restore the factory settings.
3. Excessive Force Sensor: When the sensor detects excessive pulling force, it will trigger an alarm to sound and push an alarm message (this function takes effect after it is turned on, and this function is turned off by default).

Hardware Overview



Description of the Menu button:

1. Short press once: Turn off the bell/alarm sound.
2. Long press for 10 seconds: Reset the network and unbind the device.
3. Press 10 times quickly: Restore the factory settings.

	Indicator status	Device status
Doorbell	Blinking white breathing light	Someone's approaching the doorbell
	Flashing green light	Someone rang the bell
	Blue light flashes slowly	The Chime/Hub is being connected
	Solid blue light	The Chime/Hub is successfully connected
	Solid red indicator light	Live video is in progress
	Yellow light is flashing slowly	The firmware is being upgraded
Chime/Hub	Solid yellow light	The device is turning on
	Quickly flashing yellow light	The networkis waiting to be connected
	Quickly flashing blue light	The router is being connected
	Slowly flashing blue light	The connection to the router is successful,and the account is being bound
	Blue light remains solidly on	Functioning normally
	White light is solidly on	The account cannot be bound for 10 minutes
	Purple light slowly flashes	Sub-devices can be added to the Hub
	Yellow light flashing slowly	The firmware is being upgraded
	The indicator light is off	The indicator light is turned off/the device is not powered on/the device is in sleep mode

Instruction before Installation

1. When installing the device with adhesive backing, it is necessary to ensure that the installation surface is smooth and clean, and the adhesive has sufficient contact area with the installation surface. The best surface materials for installation are glass, ceramic tile, marble and latex paint. The external power supply can't charge the batteries in the battery compartment.
2. When the batteries are installed and the device is connected to an external power supply, the Doorbell will use the external power supply.
3. When DC power supply is used as an external power supply, the power terminals do not distinguish between positive and negative poles, and both terminals can be connected to positive or negative poles. Please ensure there are no short circuits between the terminals. When the batteries are used for power supply, the Doorbell defaults to low power consumption mode, and it will automatically enter sleep mode when there is no ringing or other triggering sources. Only when someone stays or rings the bell will it activate, and the battery life is directly related to the actual activation frequency. When external power supply is used, the Doorbell will always be active and will not enter sleep mode.
4. Please use LR6 AA batteries. The mixed use of new and old batteries will seriously affect the operating time and safety of the Doorbell. Each time you replace the batteries, please ensure all six batteries are brand new. Warranty is not given if the tamper-evident label attached to the screw inside the battery compartment is torn, damaged, or destroyed. The Doorbell can only be paired with the Chime/Hub it is shipped with, and vice versa. Confirmation can be made through the HomeKit QR codes at the bottom. After-sale services require full set returns.

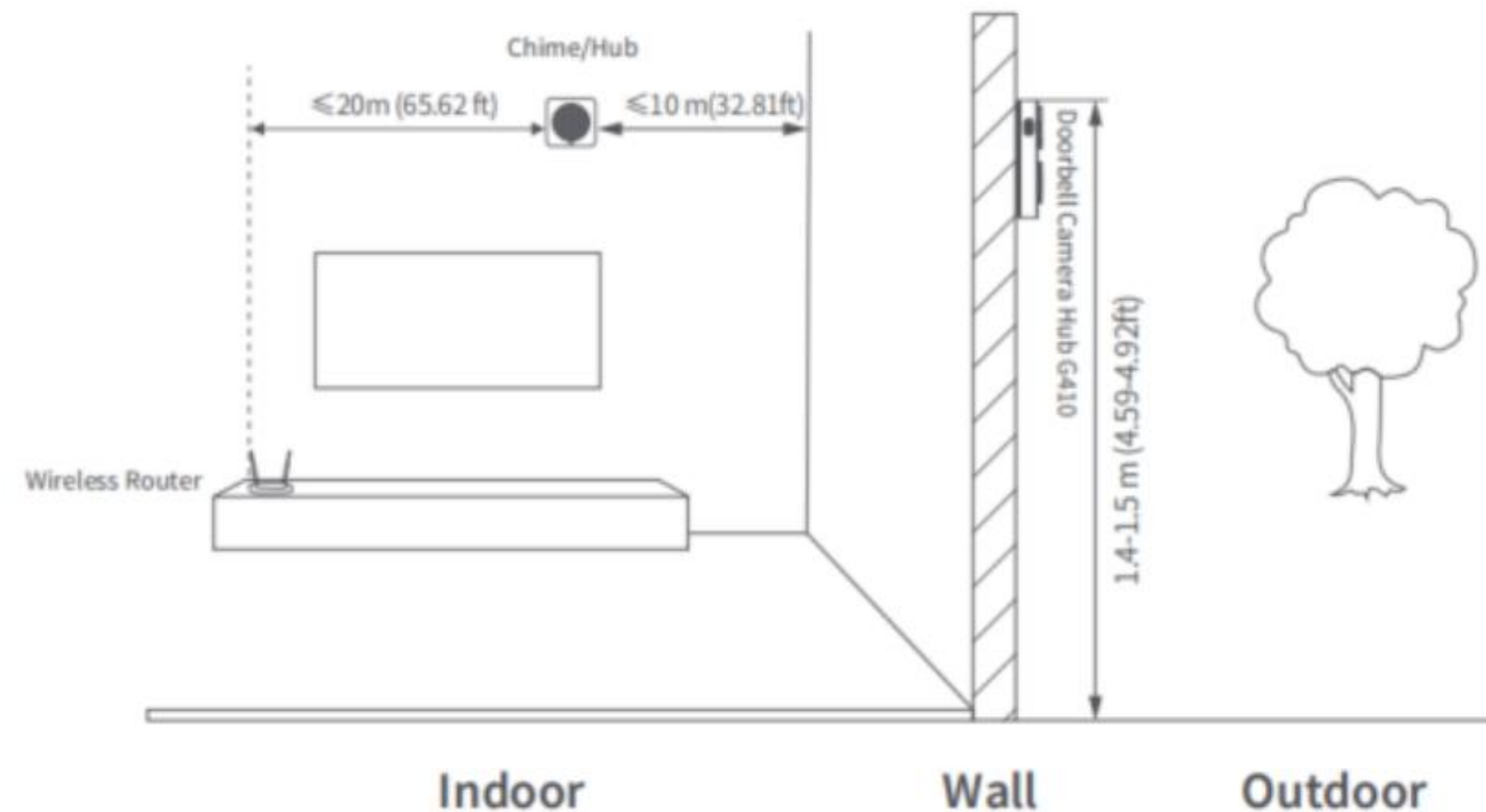
Notice

1. Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.
2. 10-day recording history from your Doorbell Camera Hub G410 is securely stored in iCloud and available to view in the Apple Home app on your iPhone, iPad, or Mac. You can add one camera to a 50GB plan, up to five cameras to a 200GB plan, or up to an unlimited number of cameras to a 2TB plan at no additional cost. Camera recordings don't count against your iCloud storage limit.
3. Communication between iPhone, iPad, Apple Watch, HomePod, HomePod mini, or Mac and the HomeKit-enabled Doorbell Camera Hub G410 is secured by HomeKit technology. Apple, Apple Watch, HomeKit, HomePod, HomePod mini, Siri, iPad, iPad Air, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

Product Installation

1. Select the installation location

As shown in the figure below, it is recommended to install the Doorbell on an outdoor wall or door. If the door is metal, it is advisable to install the Doorbell on the wall next to the door. The suggested installation height is 1.4–1.5 meters from the ground. The recommended installation position for the Indoor Chime/Hub is within a horizontal distance of ≤ 10 meters from the wall of the entrance door to ensure a strong wireless connection to the Doorbell. The linear distance between the Chime/Hub and the wireless router should be within 20 m.



Product Installation

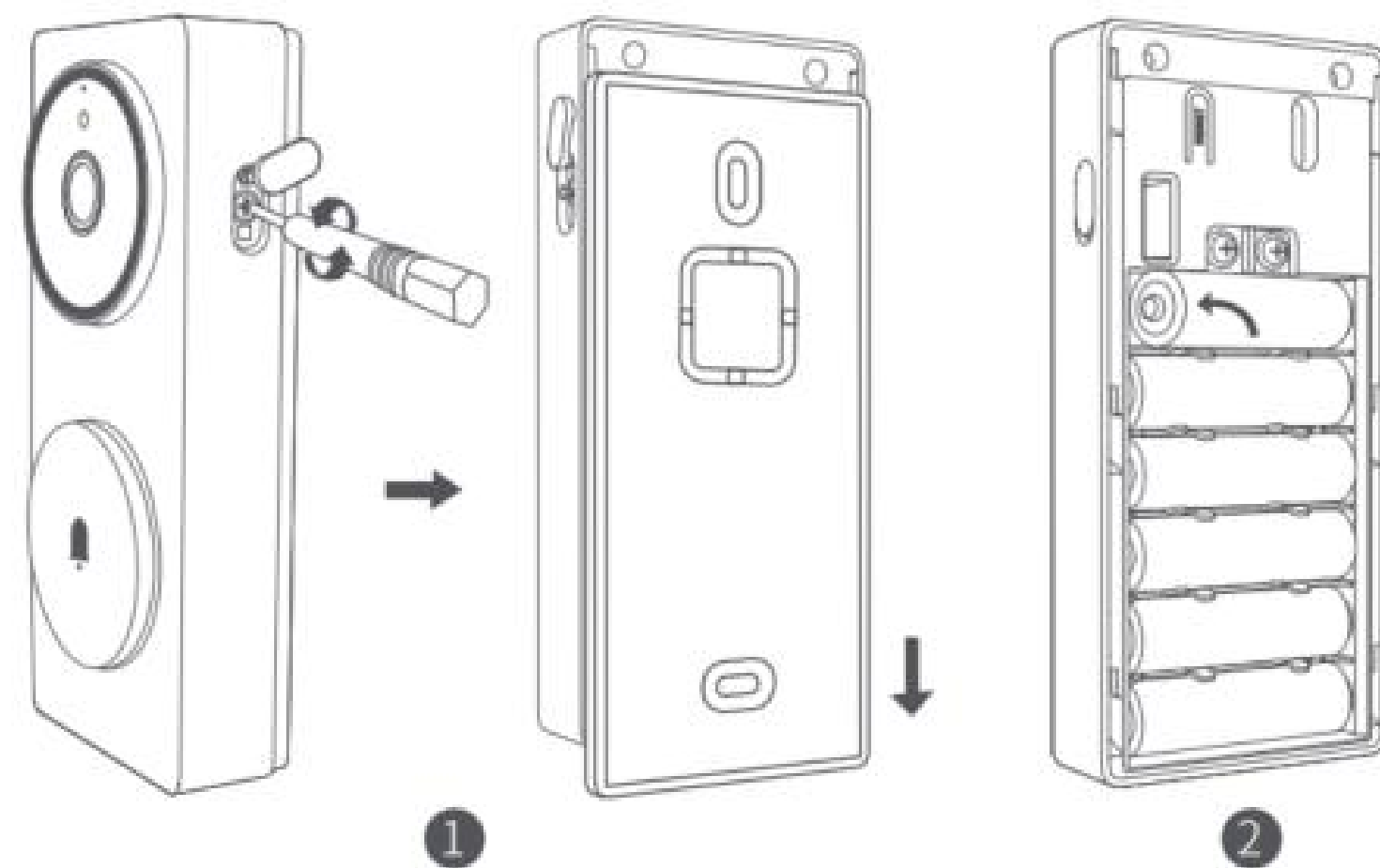
2. Select the power supply mode

The outdoor unit supports two power supply modes: battery or external power supply. Please make your choice based on the actual conditions at the door. The specific operation is as follows:

1) Battery power: Refer to the following steps and schematic diagrams.

A. When using for the first time, please use the Phillips (cross-point) screwdriver in the accessories to loosen the screws on the lateral side, then hold the doorbell, and slide the back plate down to take it out.

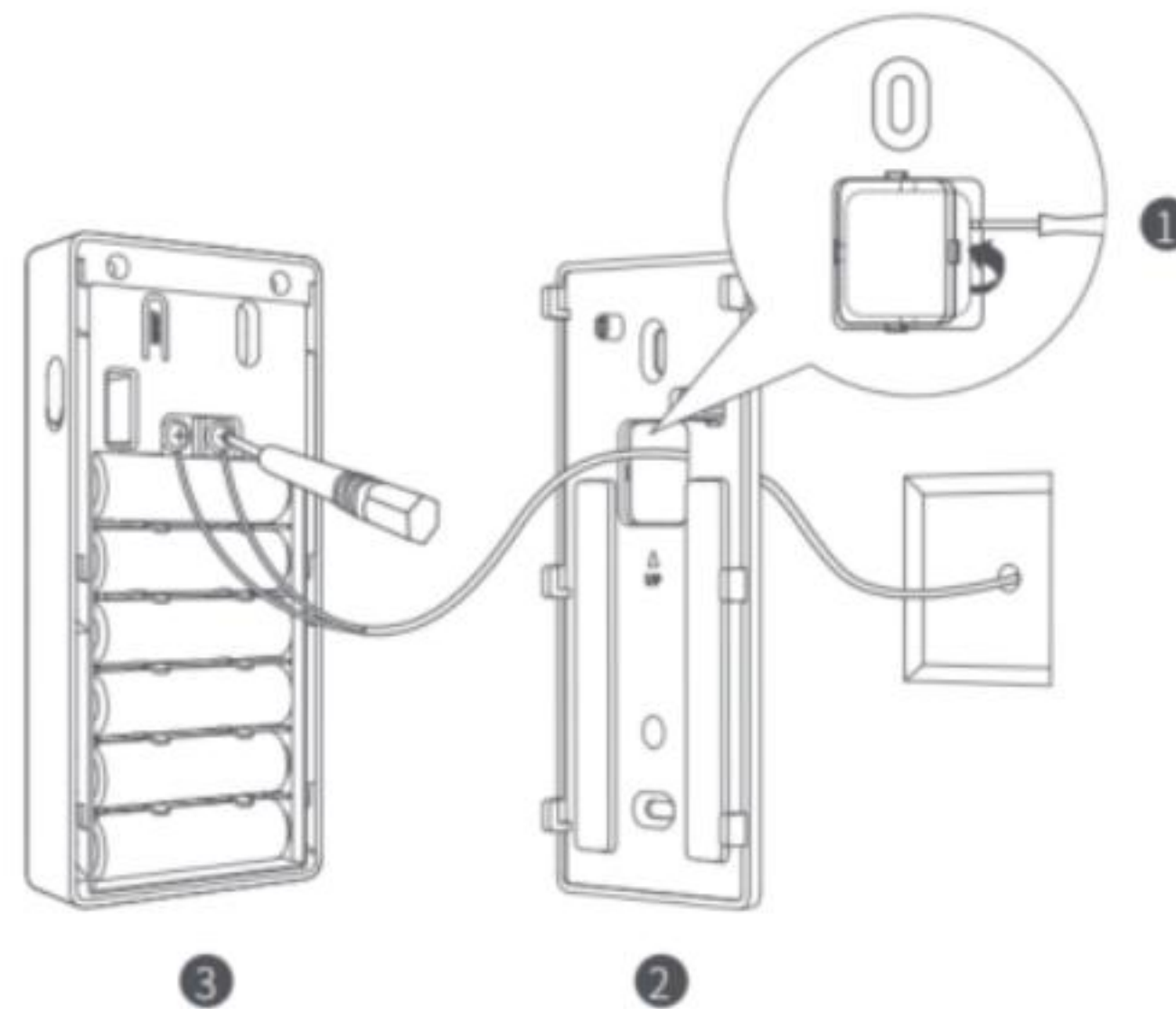
B. Install the batteries according to the positive and negative poles marked in the battery compartment (please install the batteries after the Chime/Hub is connected to the network, according to the requirements in the chapter "Connecting the Device").



Product Installation

2) External power supply: If an external power supply is used, please do the following when connecting the back plate:

- a. Use appropriate tools to remove the wire entry hole cover from the backplate.
- b. Feed the power cord through the wire entry hole.
- c. Connect the power cord to the external power terminal of the doorbell and securely tighten the screw. Ensure proper insulation to avoid any risk of a short circuit.



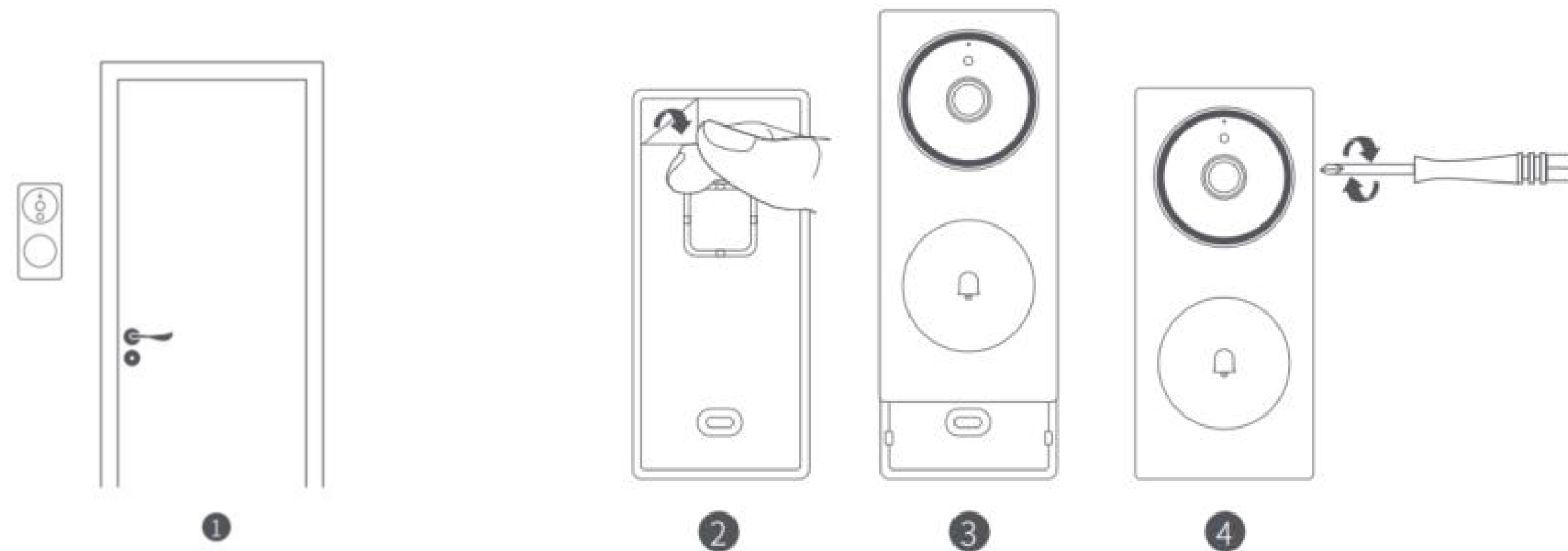
Product Installation

3. Select an installation method for the outdoor doorbell. The back plate can be fixed in the following two ways:

Method 1 (adhesive installation method)

The adhesive method is suitable for installing on wooden doors, ceramic tile walls and other materials which are inconvenient to punch holes in. The installation steps and schematic diagrams are provided below:

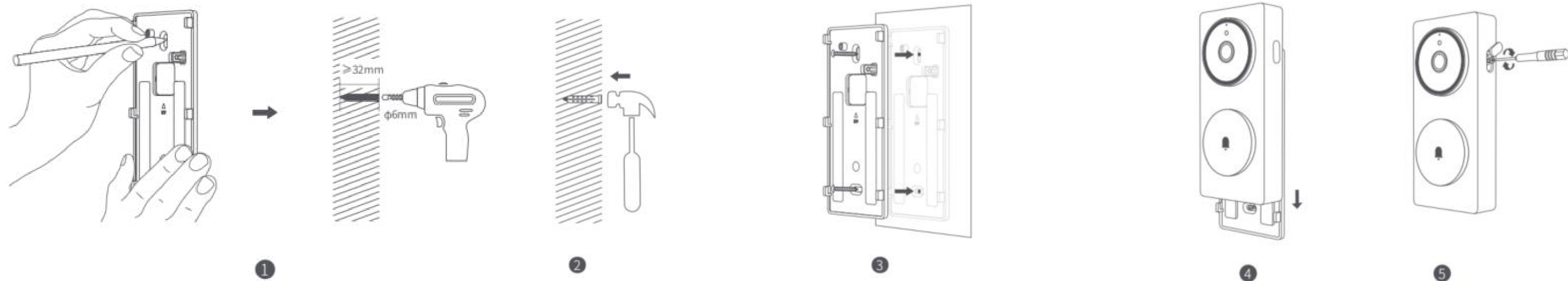
- ① To prevent installation misalignment of the Doorbell from affecting the image display, please ensure that the Doorbell is aligned correctly in both horizontal and vertical directions as shown in Figure 1 before installation.
- ② Remove the adhesive protection paper, stick the back plate on a flat and clean wall or door, and press it firmly to the surface to ensure that the back plate will not fall off.
- ③ Slide the Doorbell onto the backplate from top to bottom along the guide track until it fully locks into place and overlaps securely.
- ④ Use a Phillips (cross-point) screwdriver to fix the screw in on the right side of the Doorbell and secure the silicone waterproof cover.



Product Installation

Method 2 (Screw Installation Method)

- ① Align the wall-mounted back plate to whichever surface you want to mount it to; mark the drilling positions based on the screw holes on the bracket, then use a 6mm diameter drill bit to drill holes into the wall to a depth of more than 32mm.
- ② Insert the wall anchor from the accessory package into the drilled hole using a hammer, ensuring it is flush with the surface.
- ③ Use the self-tapping screws from the accessory package to mount the wall bracket on the wall.
- ④ Slide the Doorbell onto the backplate from top to bottom along the guide track until it fully locks into place and overlaps securely.
- ⑤ Use a Phillips (cross-point) screwdriver to fix the screw in on the right side of the Doorbell and secure the silicone waterproof cover.

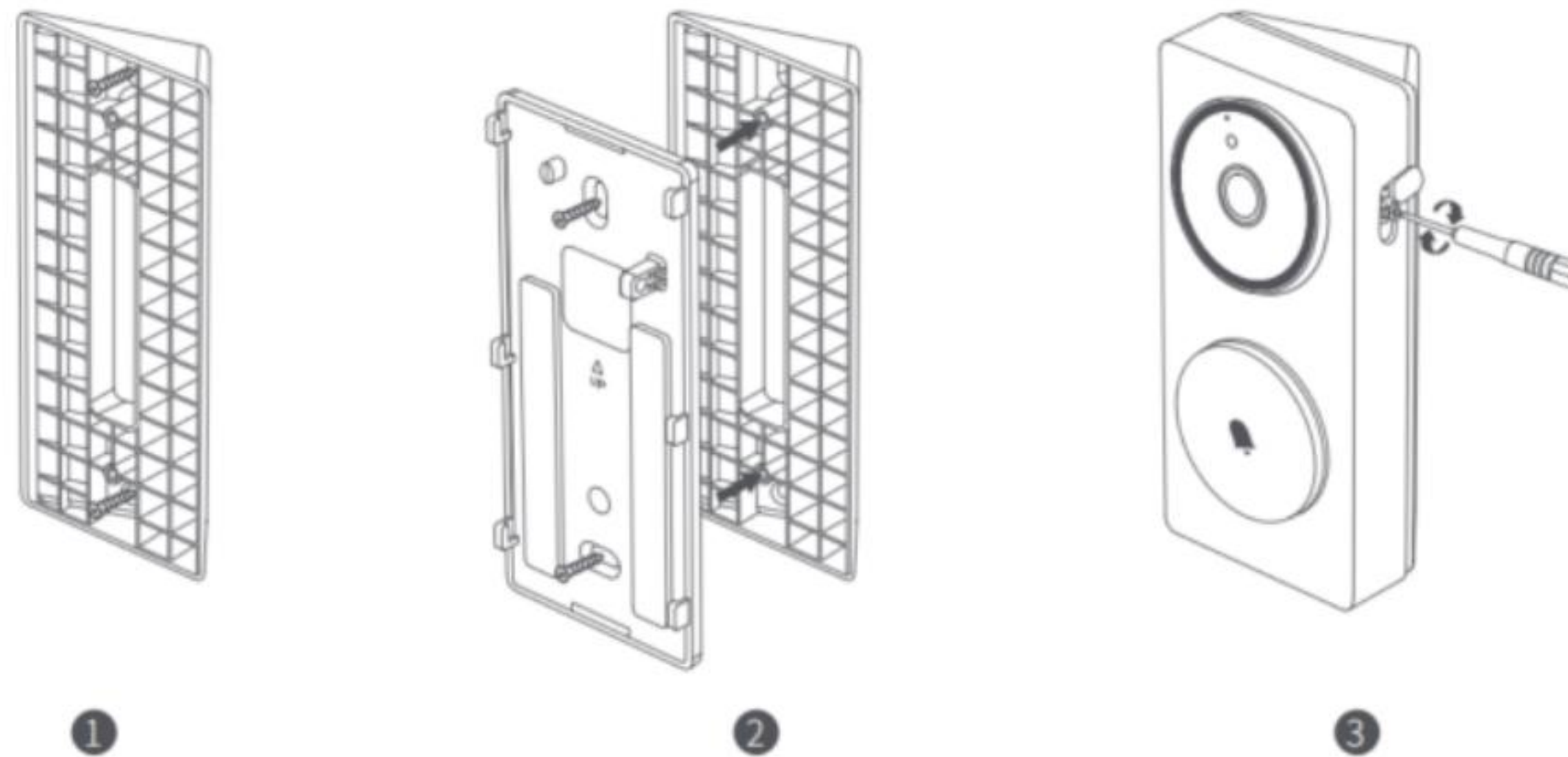


Product Installation

Method 3 (Adding a 20° Steering Bracket)

When the doorbell is installed on both sides of the door, the lens orientation can be adjusted by adding an oblique triangular brackets from the accessories kit. The specific operations are as follows:

- ① Install the triangle bracket on the wall first, secure it with screws.
- ② Then use screws to lock the back plate of the doorbell on the triangular bracket.
- ③ Finish the installation by fastening the screws, and then mount the Doorbell onto the backplate to complete the setup.



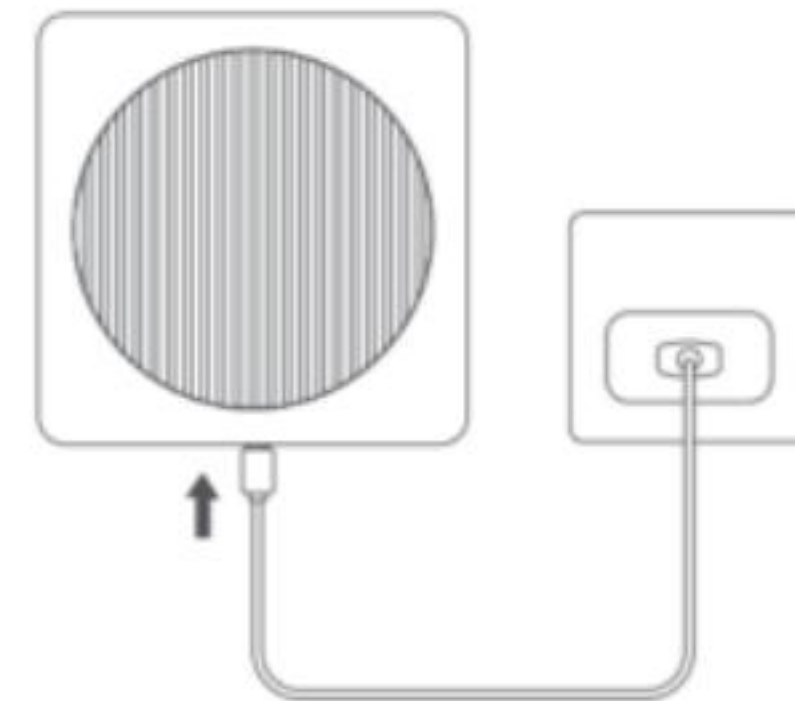
Product Installation

4. Installing the indoor Chime/Hub

The indoor Chime/Hub can be placed on a platform or attached to the wall with adhesive. Refer to the following steps and schematic diagrams for installation: Remove the adhesive protection paper, stick the Chime/Hub on a flat and clean surface, and press it once, firmly, after placing it to ensure that the product will be secured in place. Plug the Type-C power cord into the device to power it on, and confirm that the indicator lights turn on normally, signifying that the device has turned on normally.



①

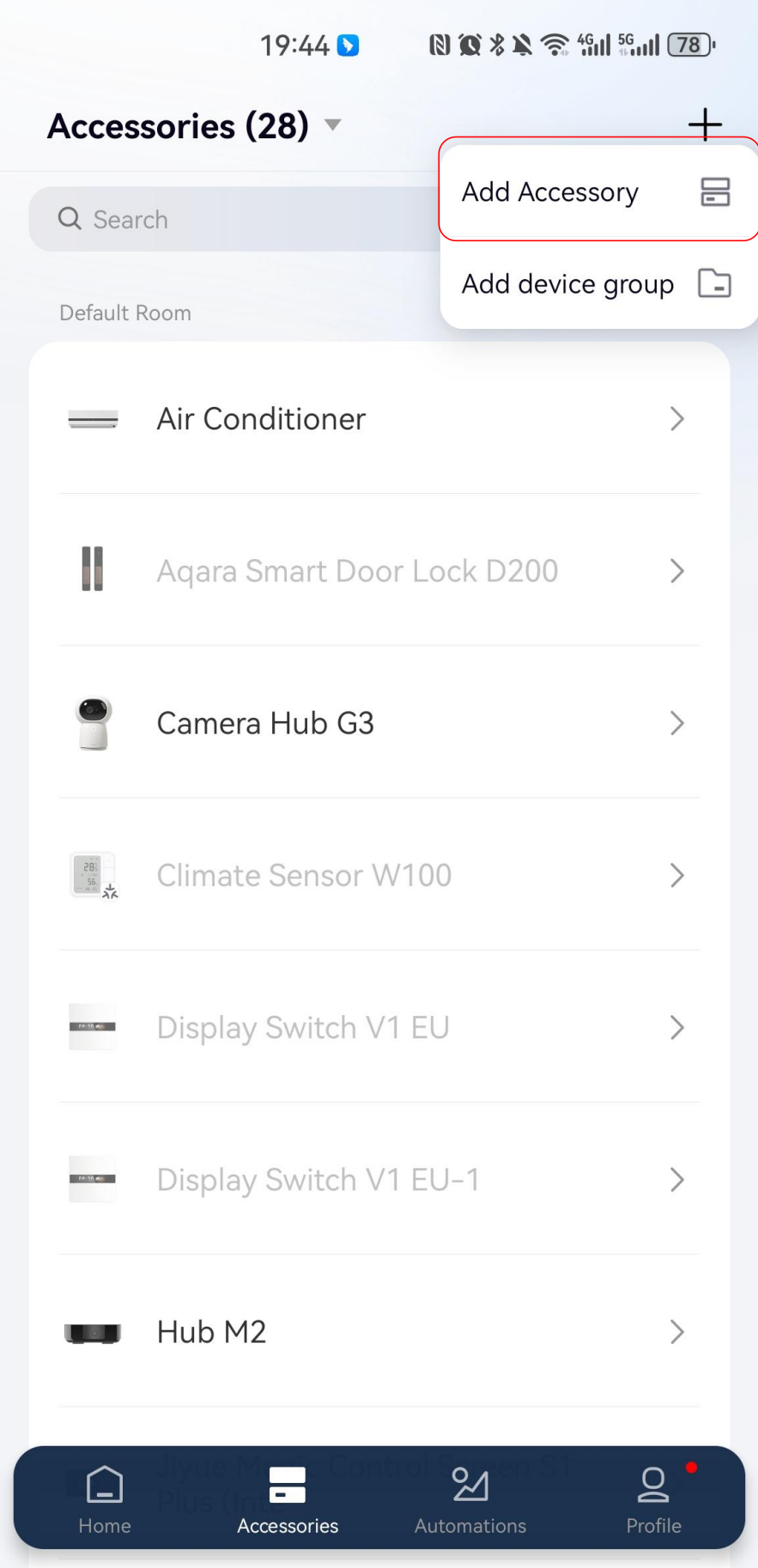


②

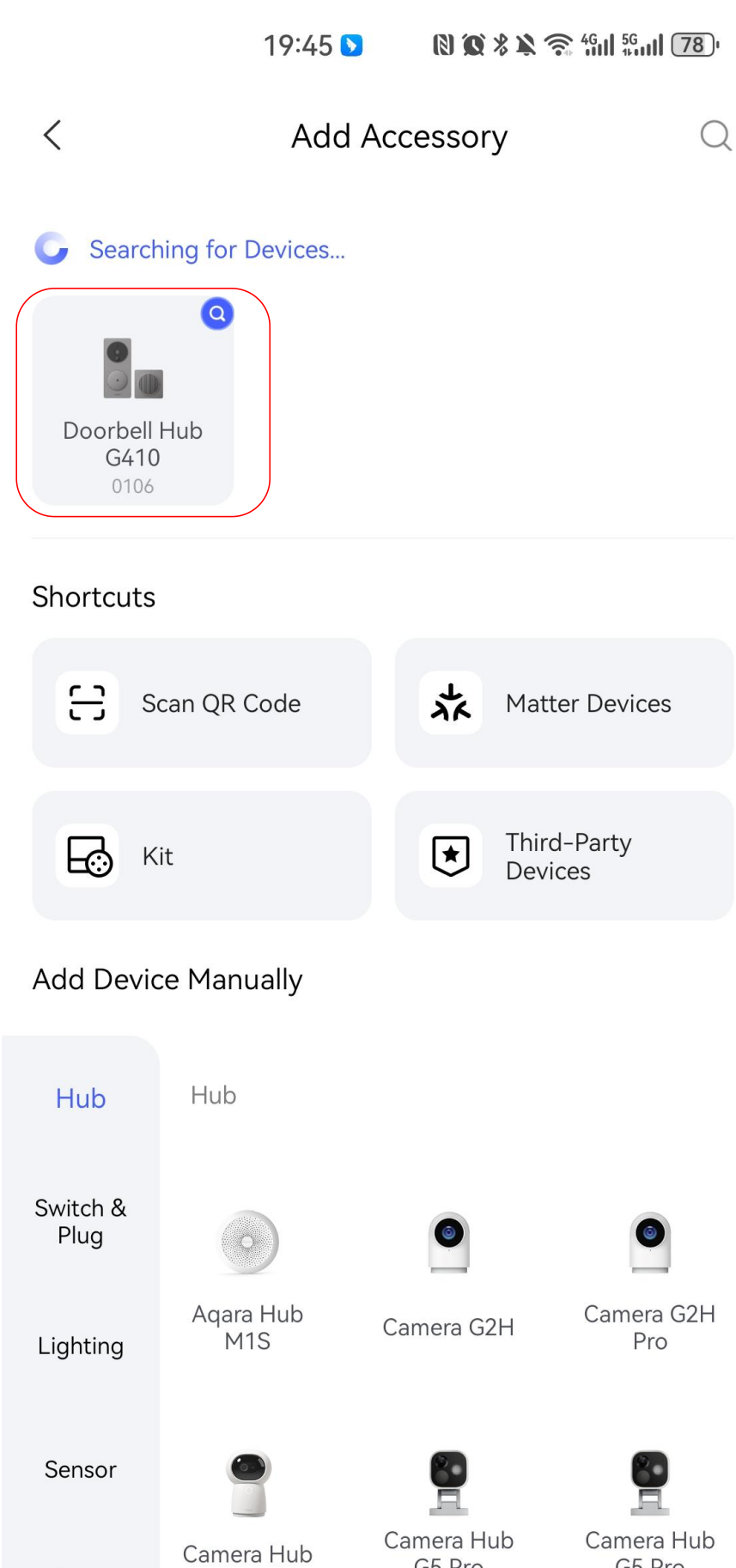
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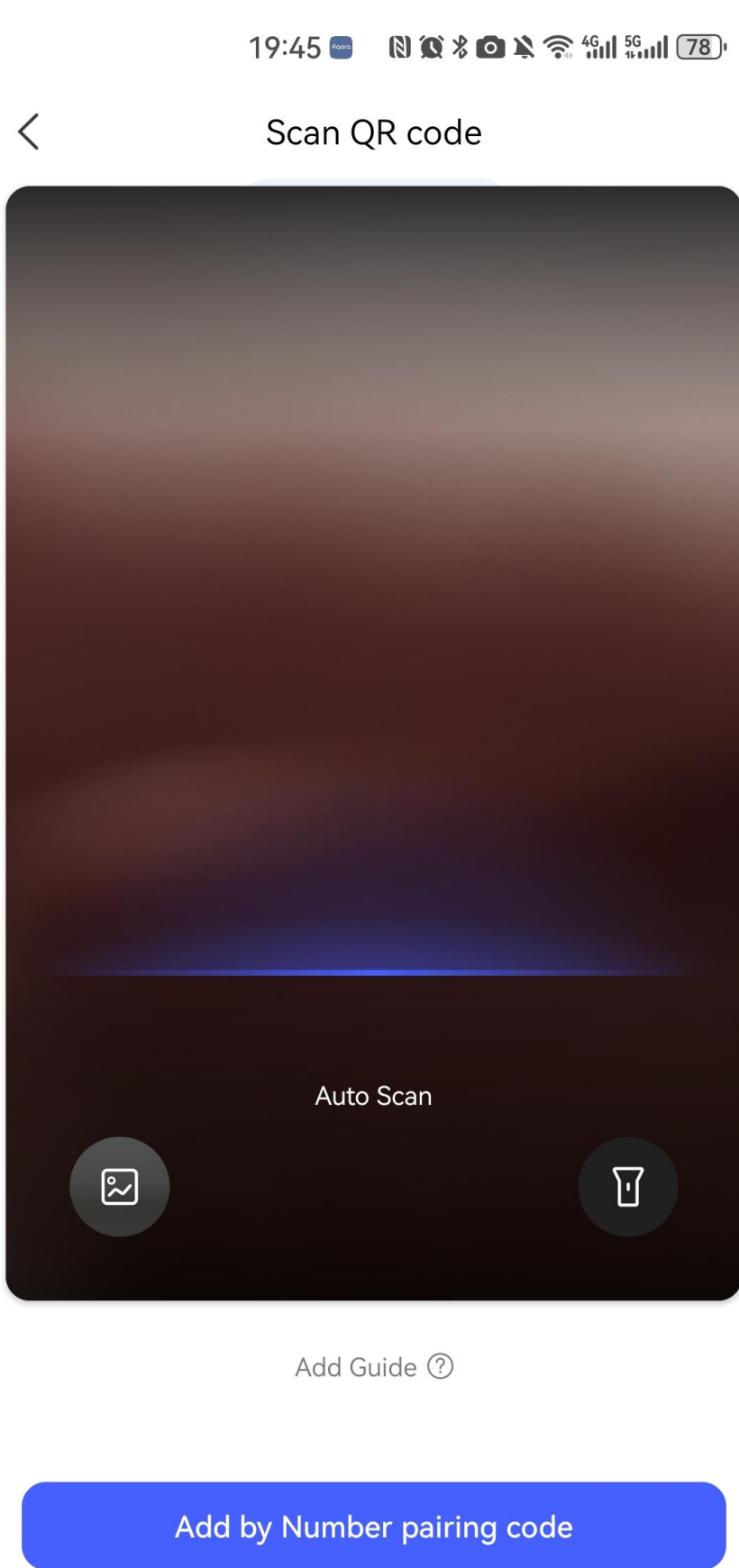
How to Bind the Device on App



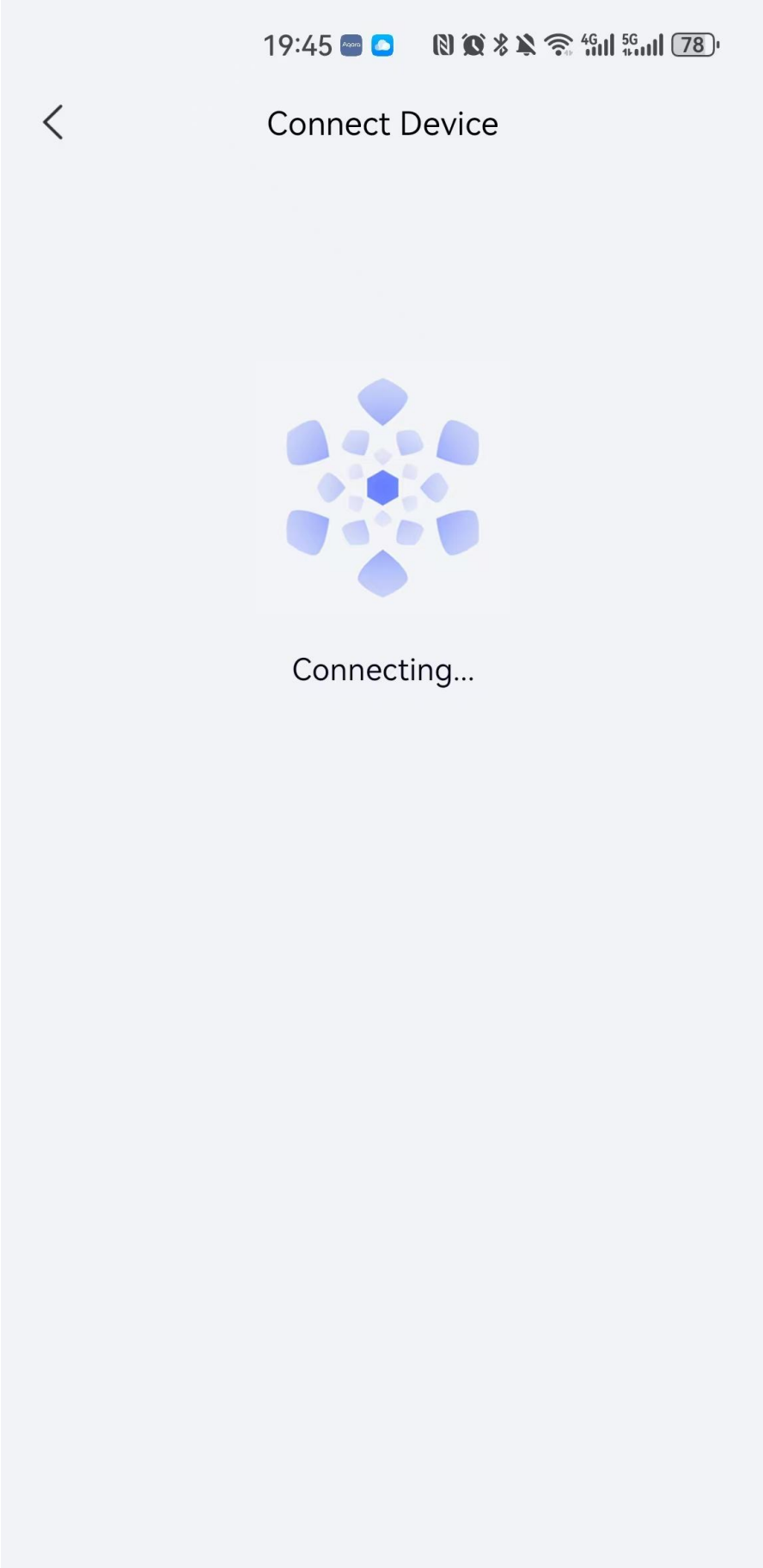
Click “+” and Add Accessory



The Magic pair function will find the device directly

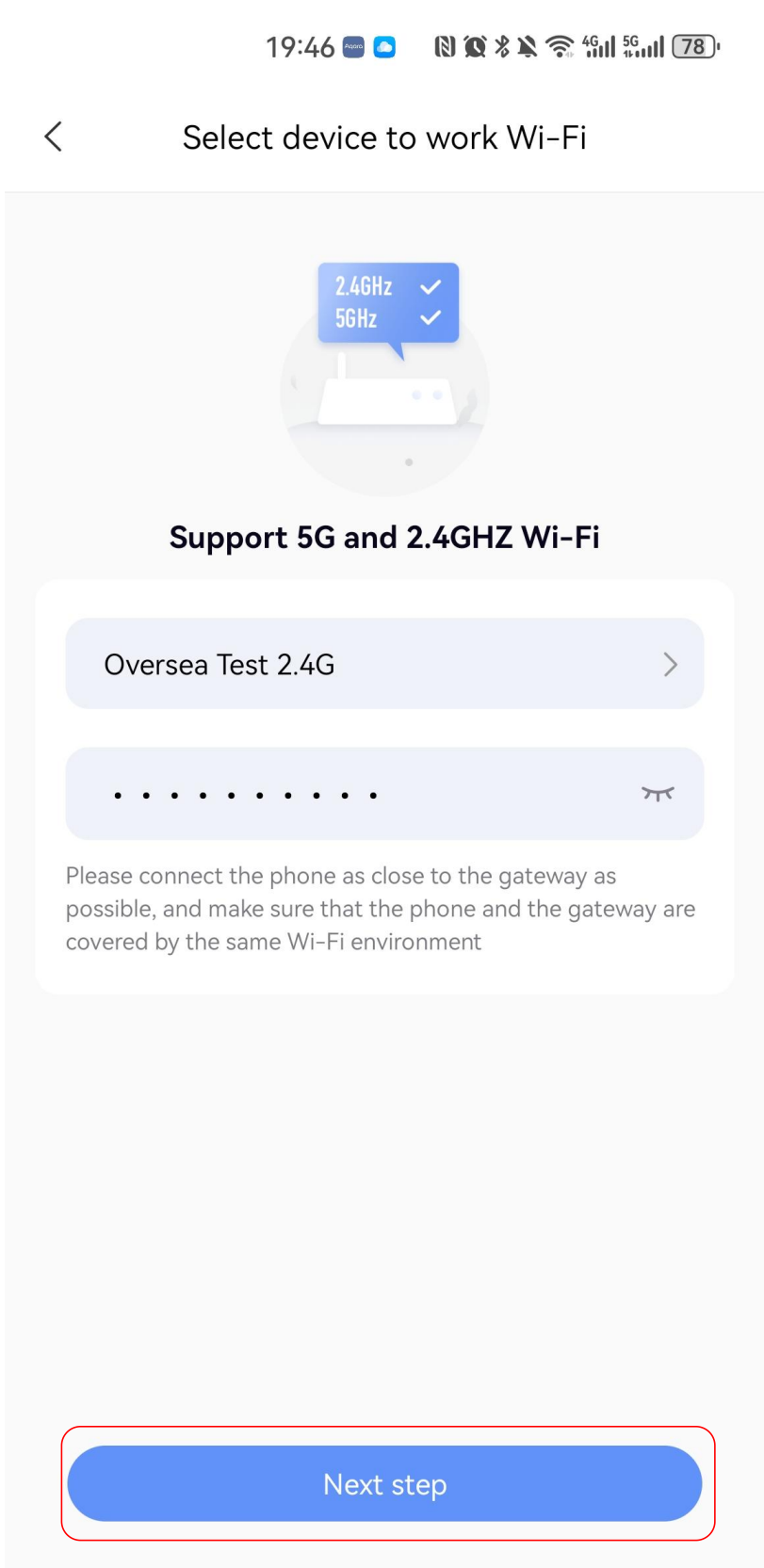


Scan the Aqara QR code

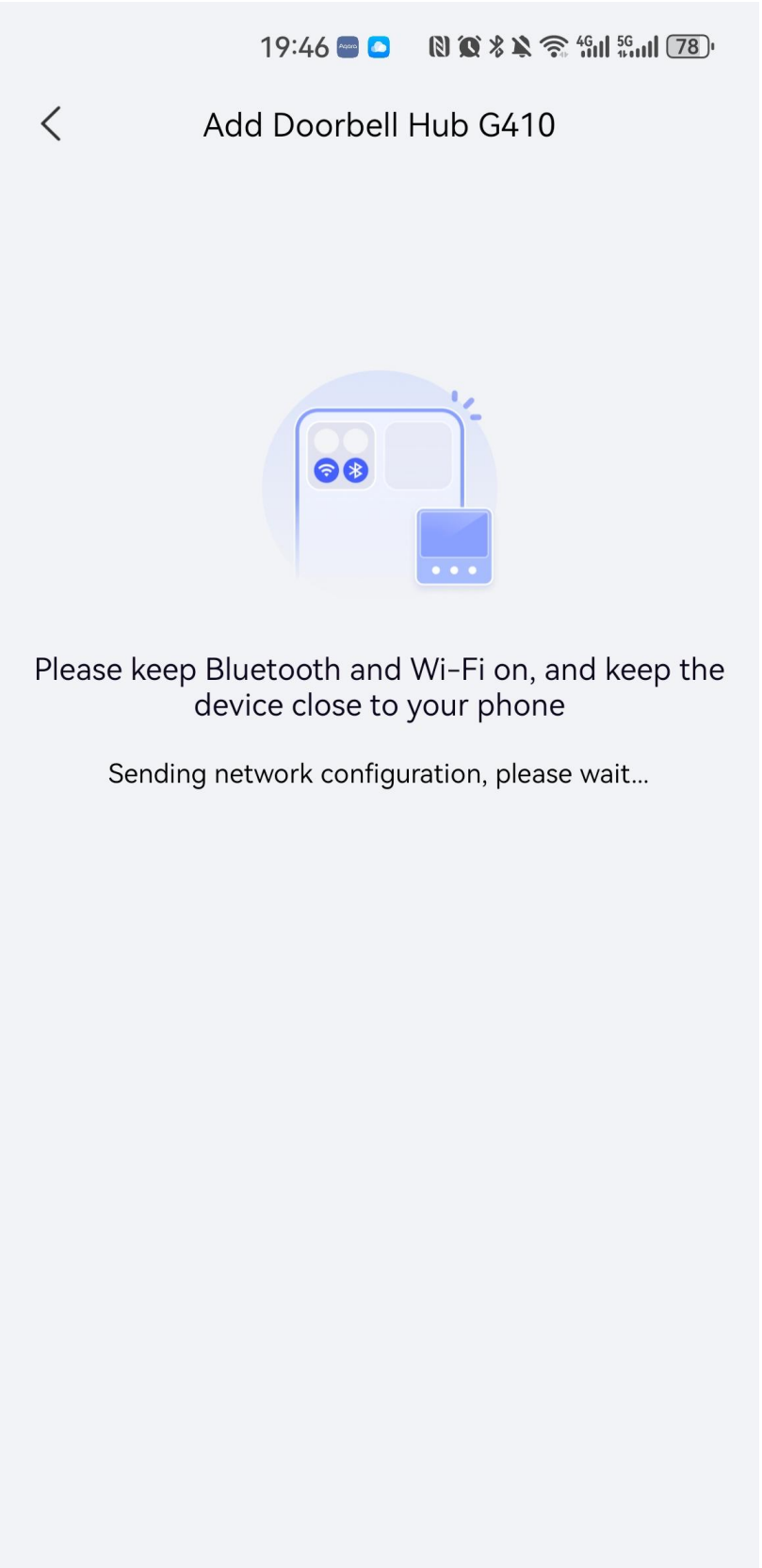


Waiting for connecting

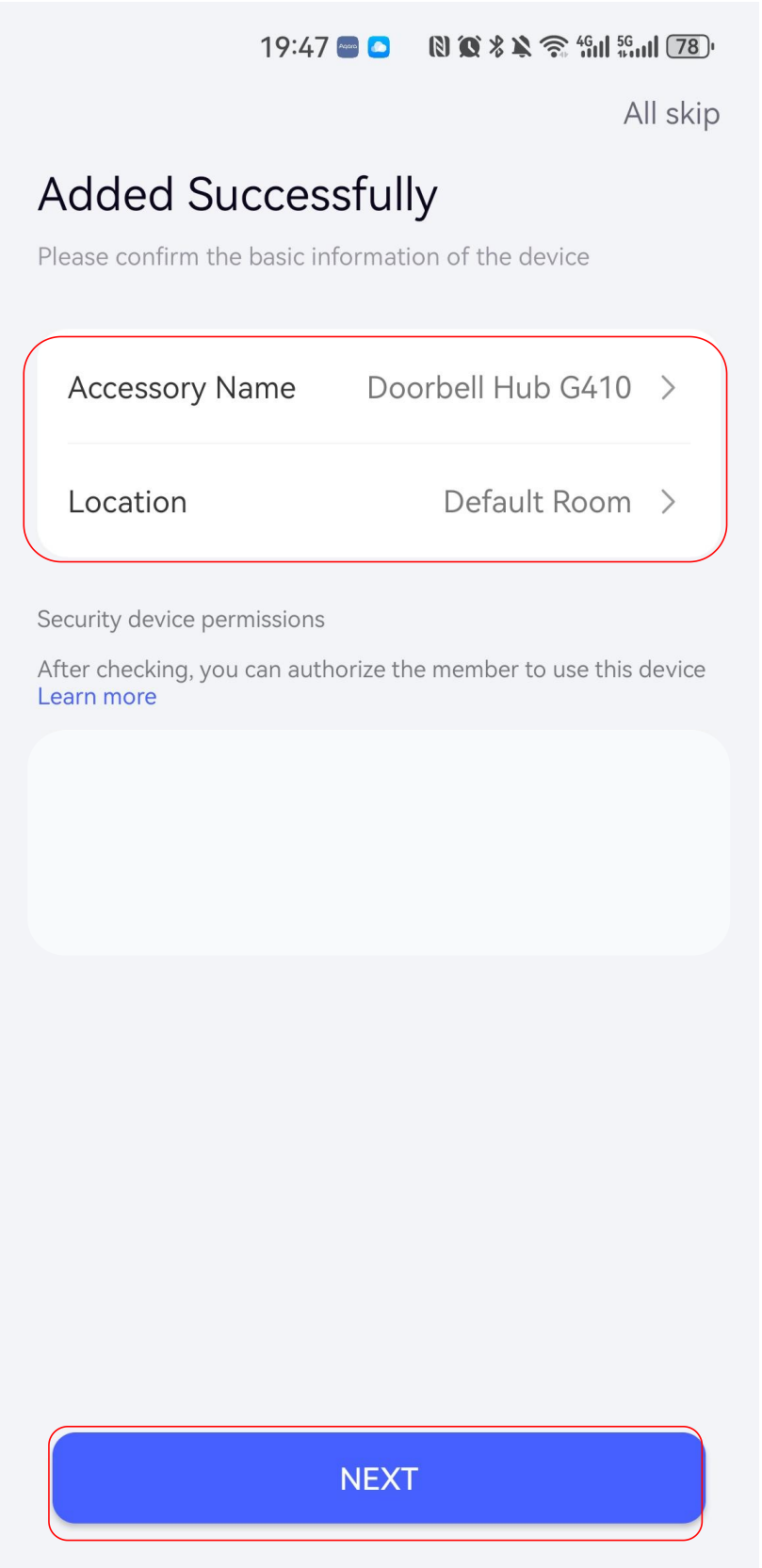
How to Bind the Device on App



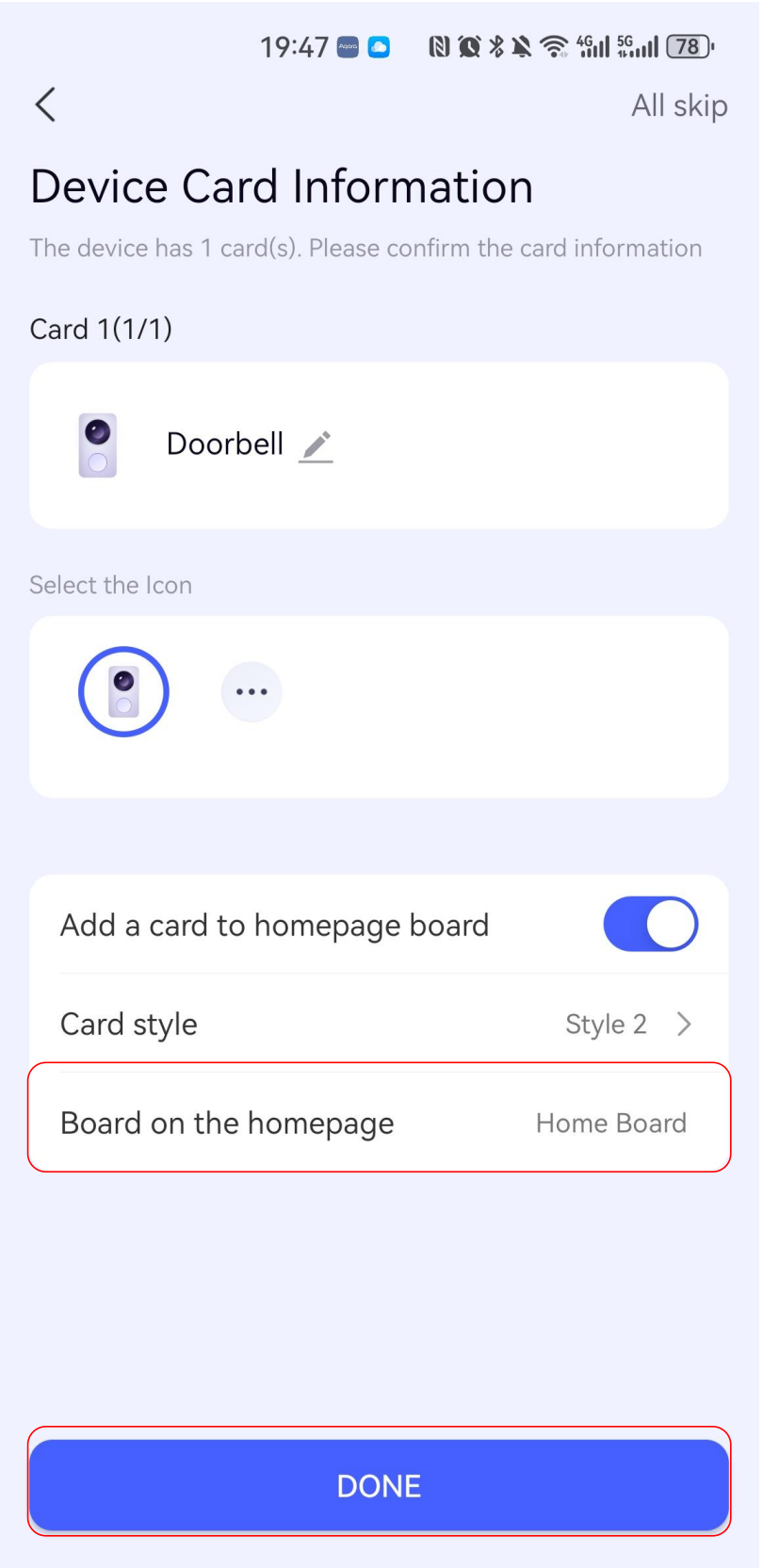
Input the WiFi and password and
“click Next step”



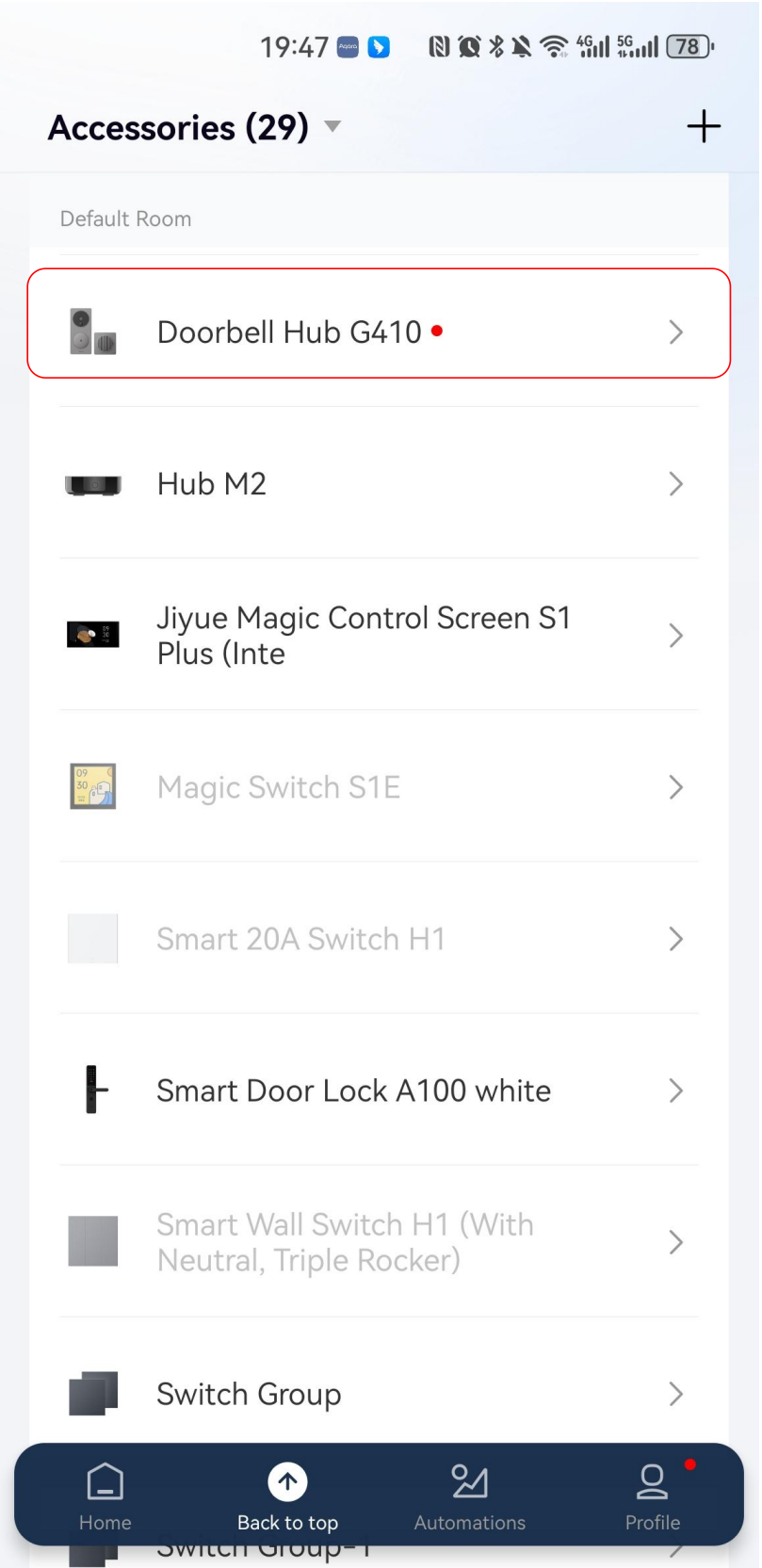
Waiting for connecting



Input the device name, choose the
location and click the “Next”

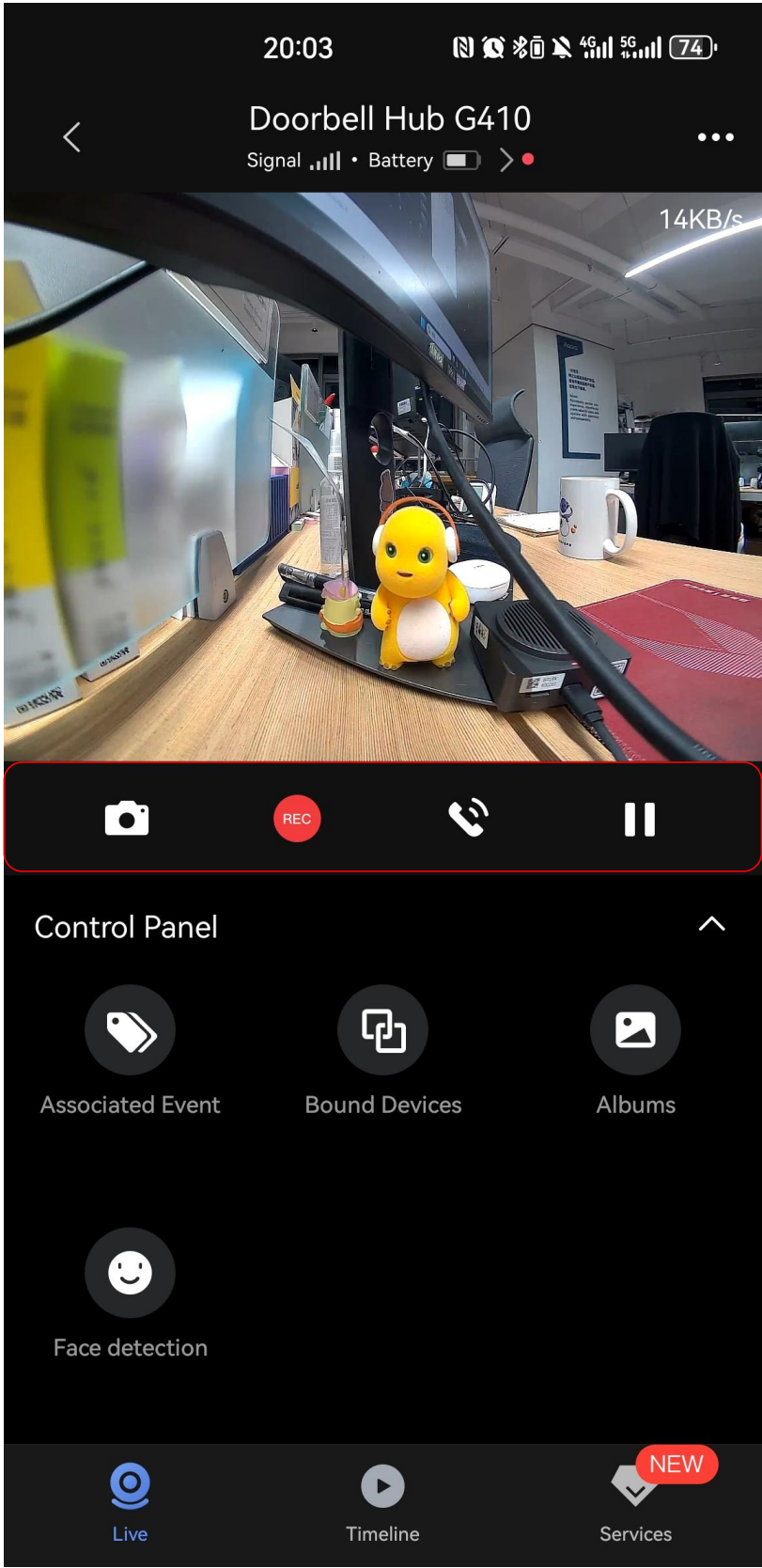


Choose the device or add device
card in Homepage and click
“Done”

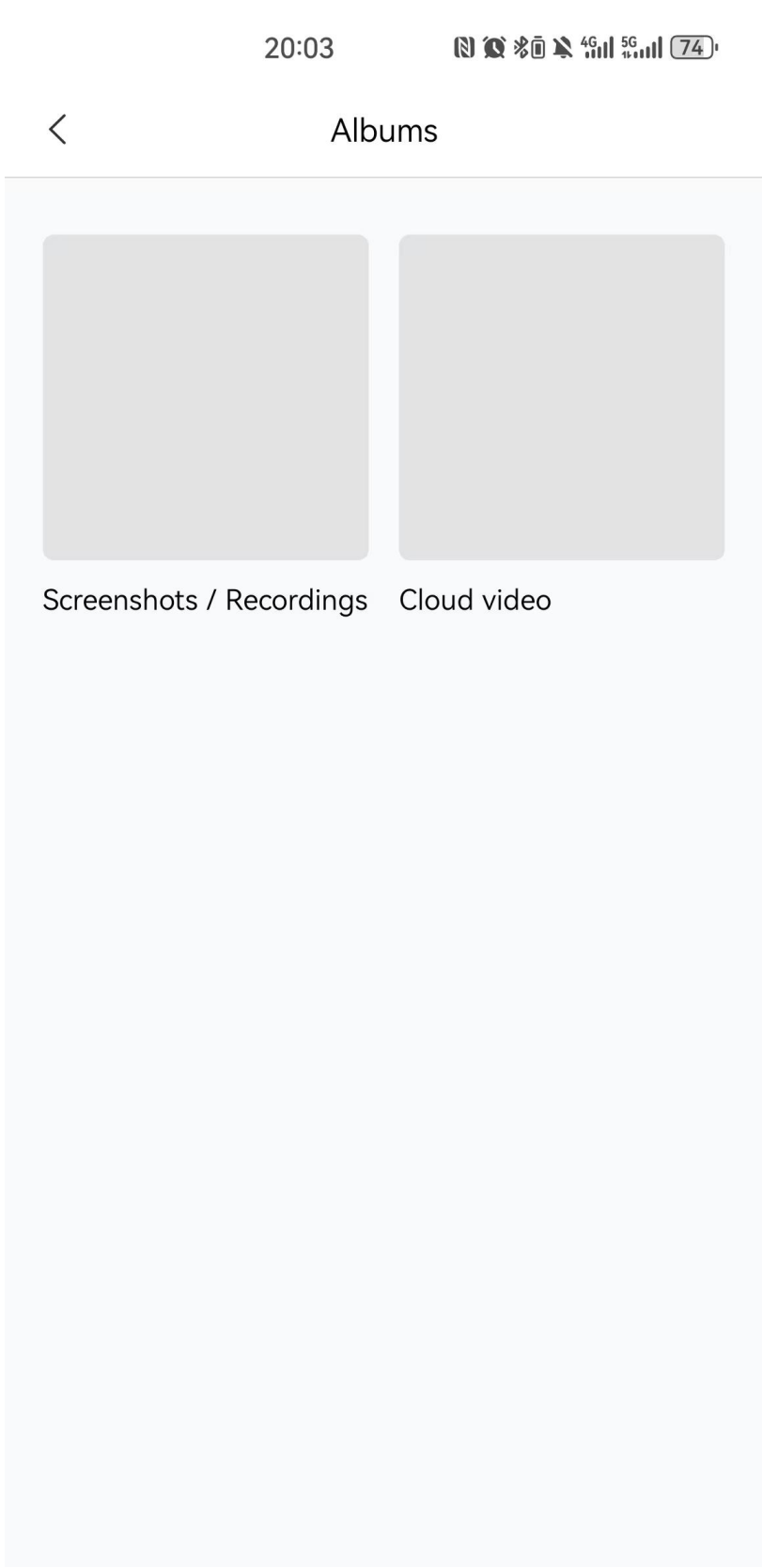


Device already added

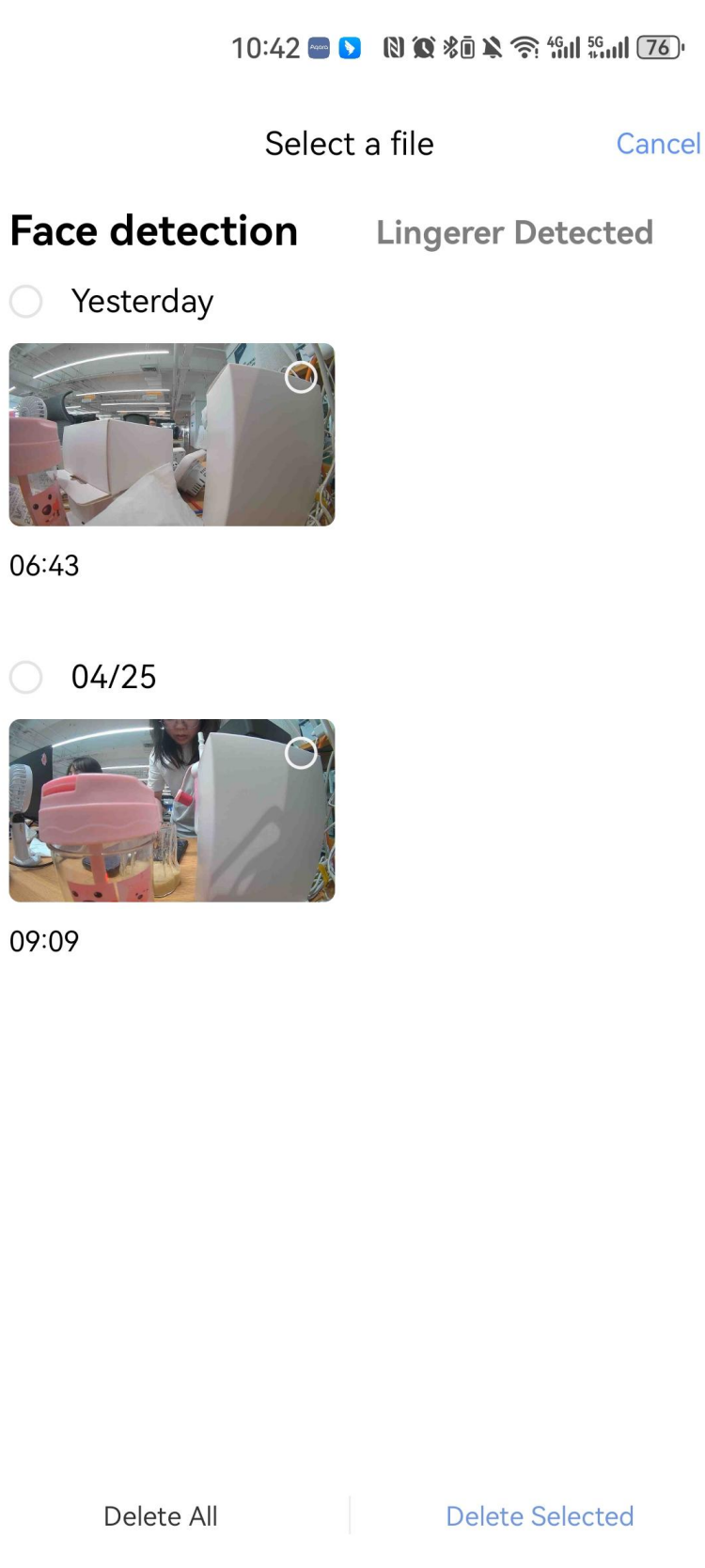
Video Doorbell G4 Main Page Introduction



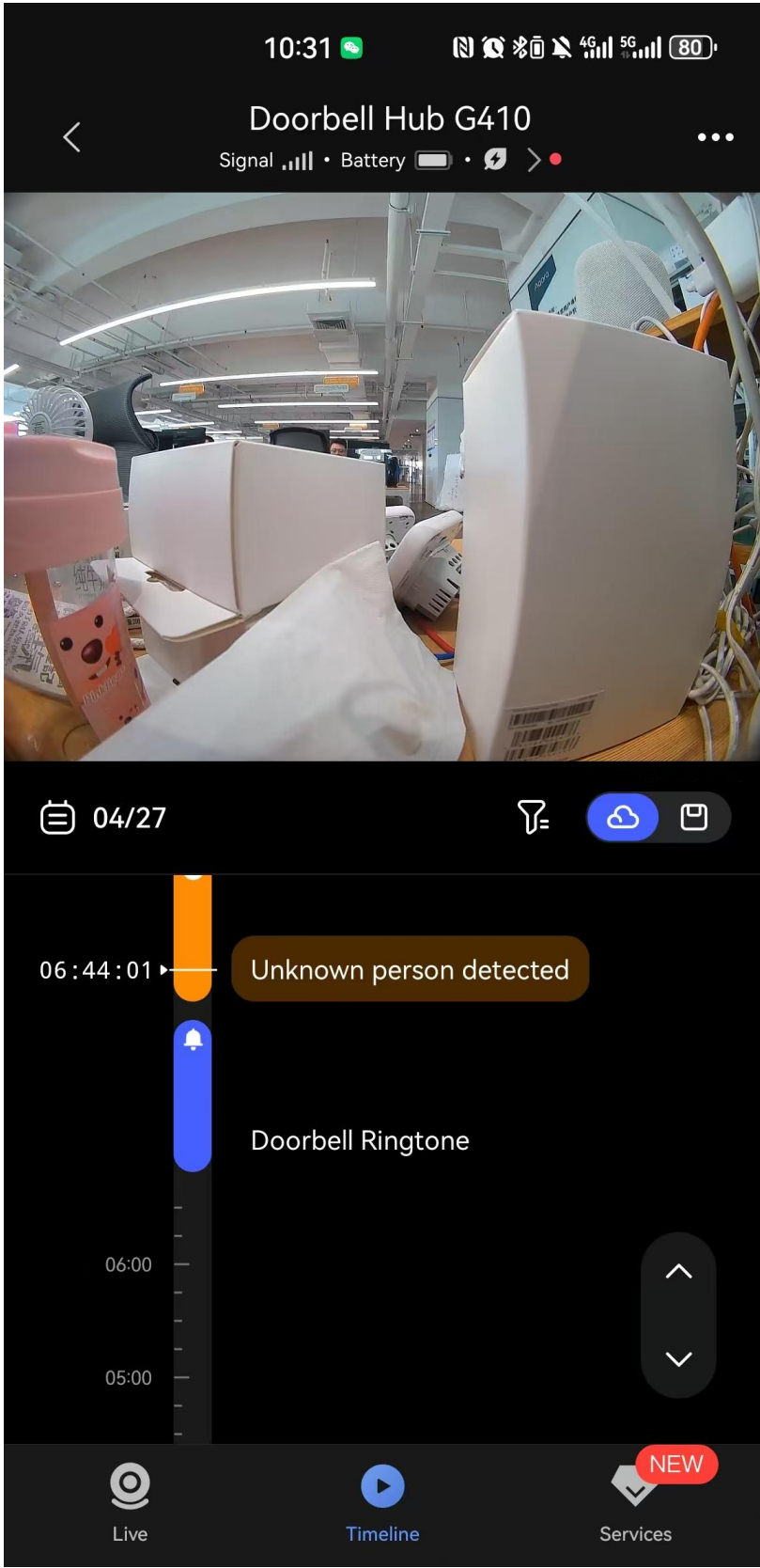
Click the “Capture” ,
“Recording” , “Calling” and
“Stop Playing” functions in
device main page



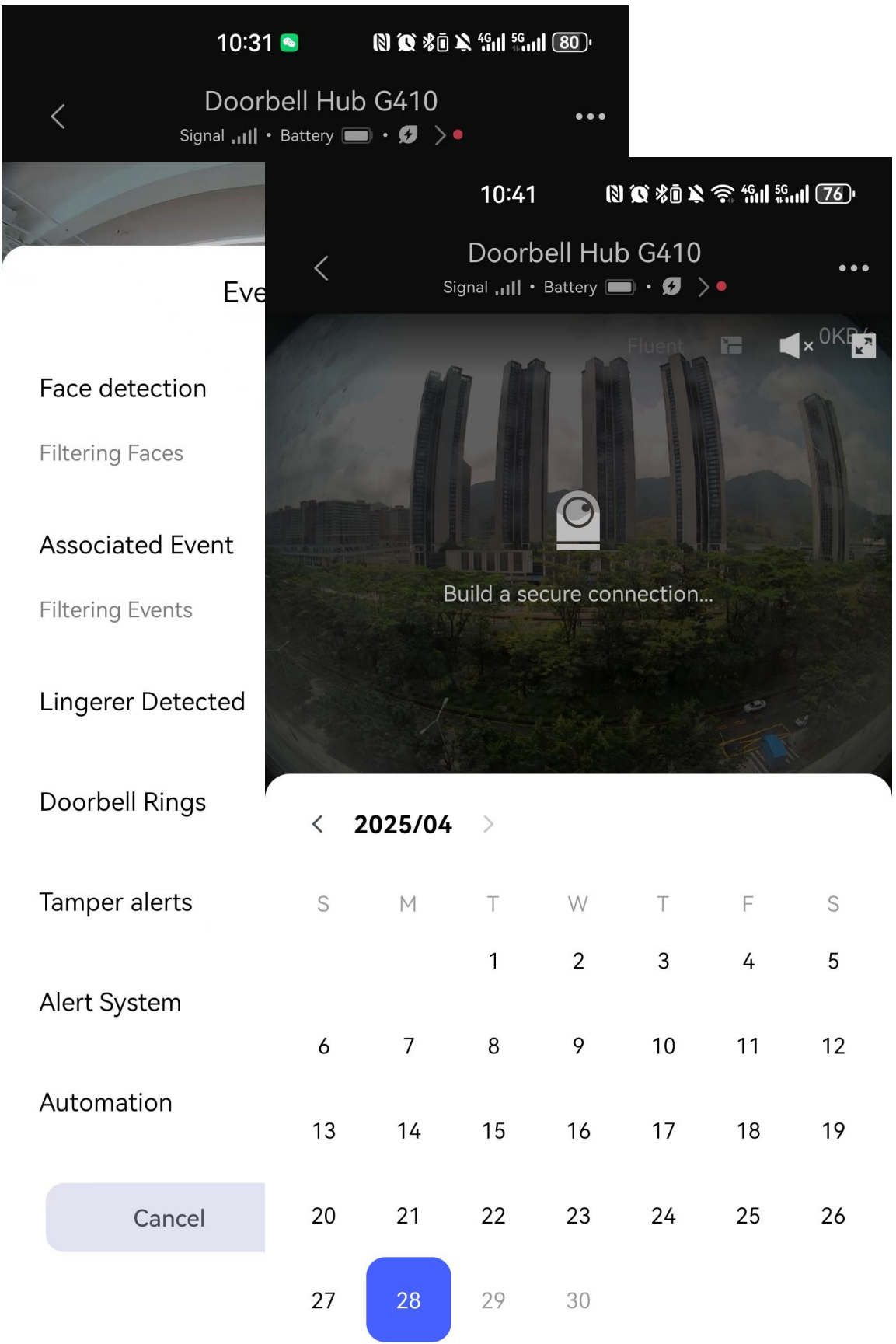
Screen shot and recording will be
saved in the album



Select Delete all or Delete
Selected

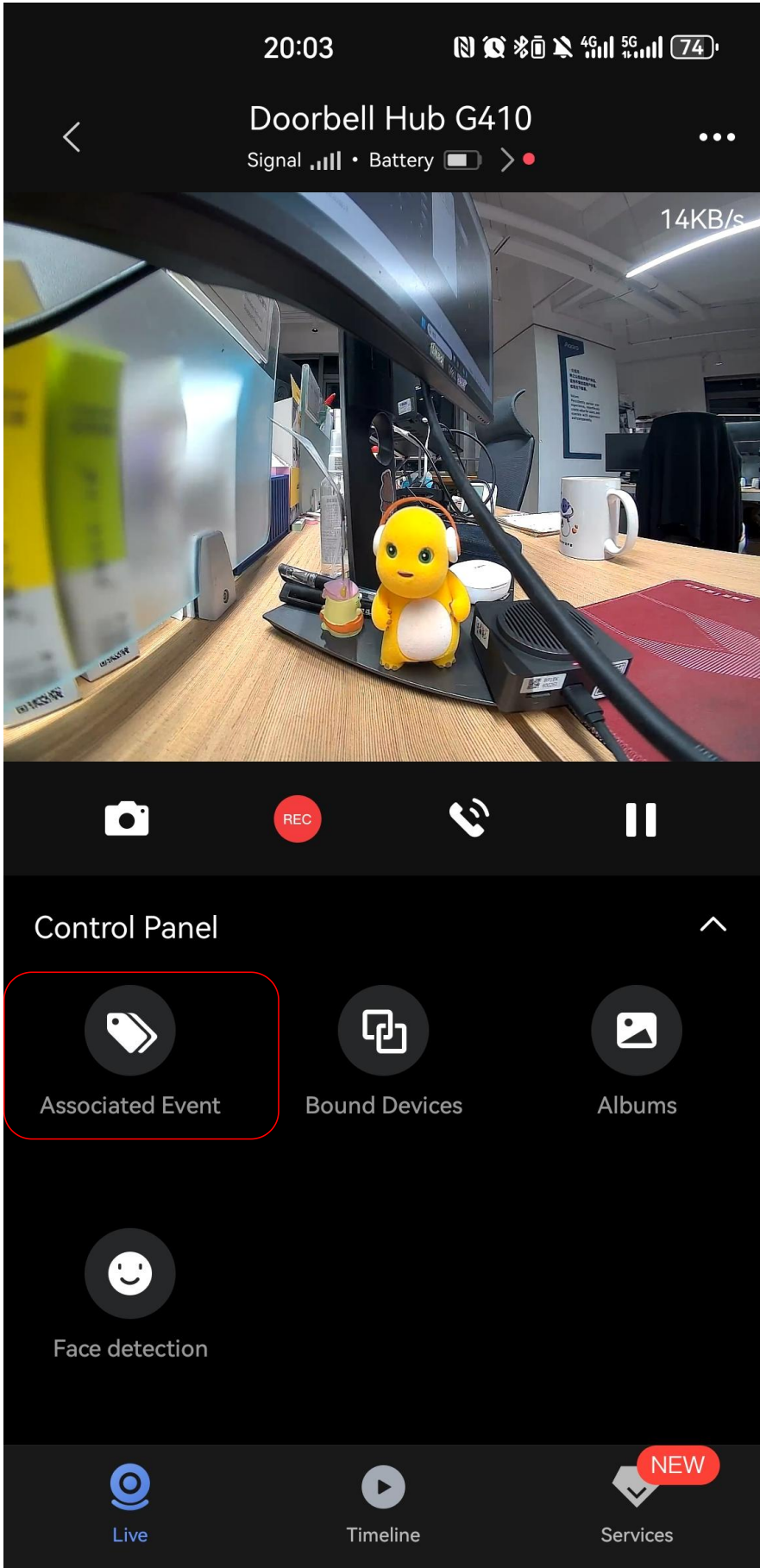


Click “Playback” to see
recorded videos.

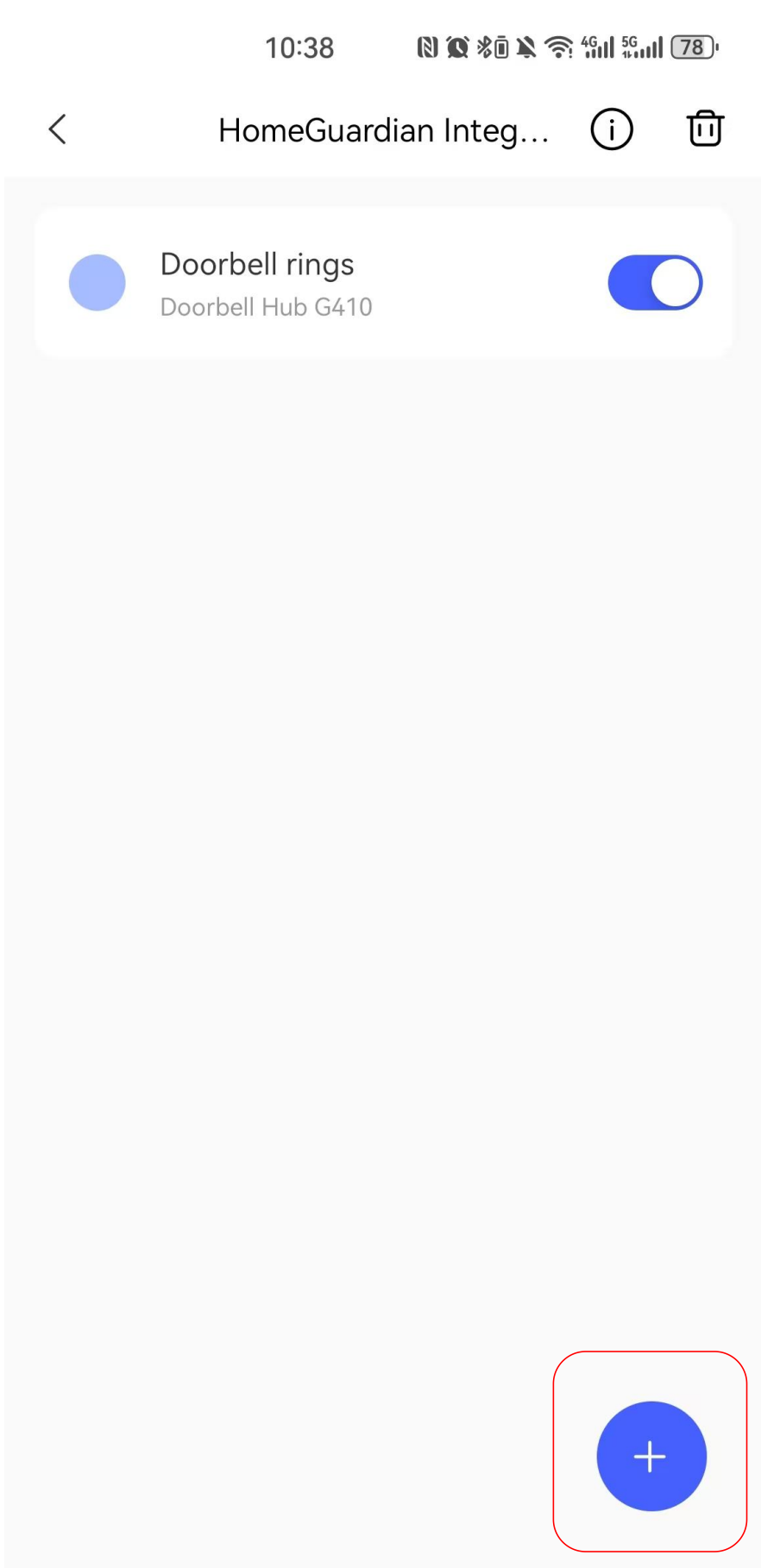


The event viewing can be filtered
according to the time and the type of time.

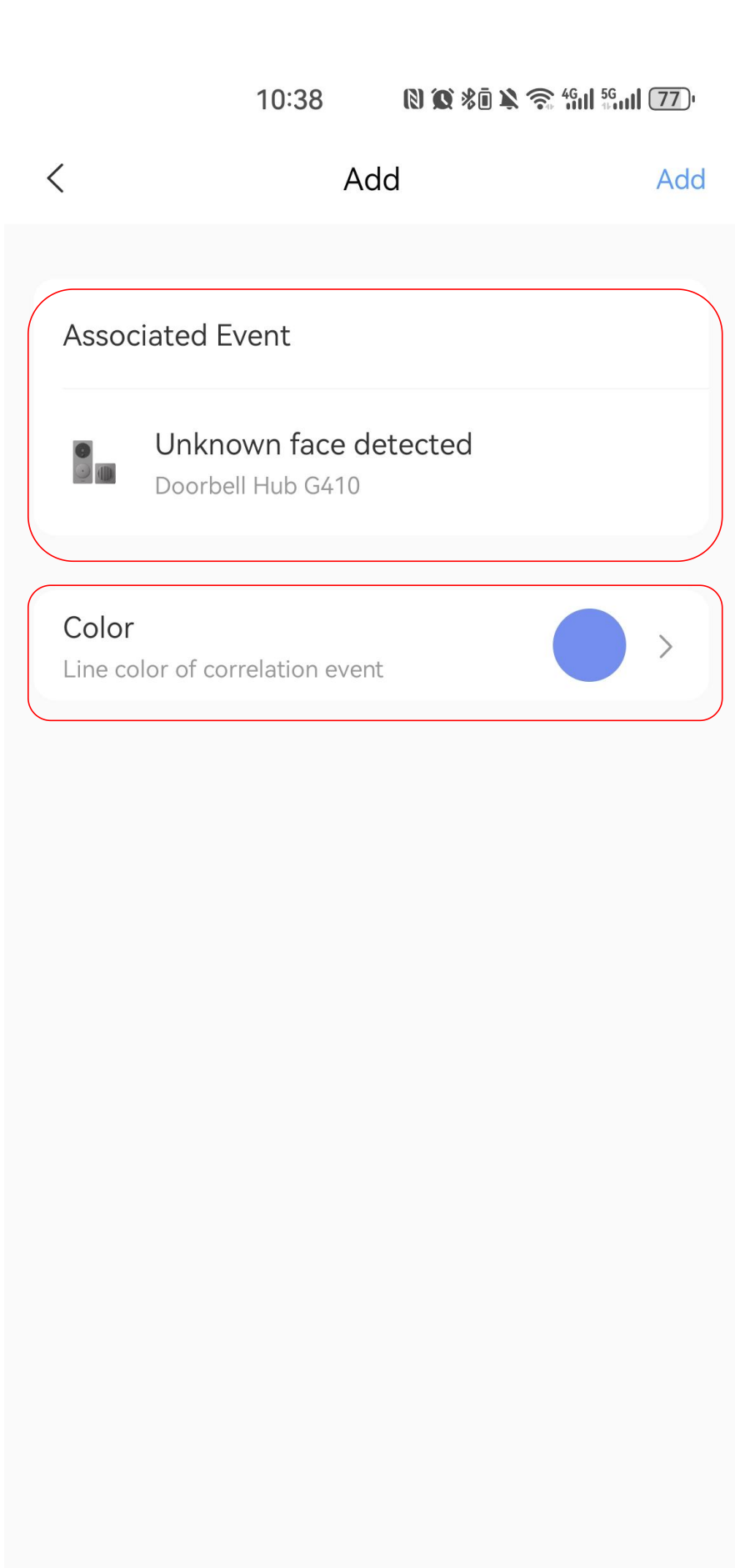
How to Set Integrated Event Label



Click the “Associated Event”

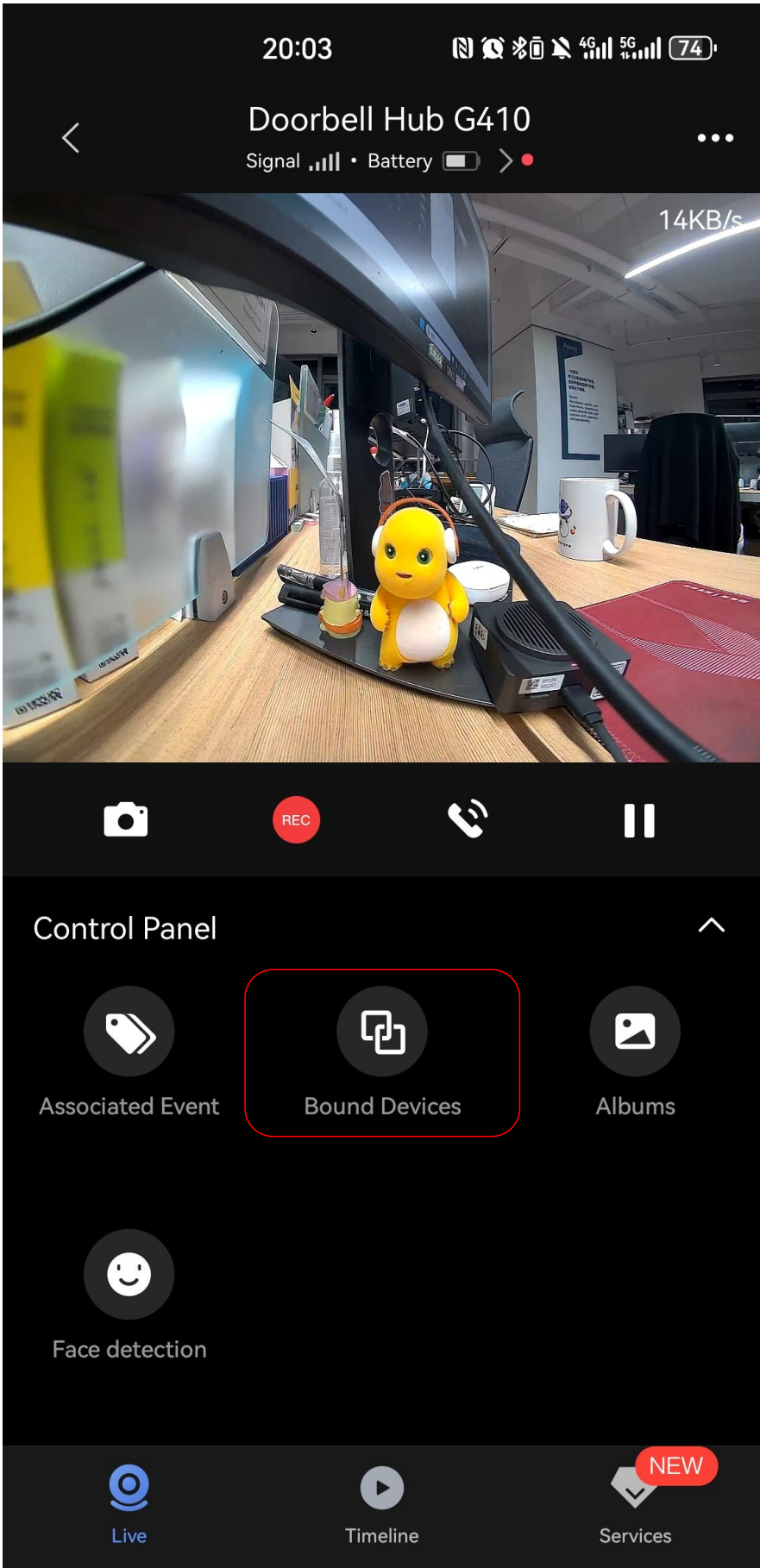


Click “+” and go in Event setting

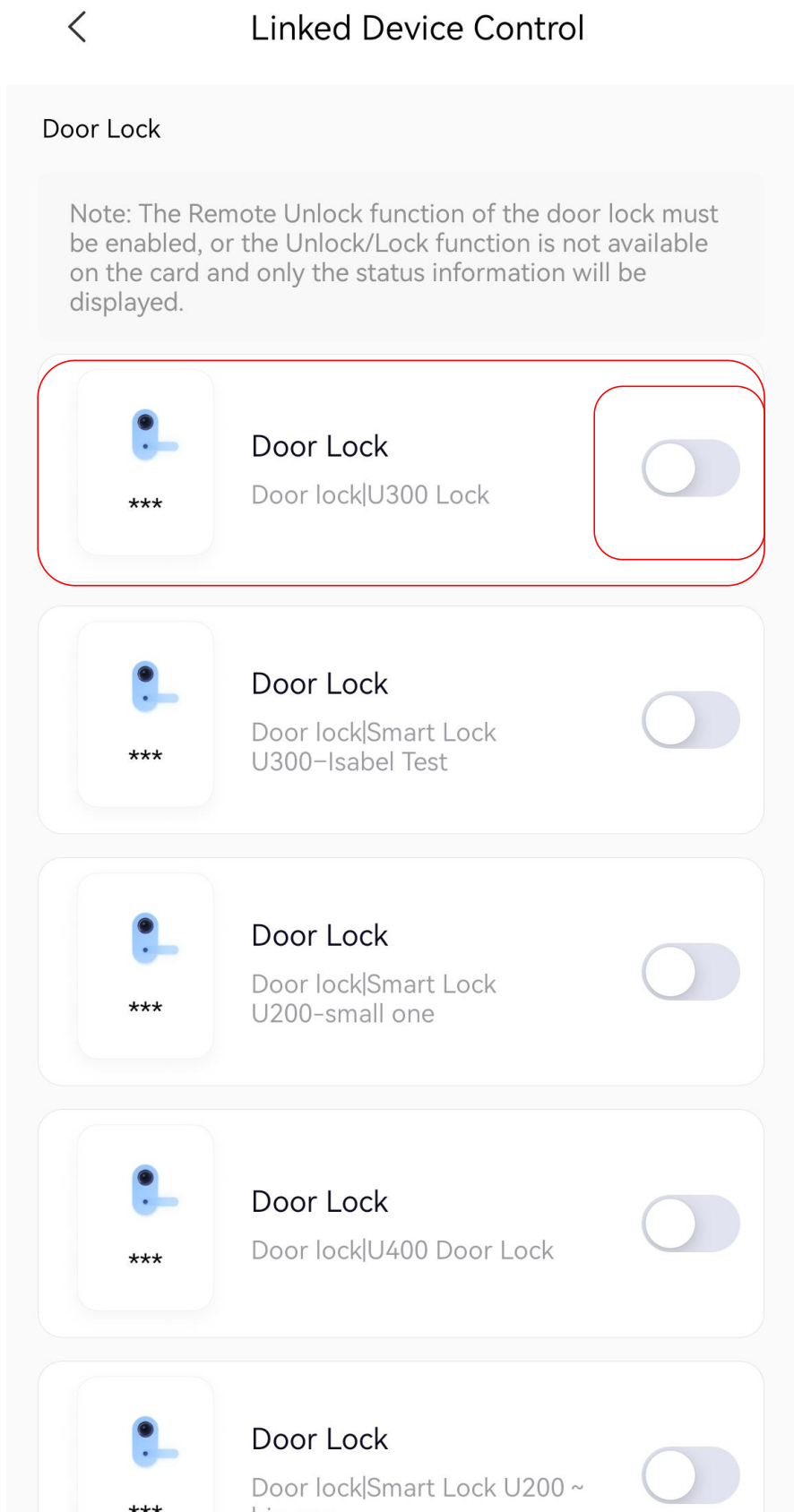


Choose the Event type and Color, add it.

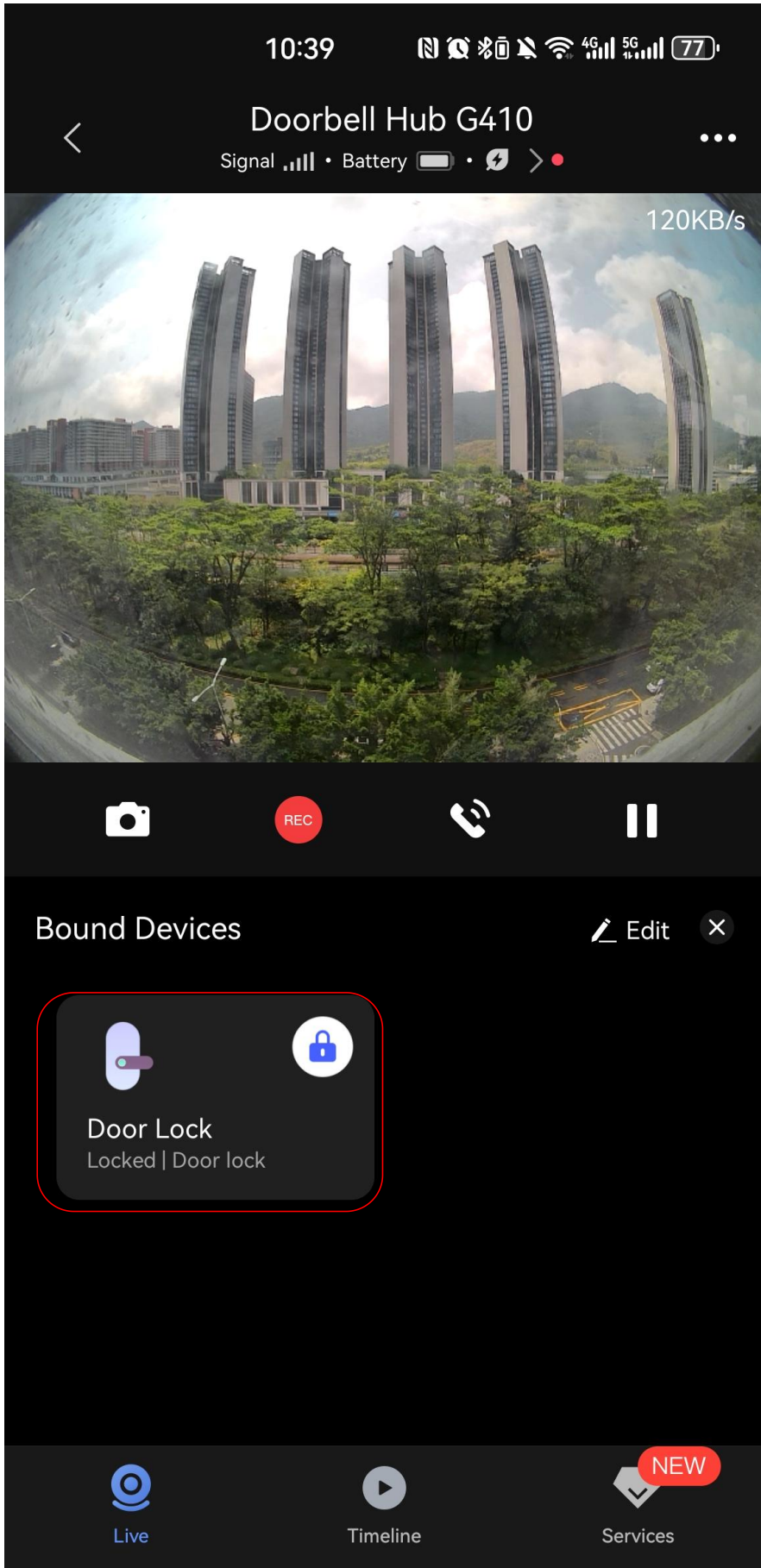
How to Bound the Lock



Click” Bound Devices” and go in
Linked devices control

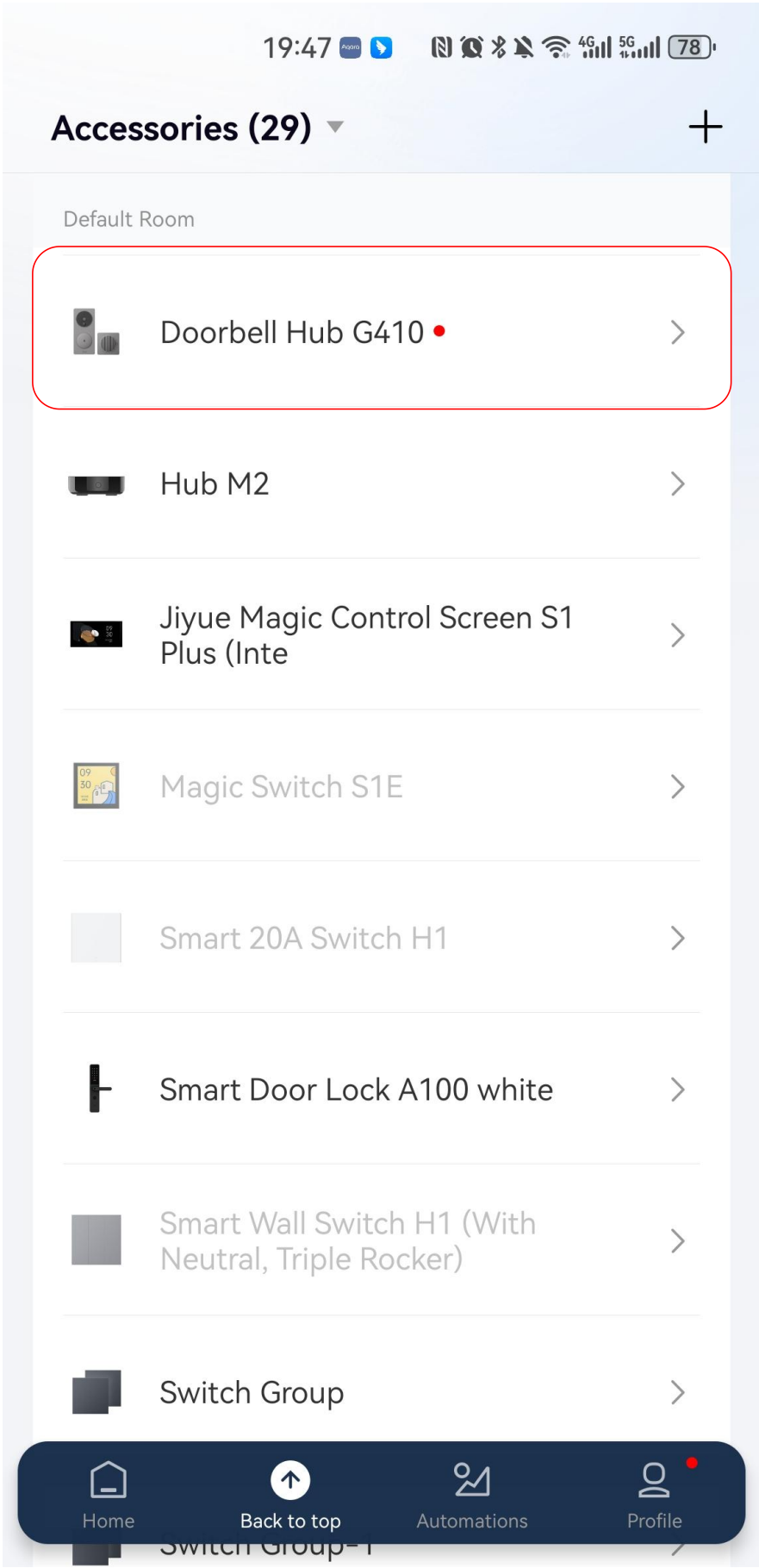


Choose the Lock and open the linked
function

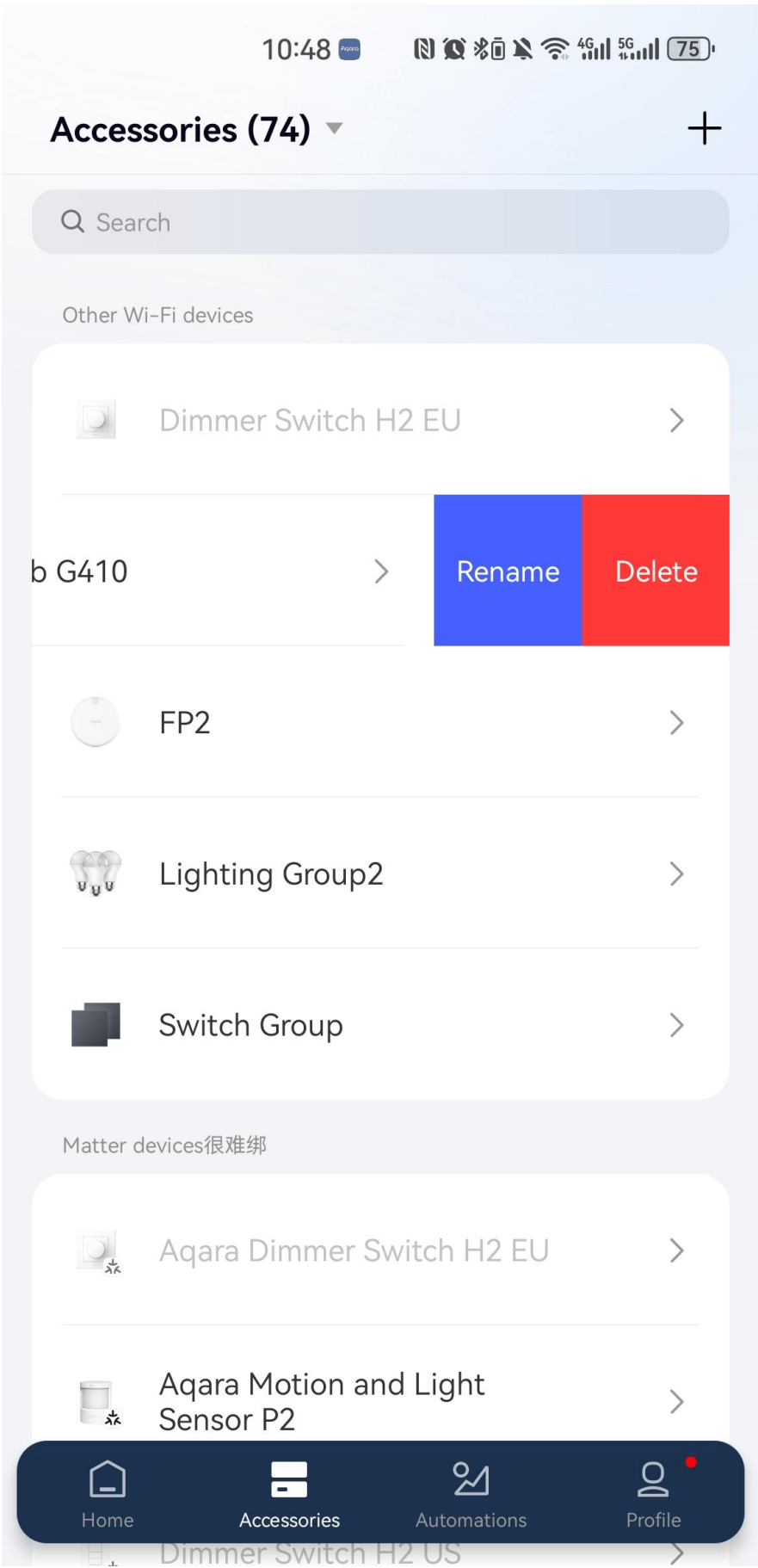


Can control the lock in main page of
G410

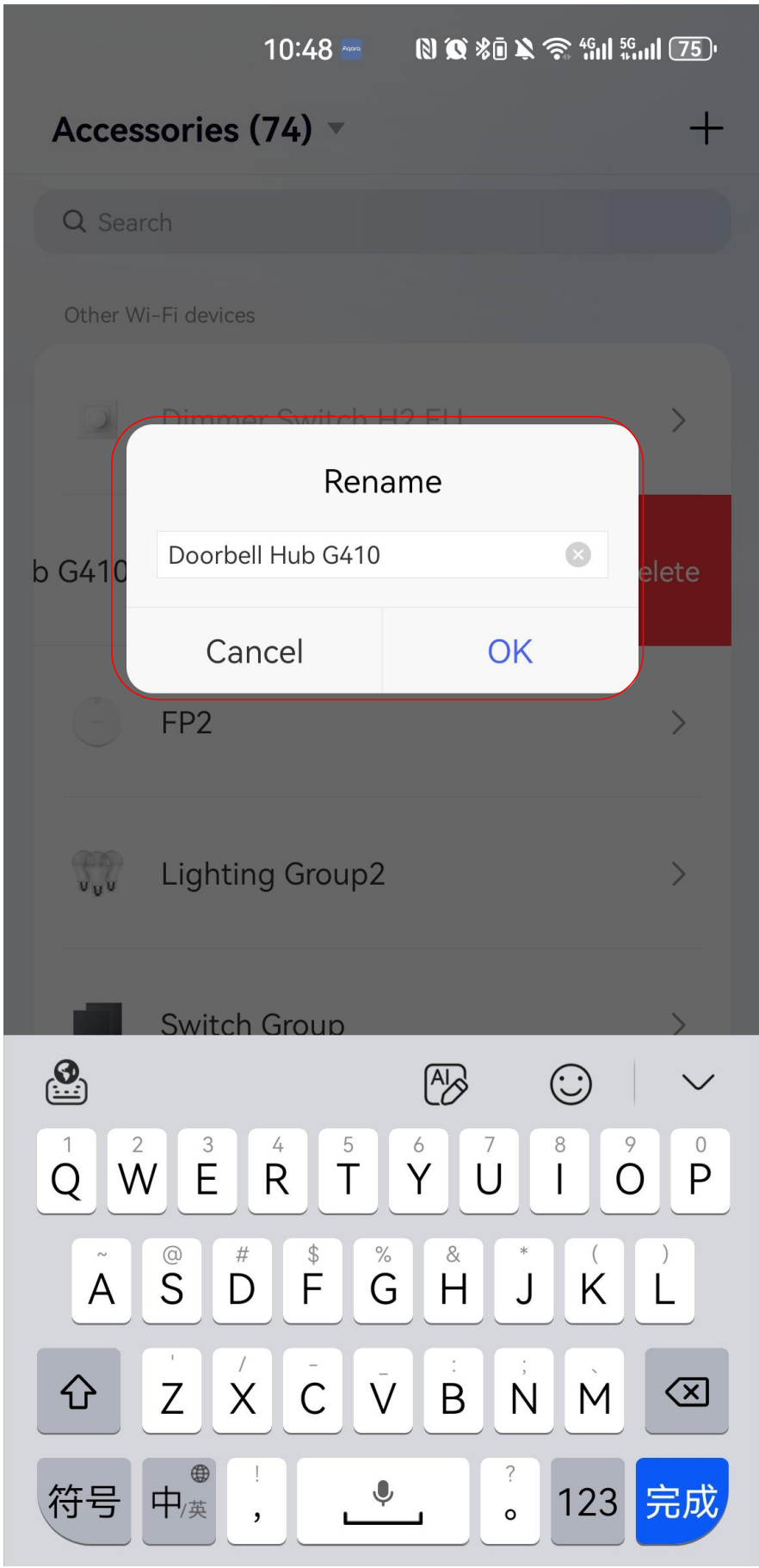
How to Rename the Device



Open the app, enter “Accessories” and select “Doorbell Hub G410” .

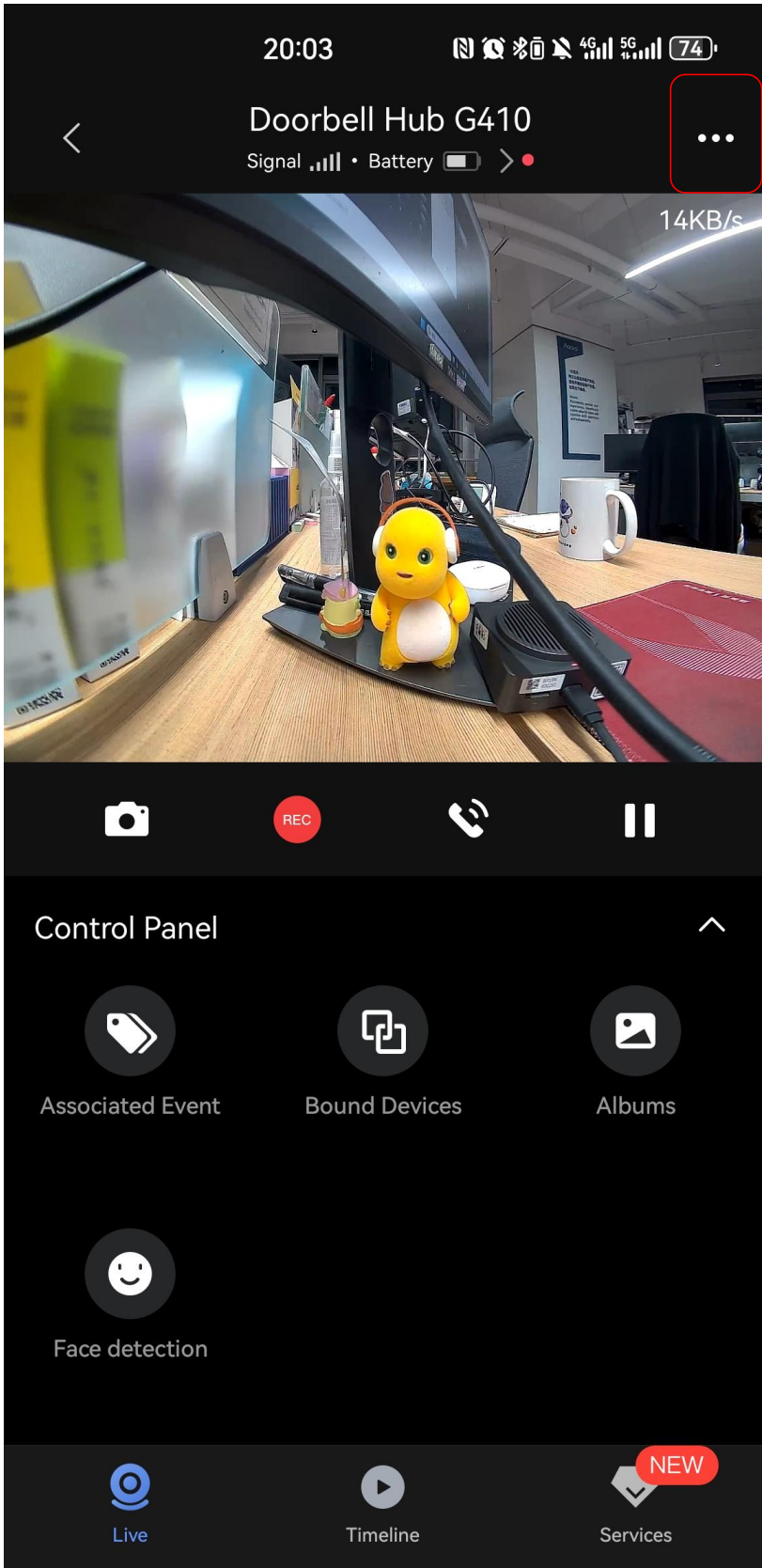


Press and hold the device name and swipe left and click “Rename” .

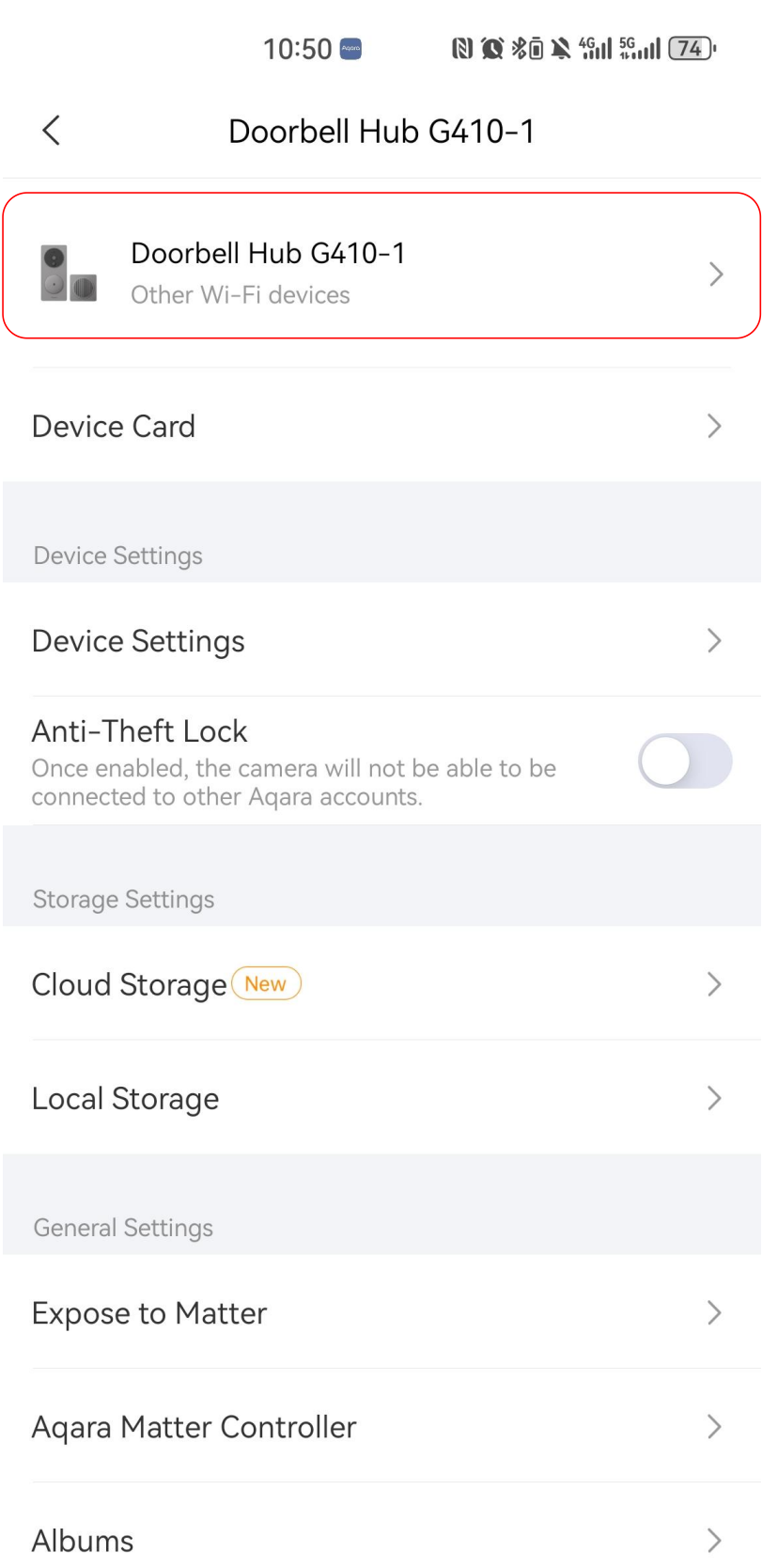


Click “Accessory Name: and input new name and click “OK” .

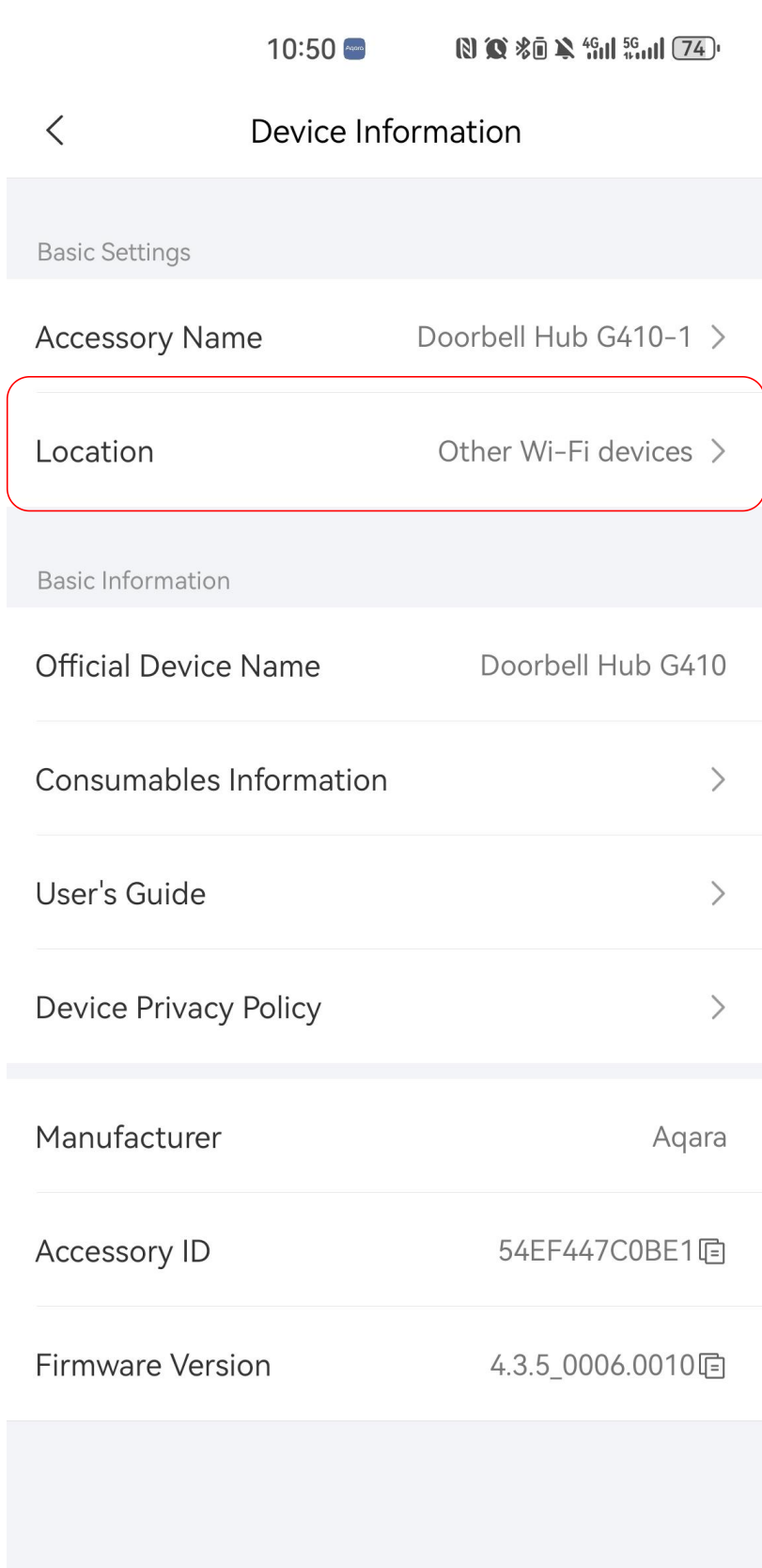
How to Set Location



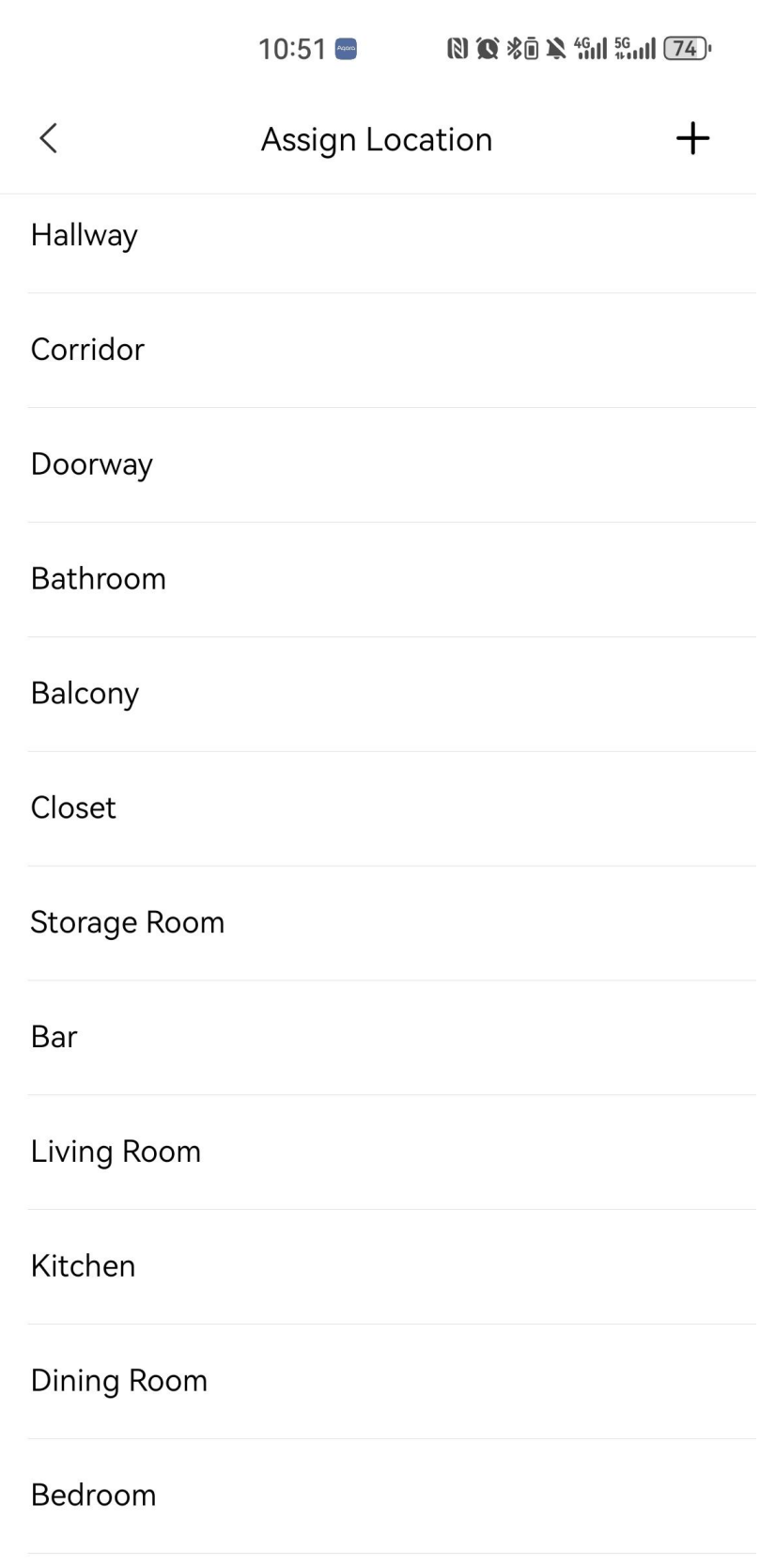
Go in the devices Setting



Click the devices name and go in the devices information setting



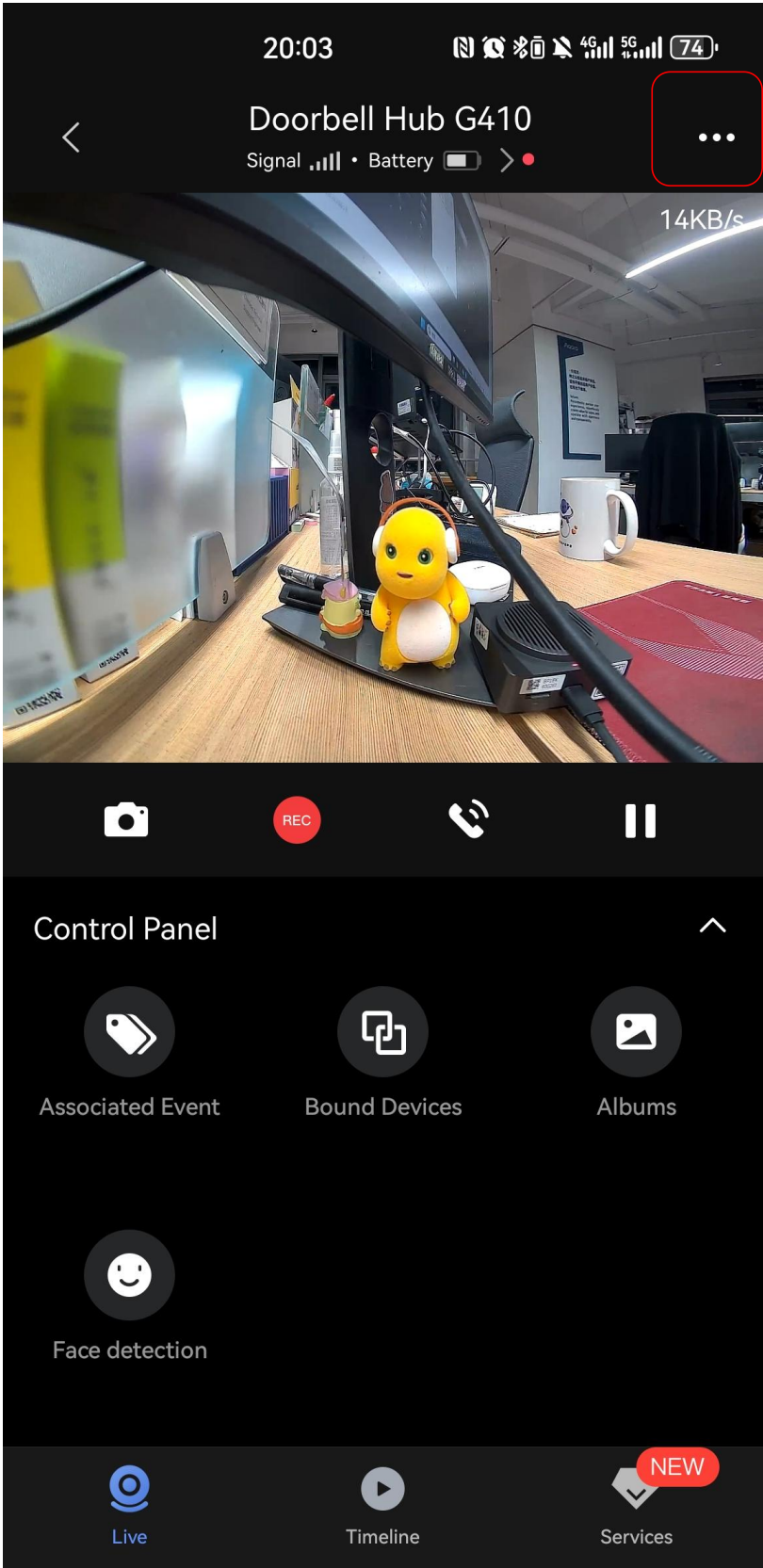
Click the locating



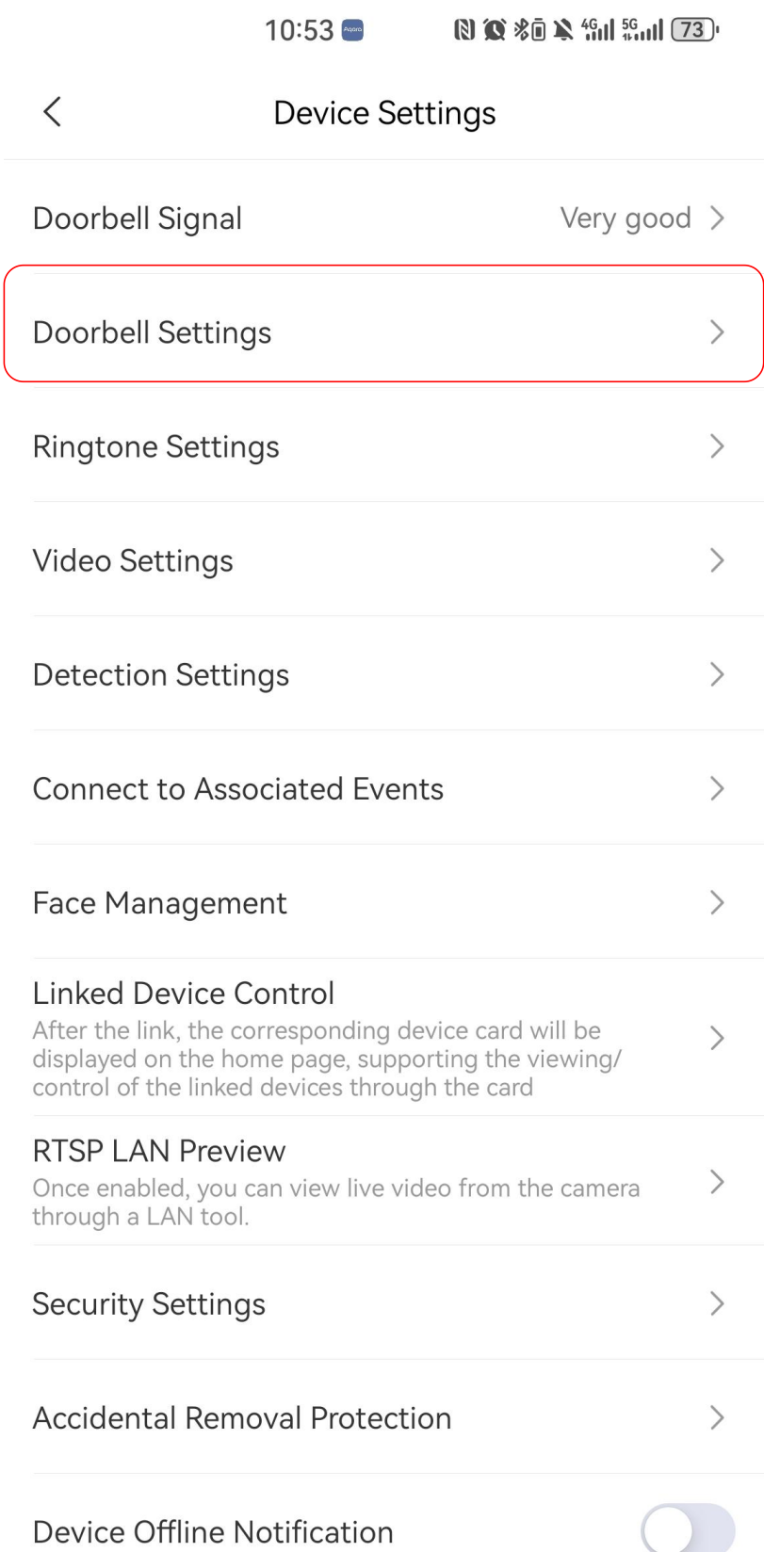
Choose the locating

How to Set the Working Mode

Aqara



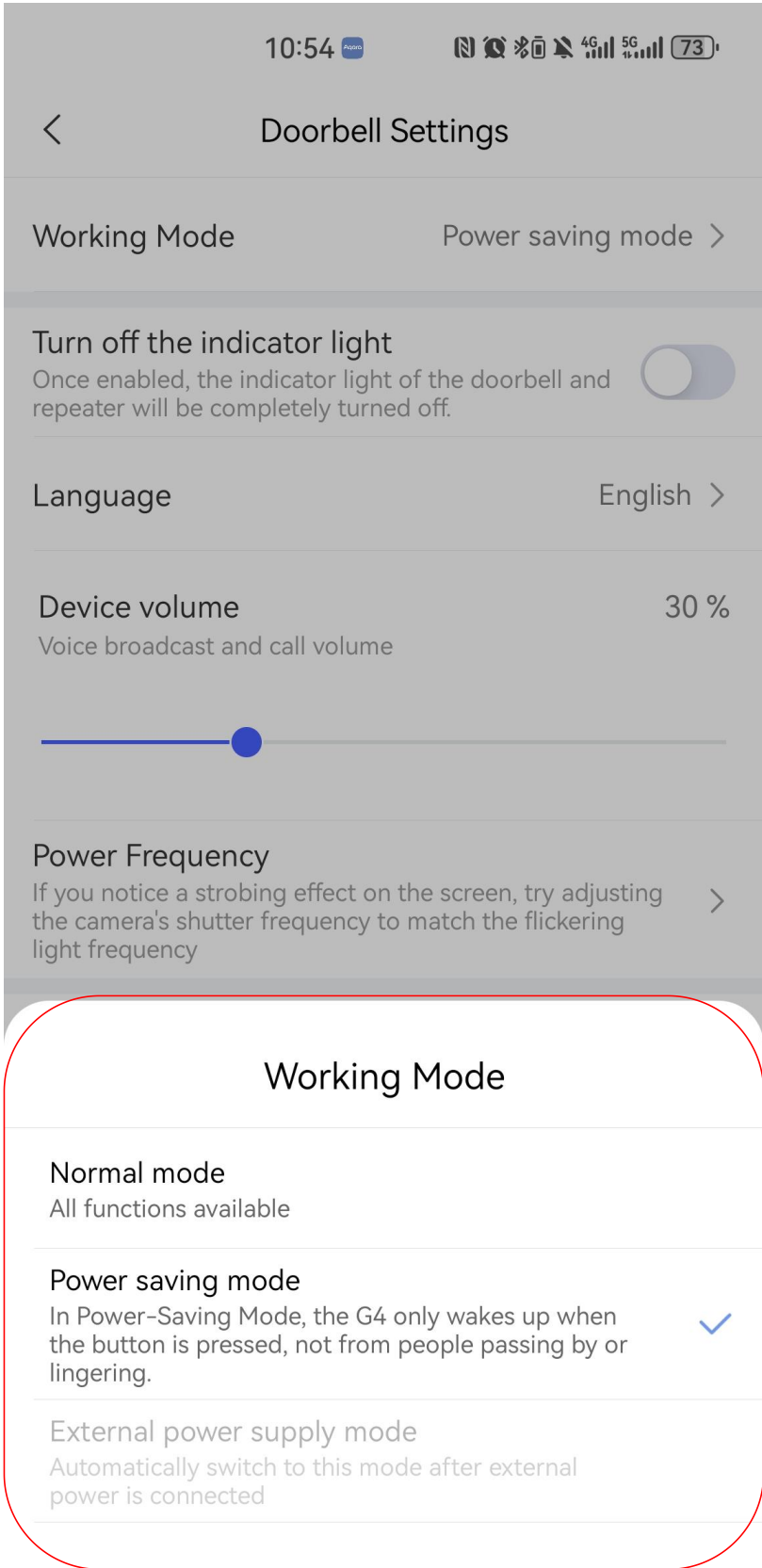
Go in the devices Setting



Go in the Doorbell Settings

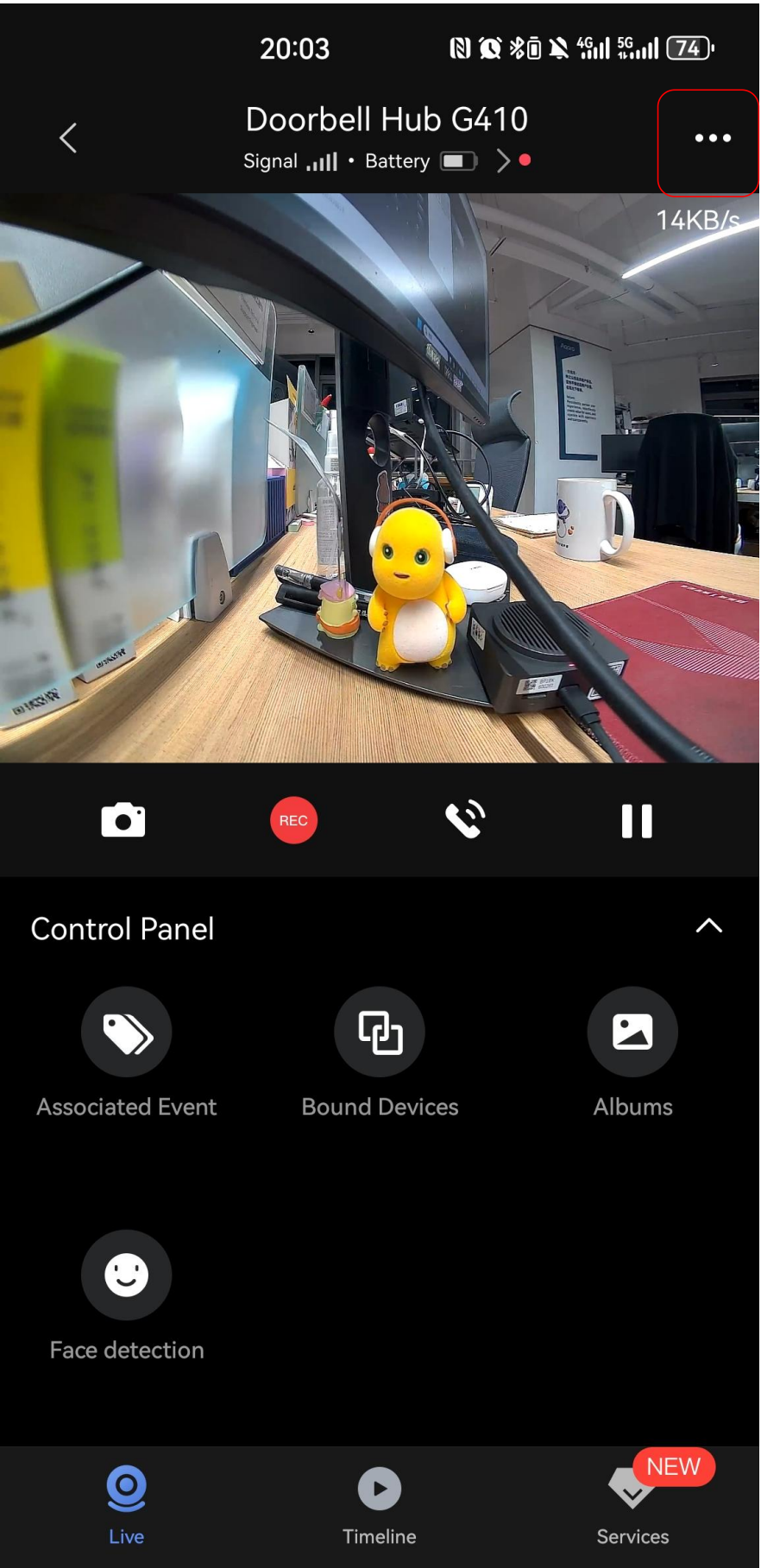


Select the Working Mode according to user’ s need.

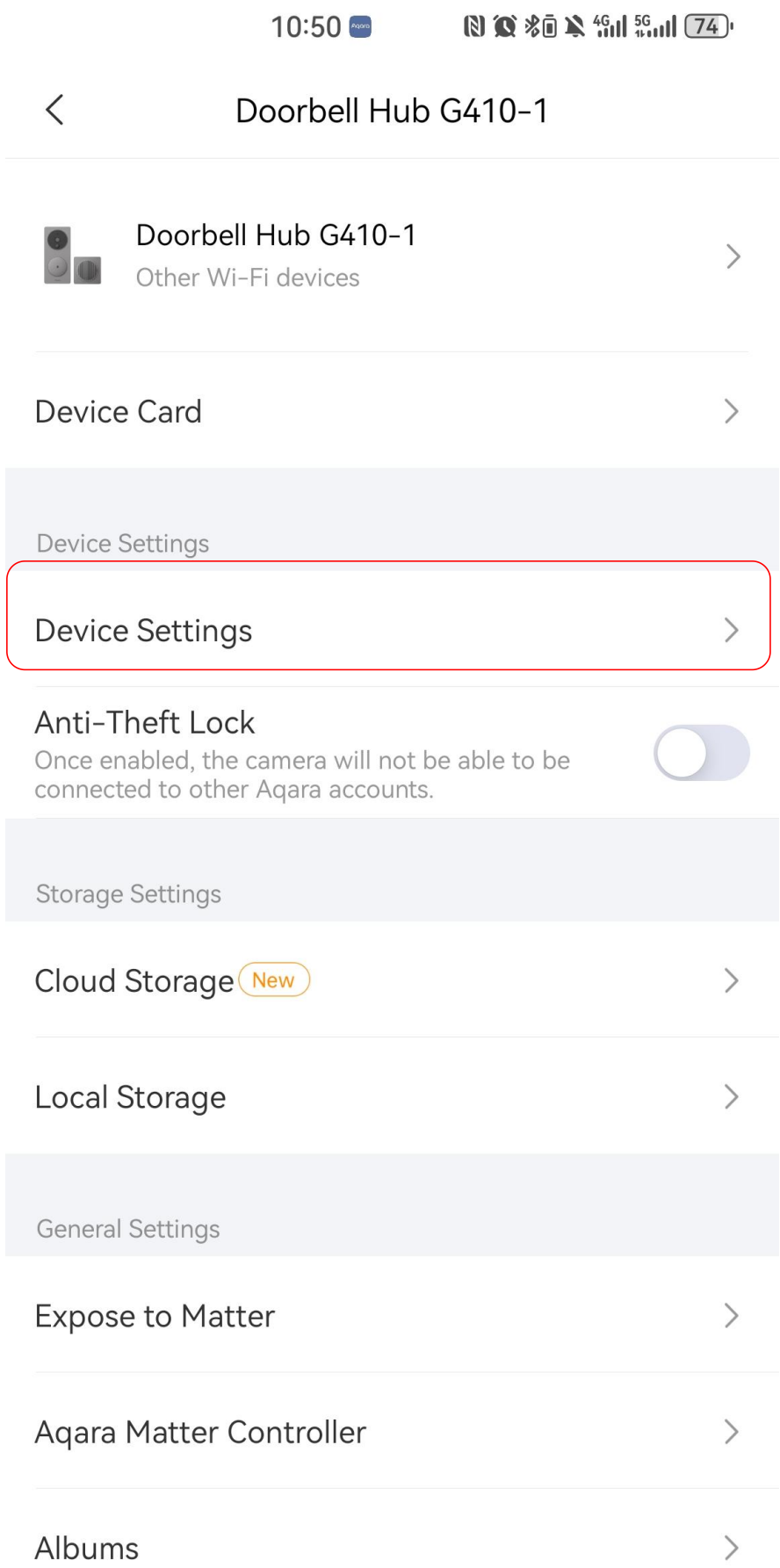


How to Turn off the Indicator Light

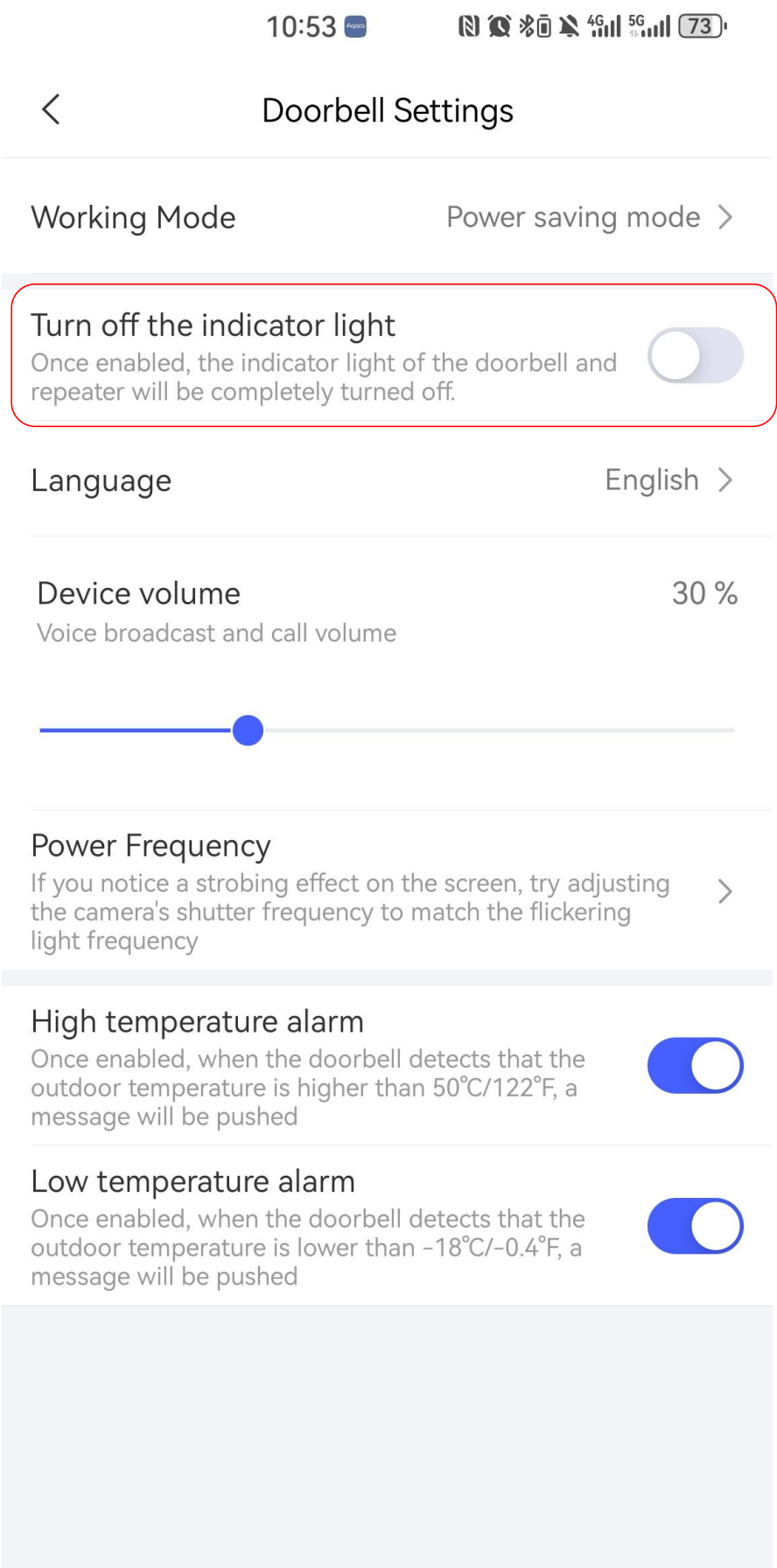
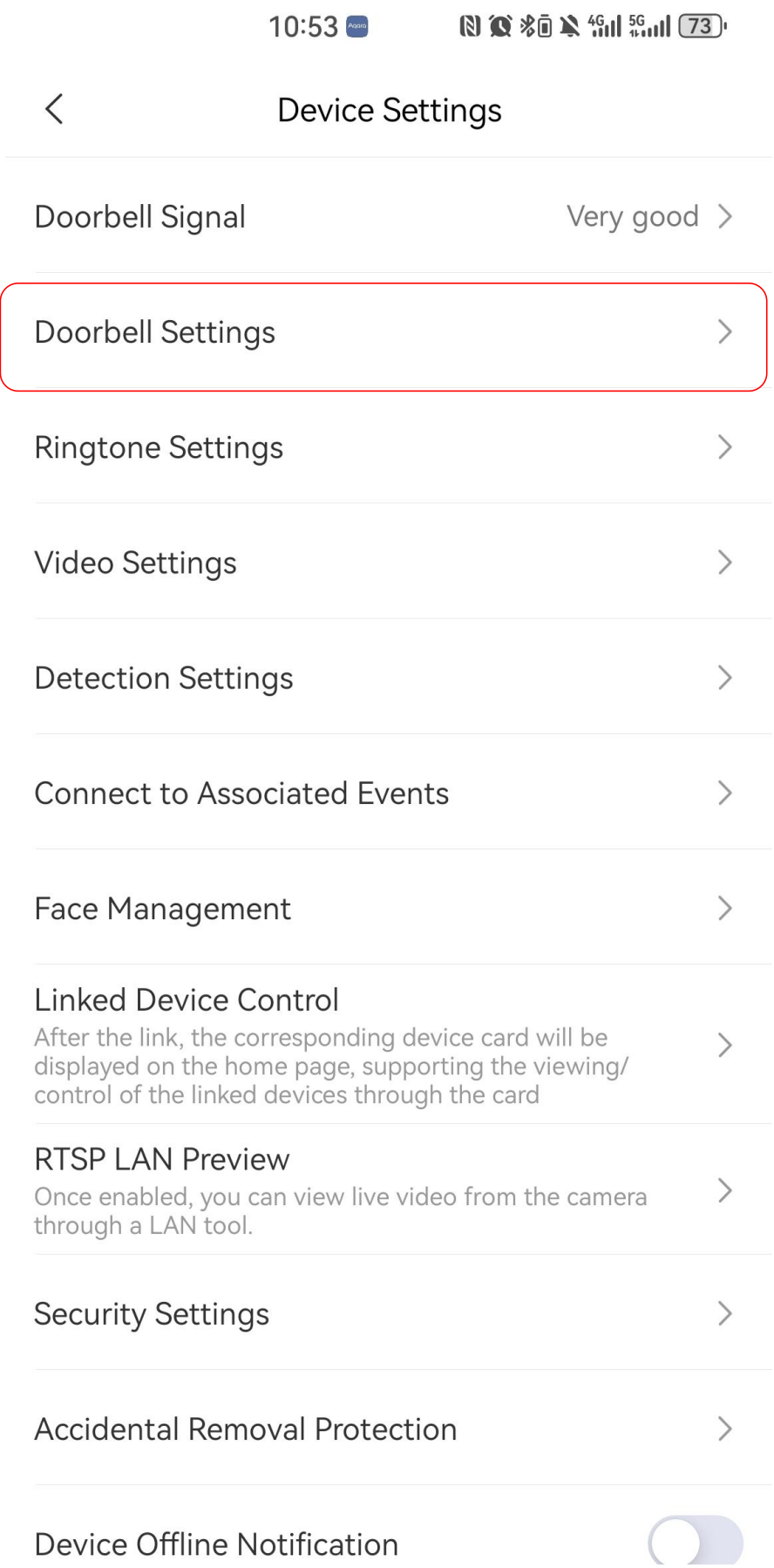
Aqara



Go in the devices Setting

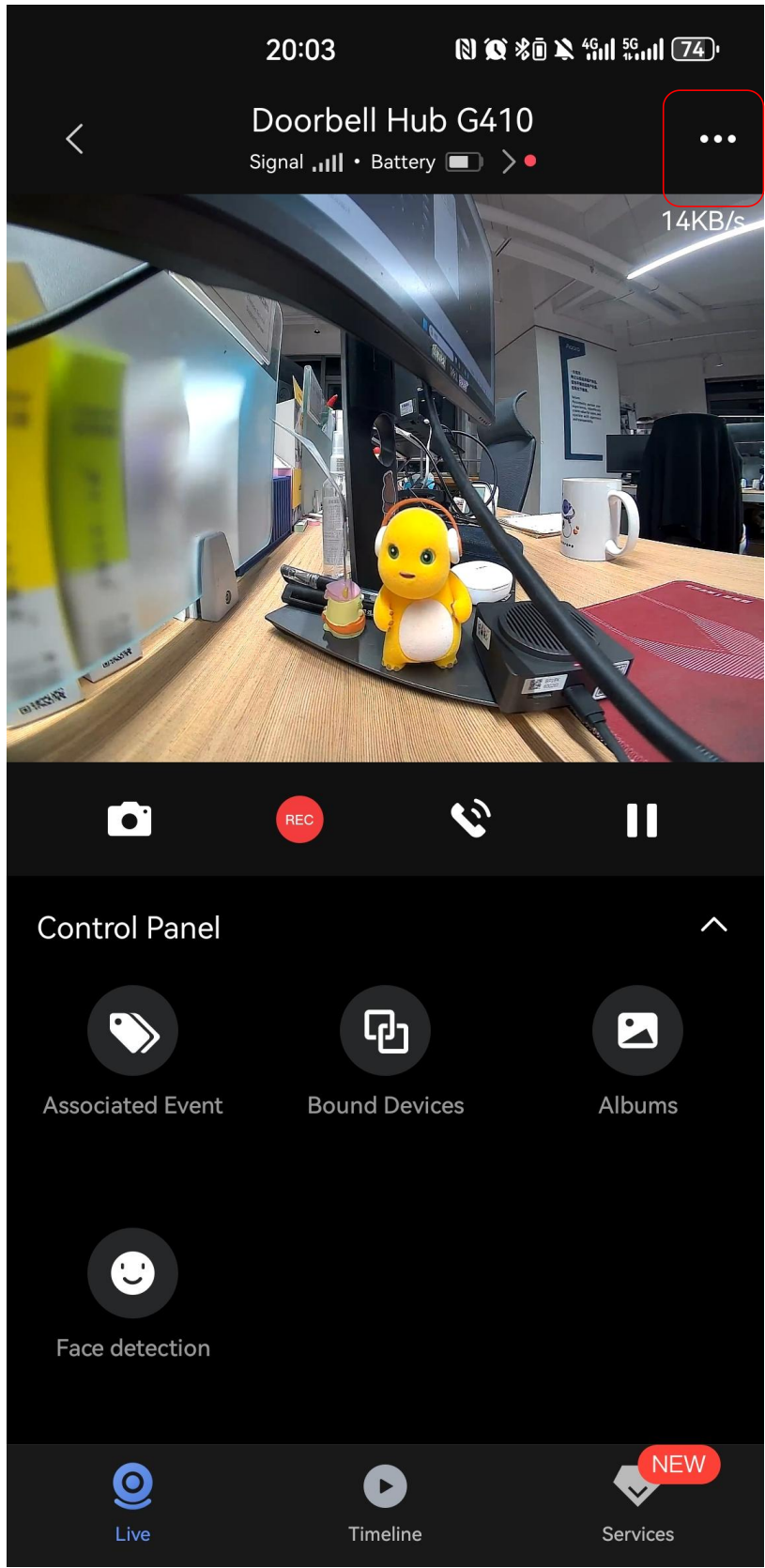


Go in the Doorbell Settings

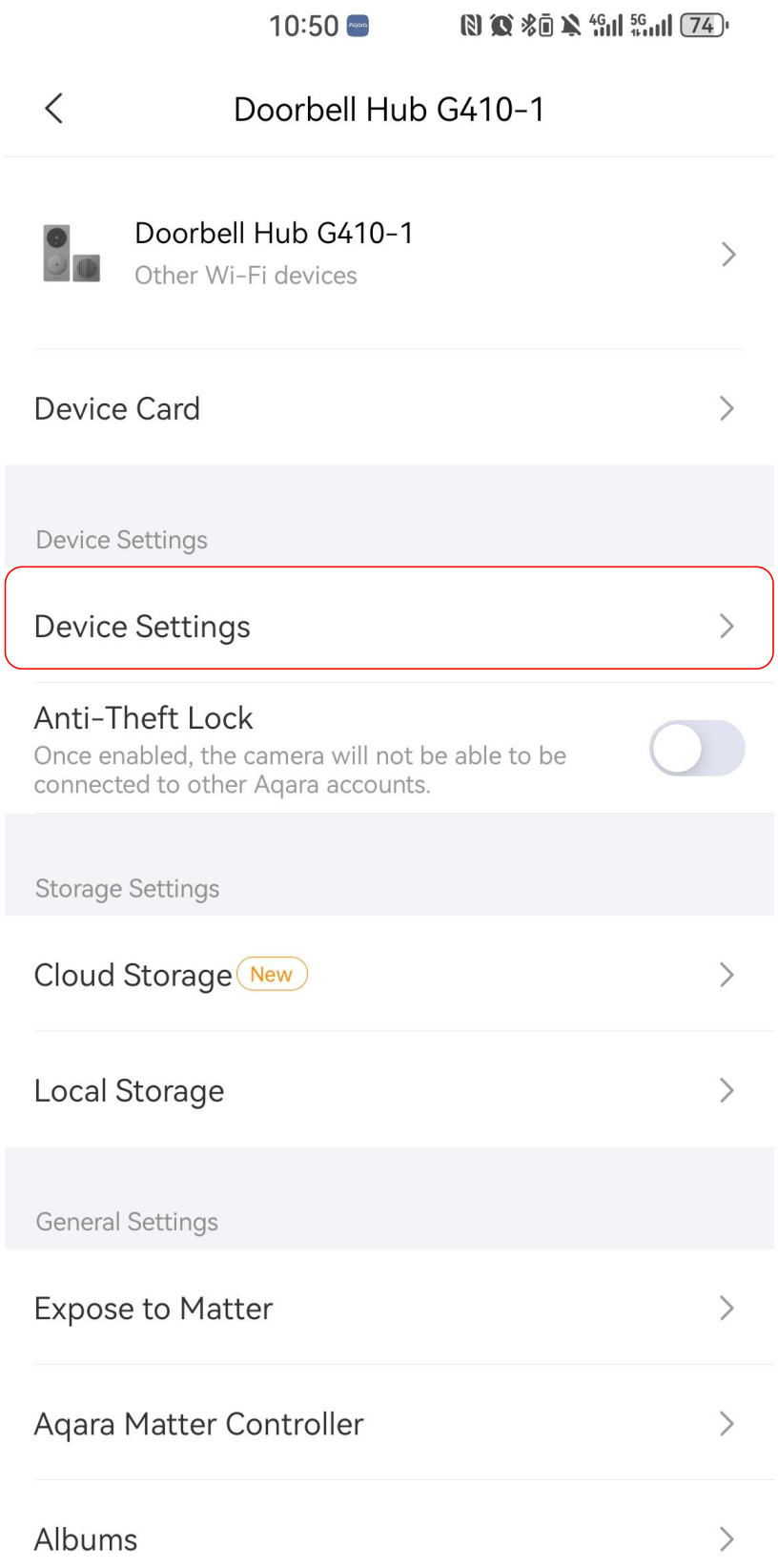


Turn on/off the Indicator Light

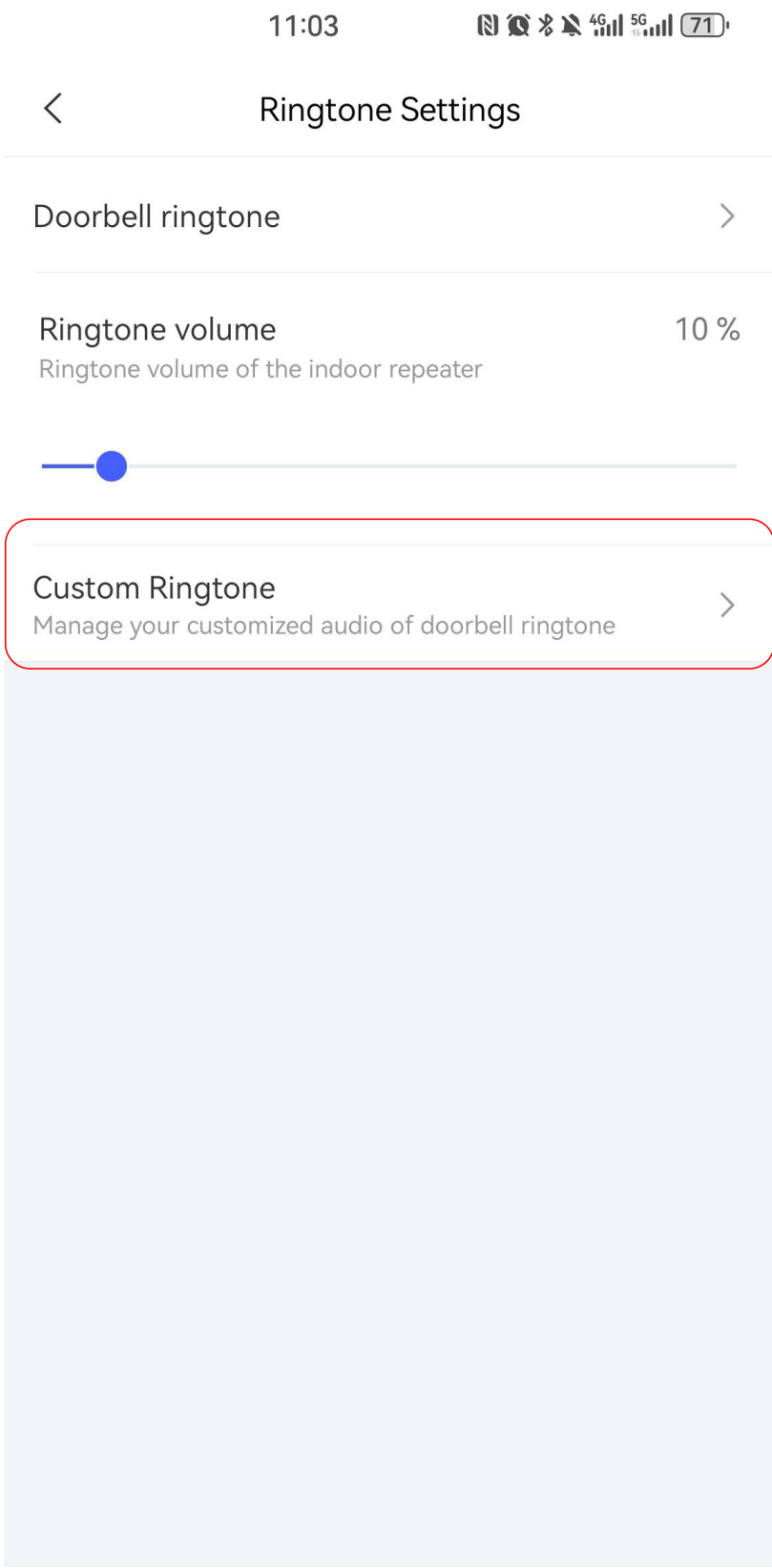
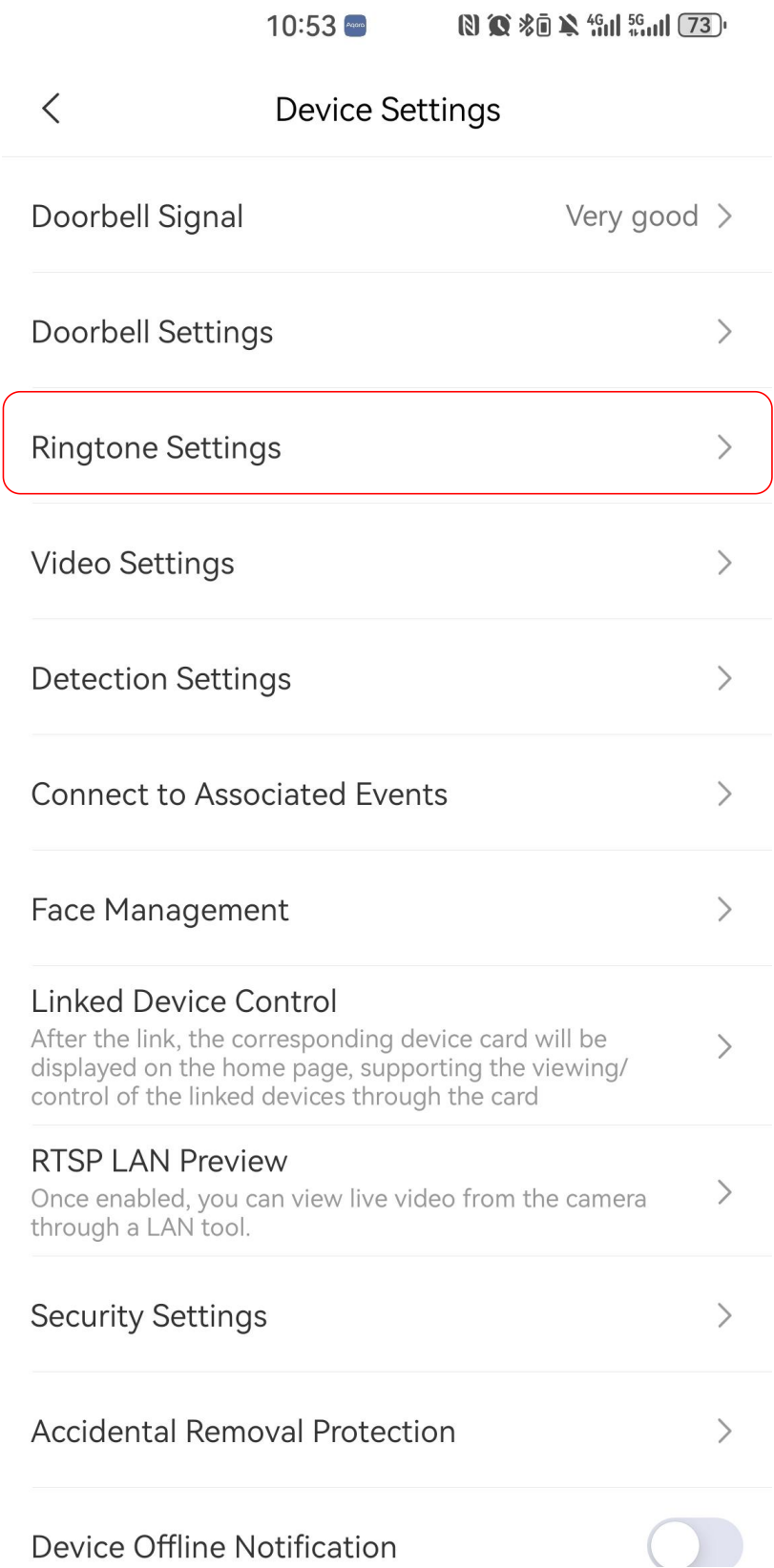
How to Set Doorbell Ringtone/Custom Ringtone



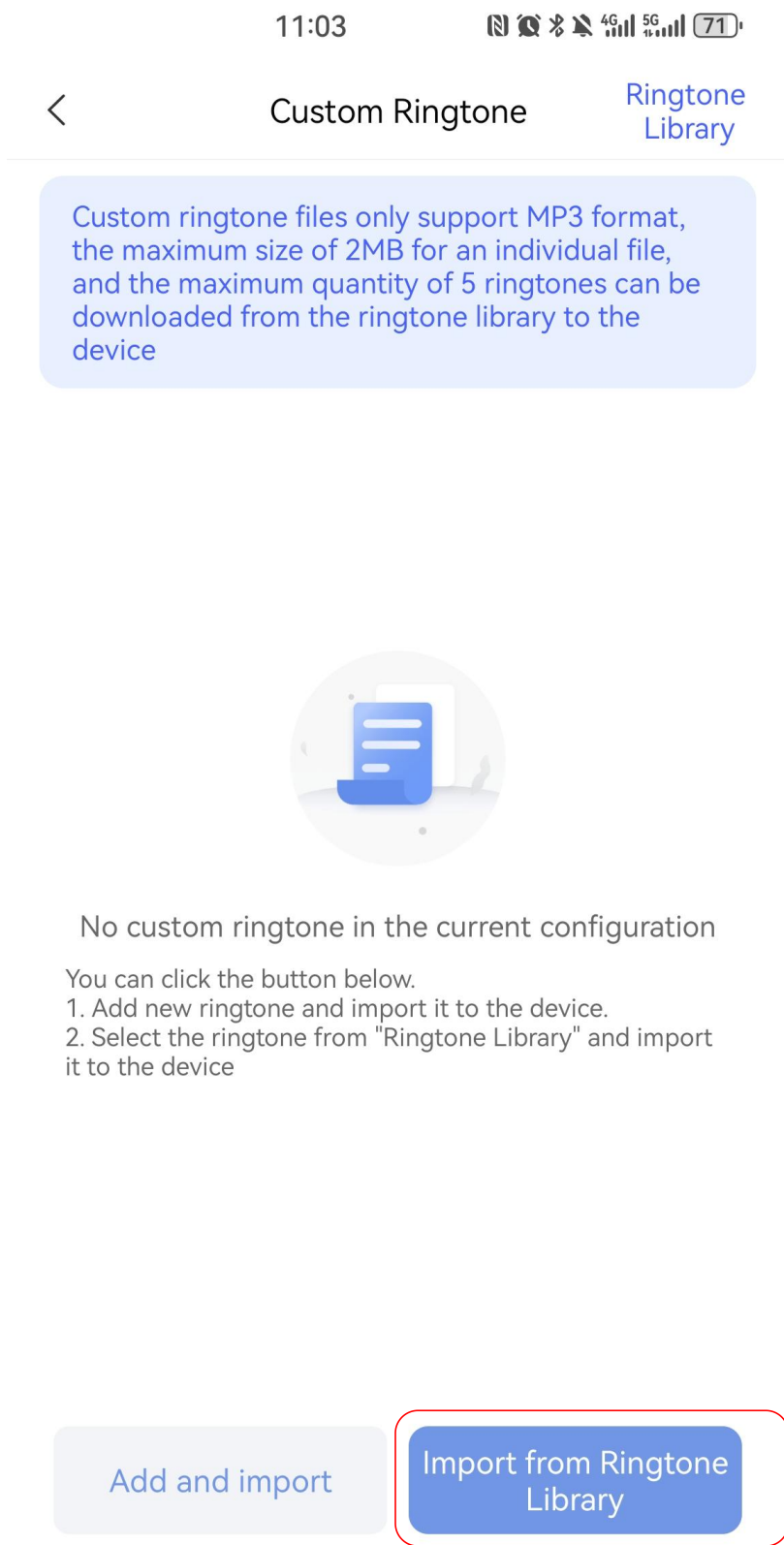
Go in the devices Setting



Go in the Ringtone Settings

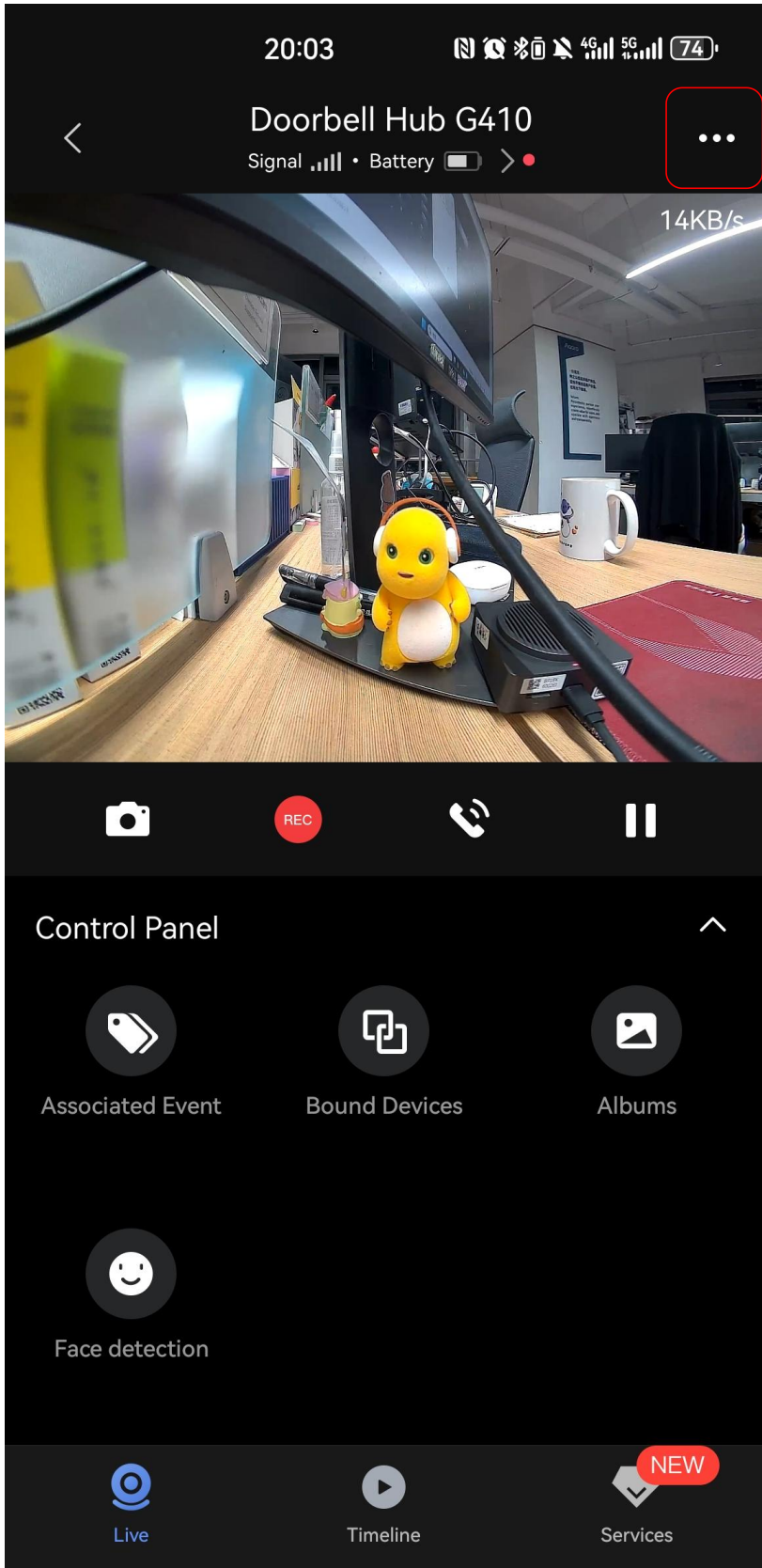


Go in the Custom Ringtone Settings

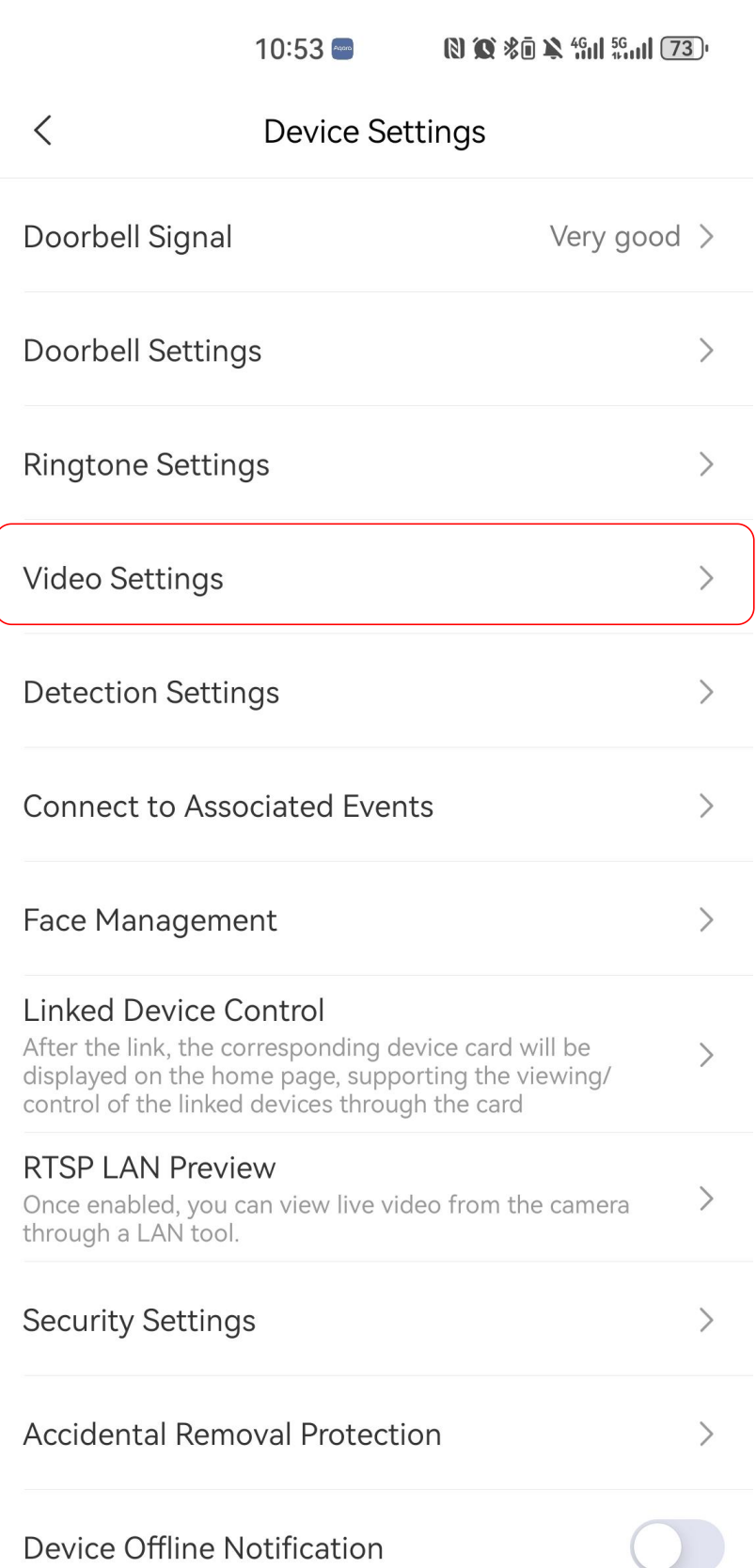


Import Custom Ringtone and choose it

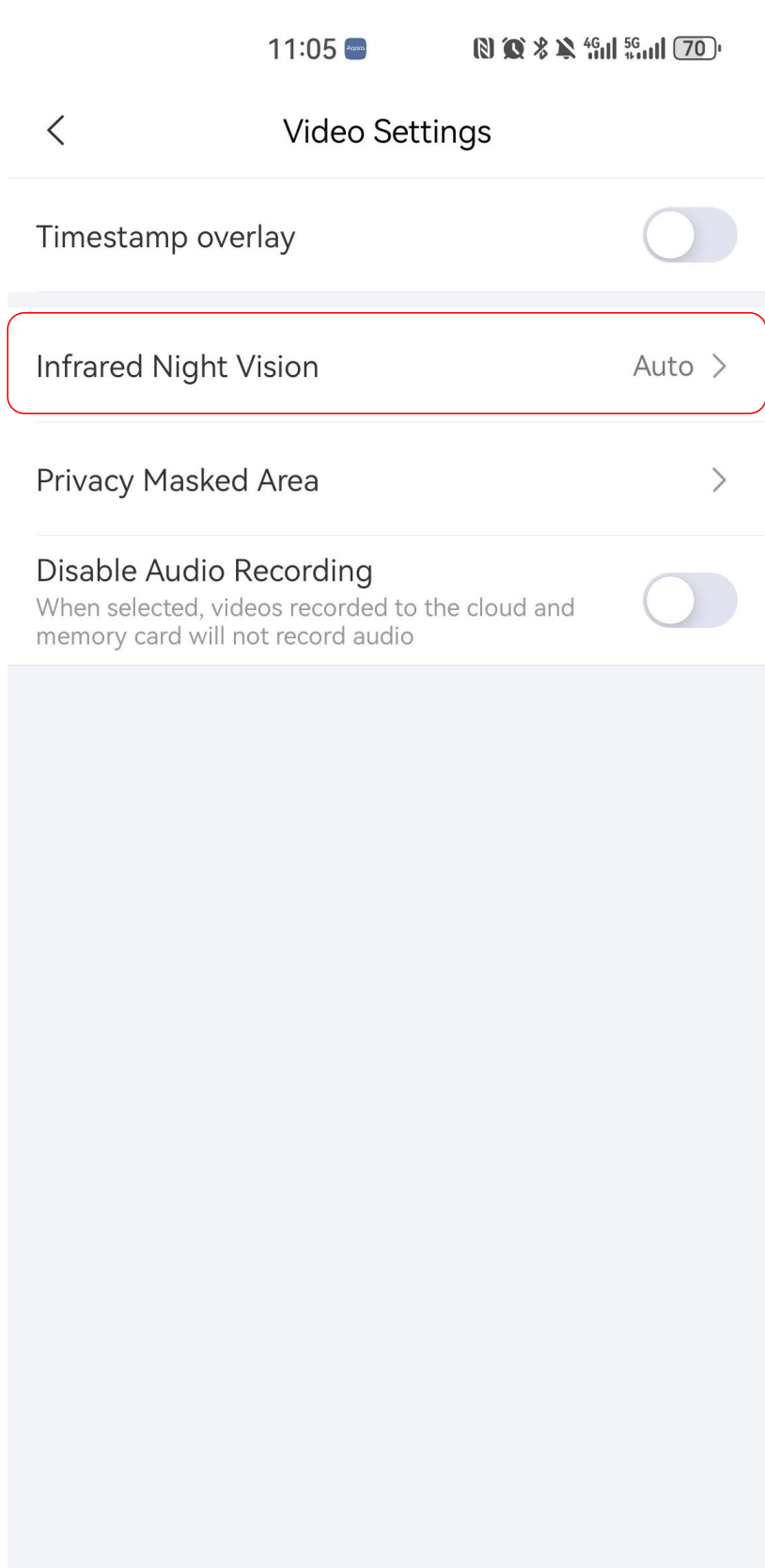
How to Set Doorbell Infrared Night Vision



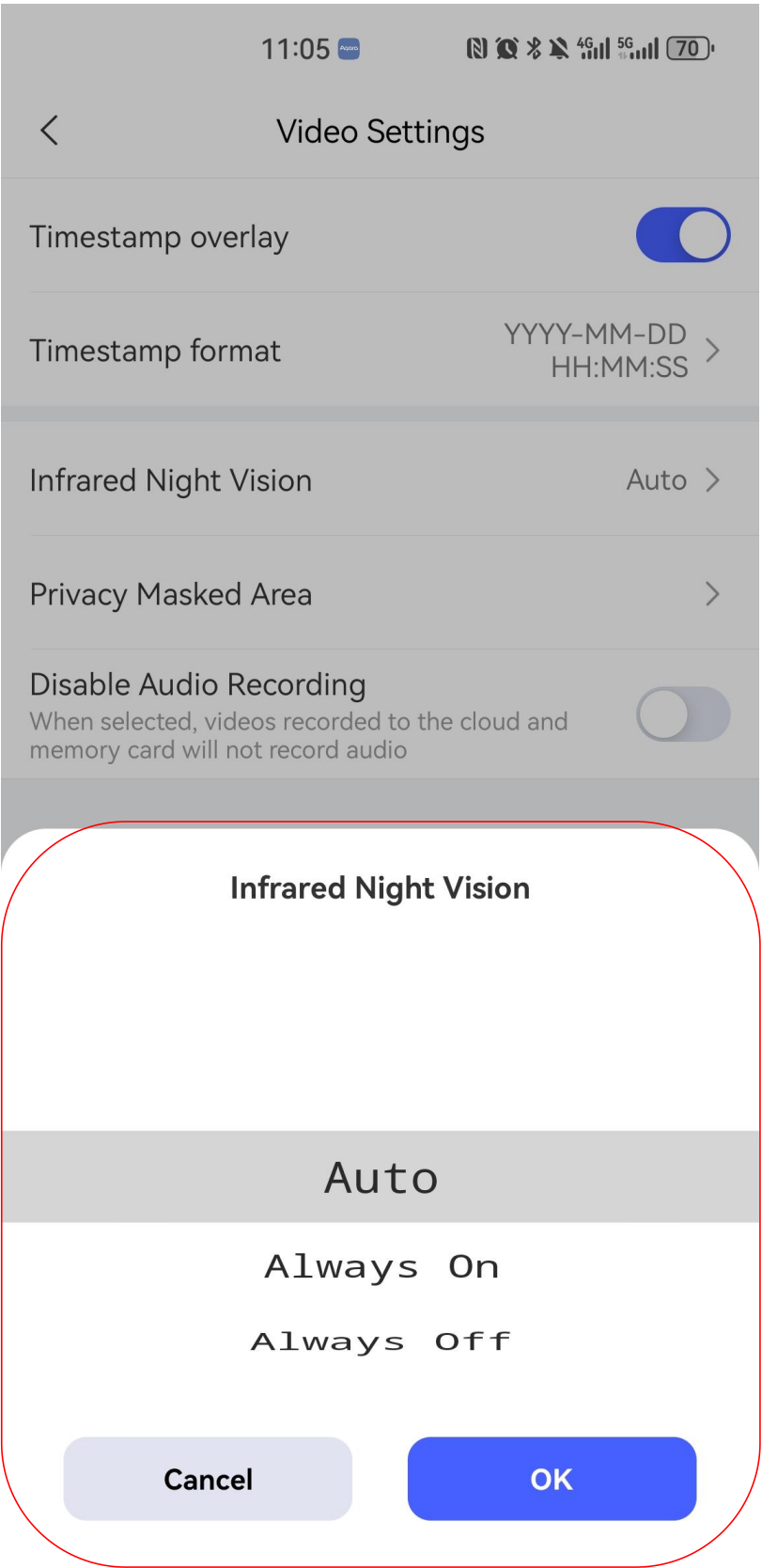
Go in the devices Setting



Go in the Video Settings

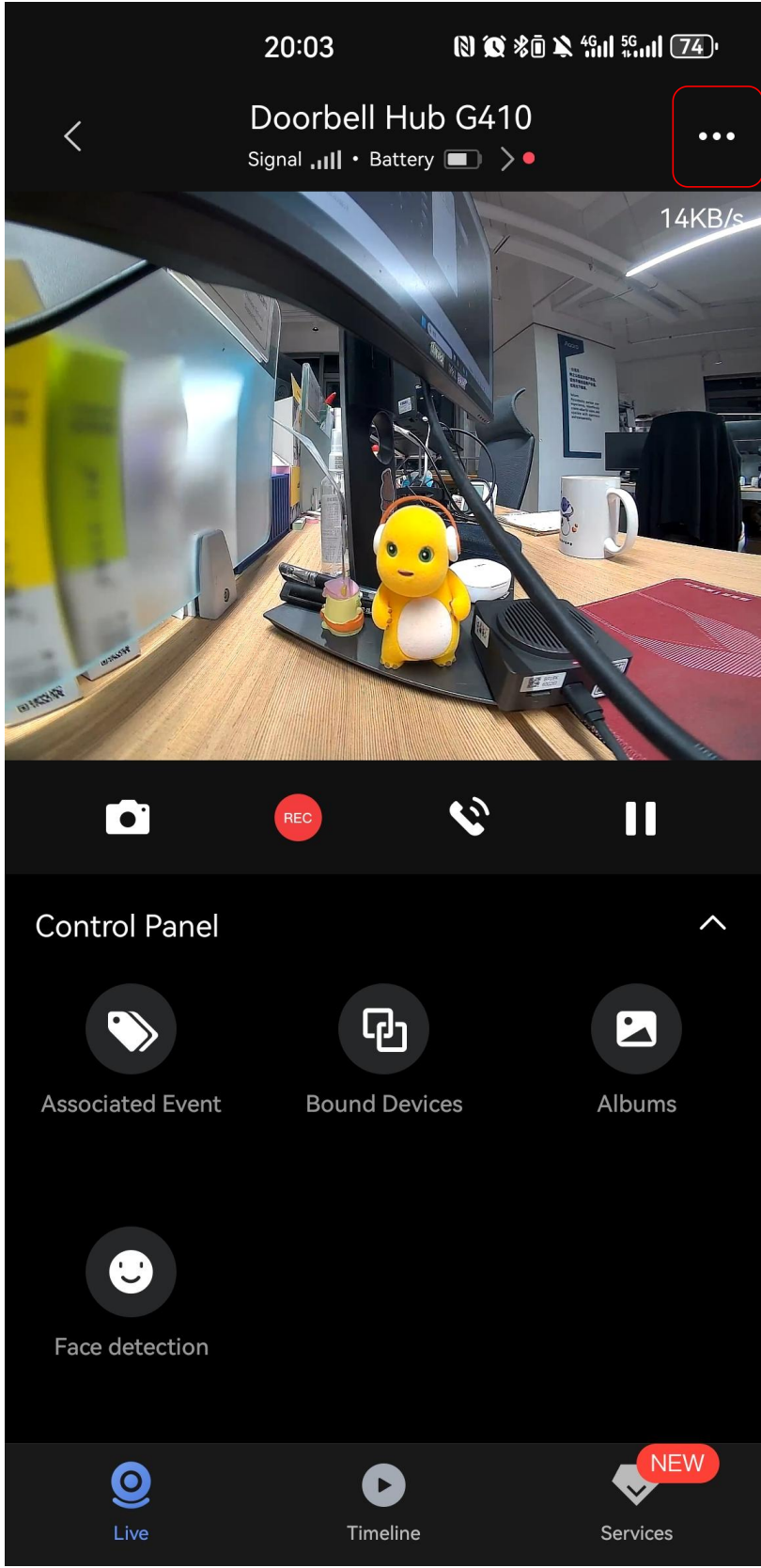


Click the Infared Night Vision



Choose the working mode and
clock "OK"

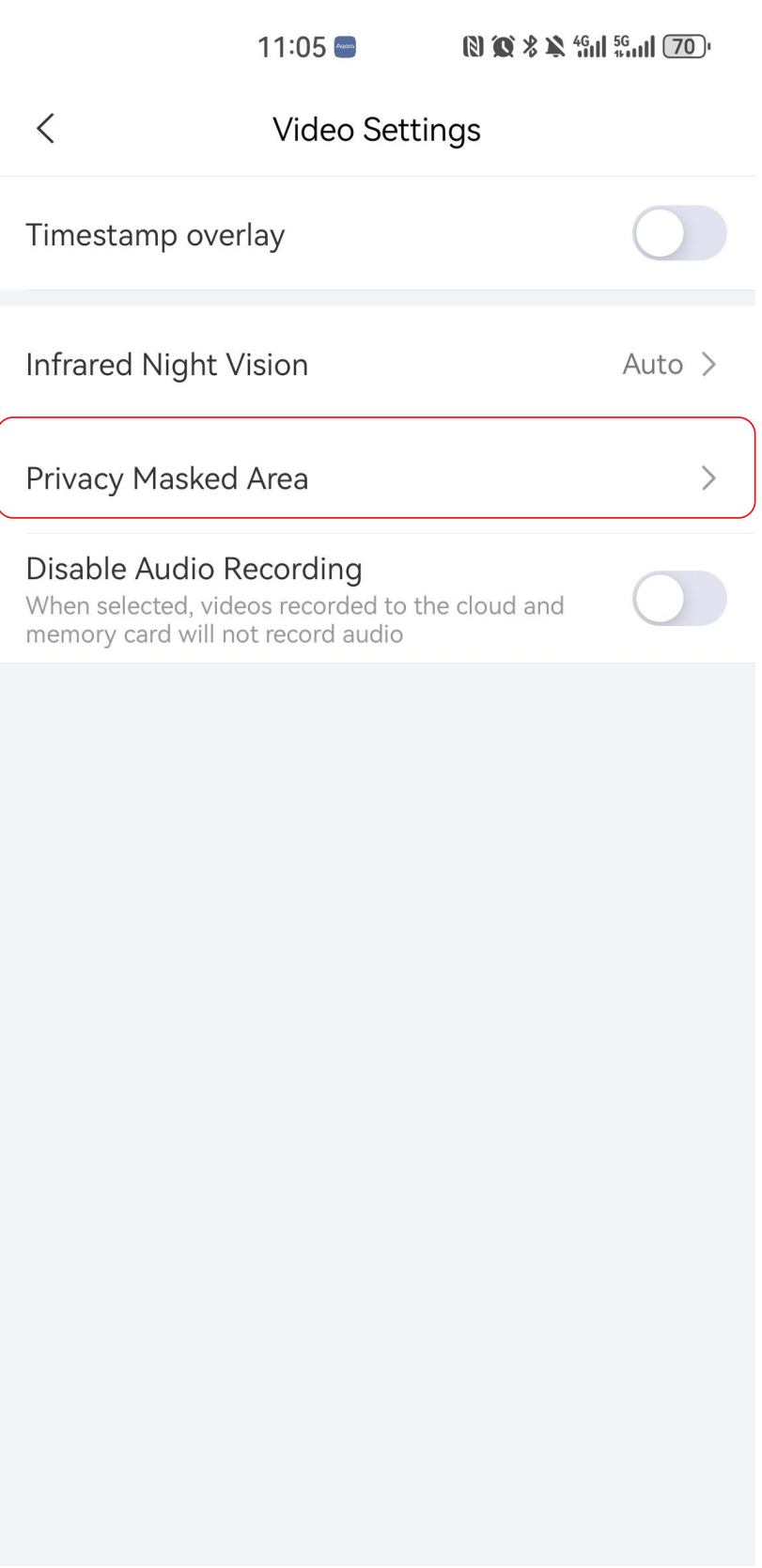
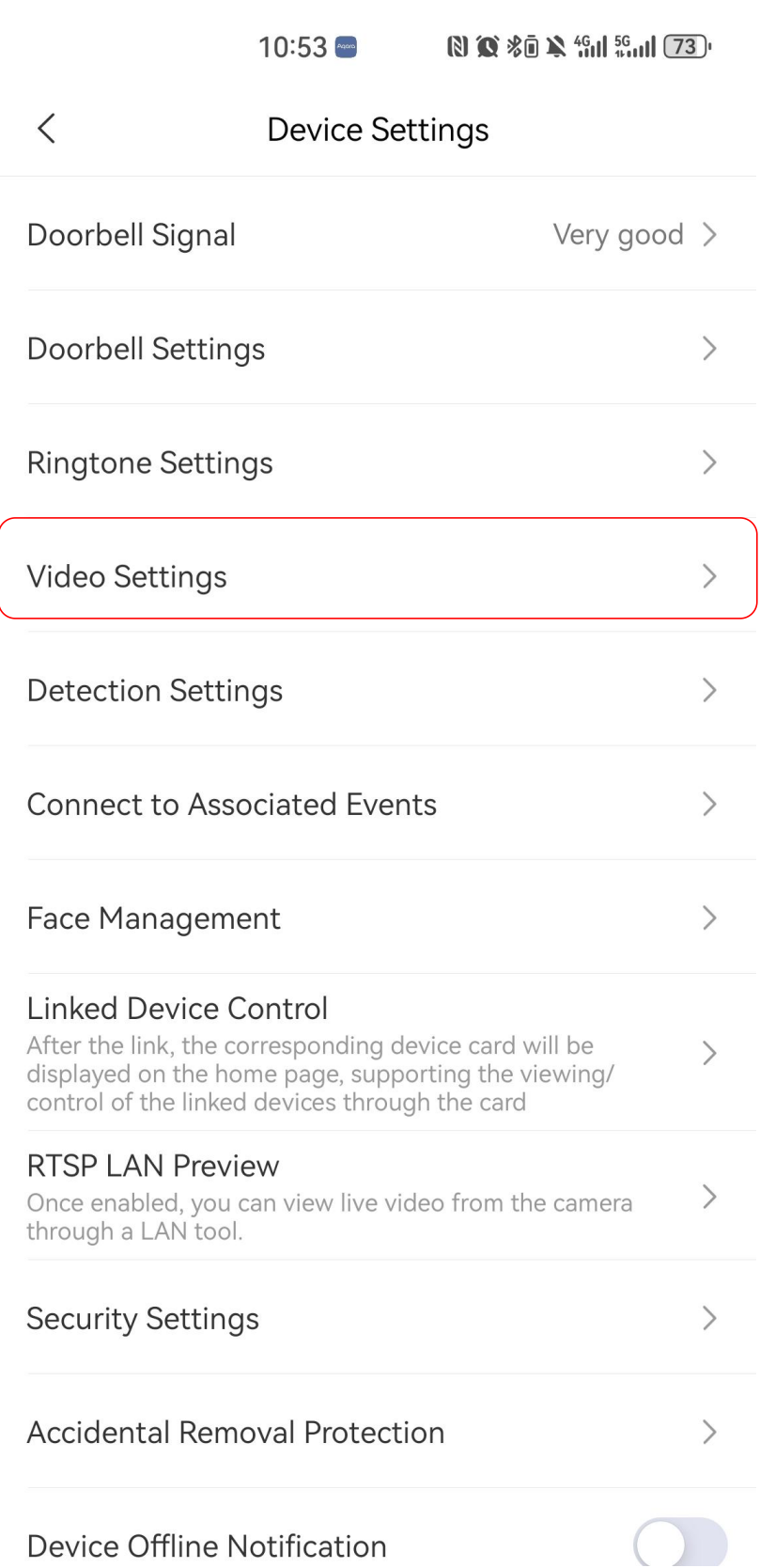
How to Set Doorbell Privacy Masked Area



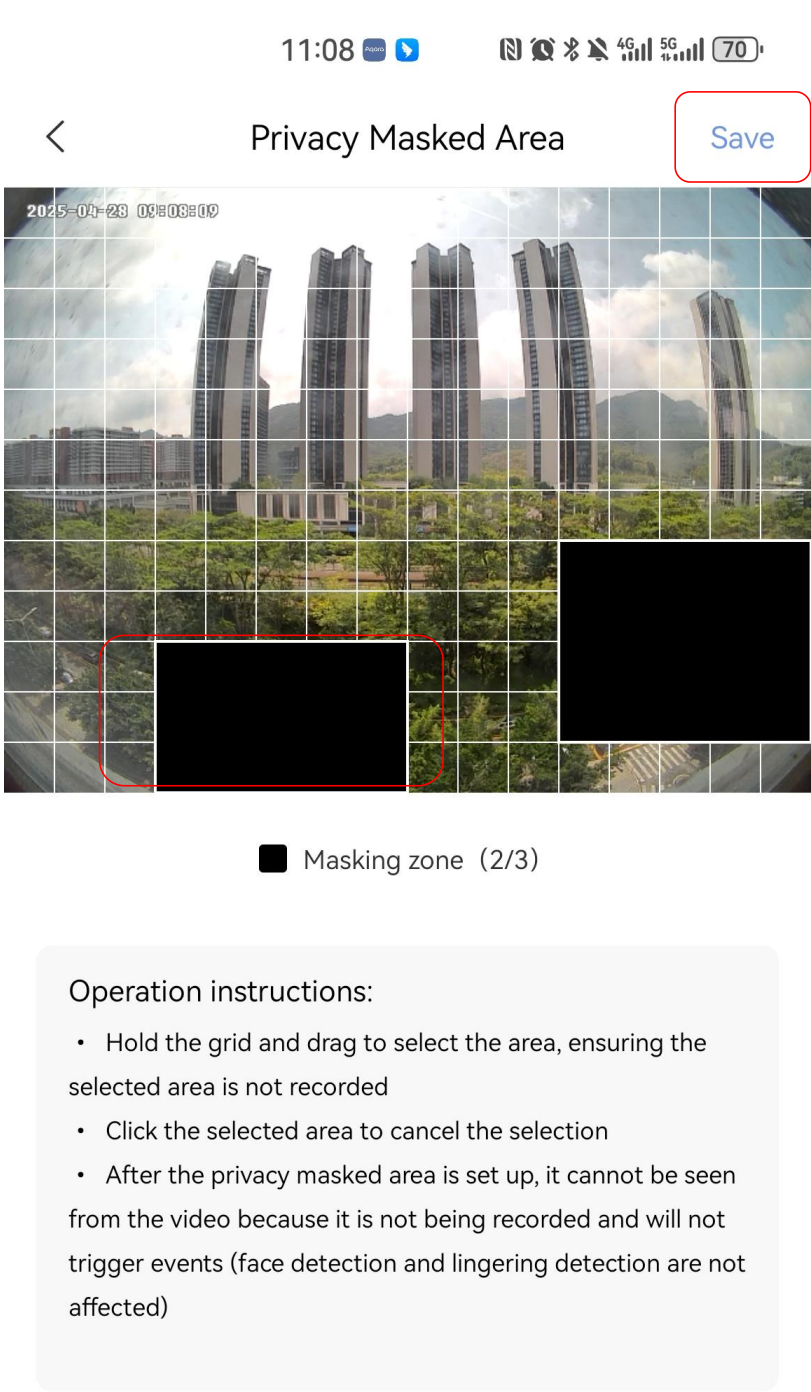
Go in the devices Setting



Go in the Video Settings



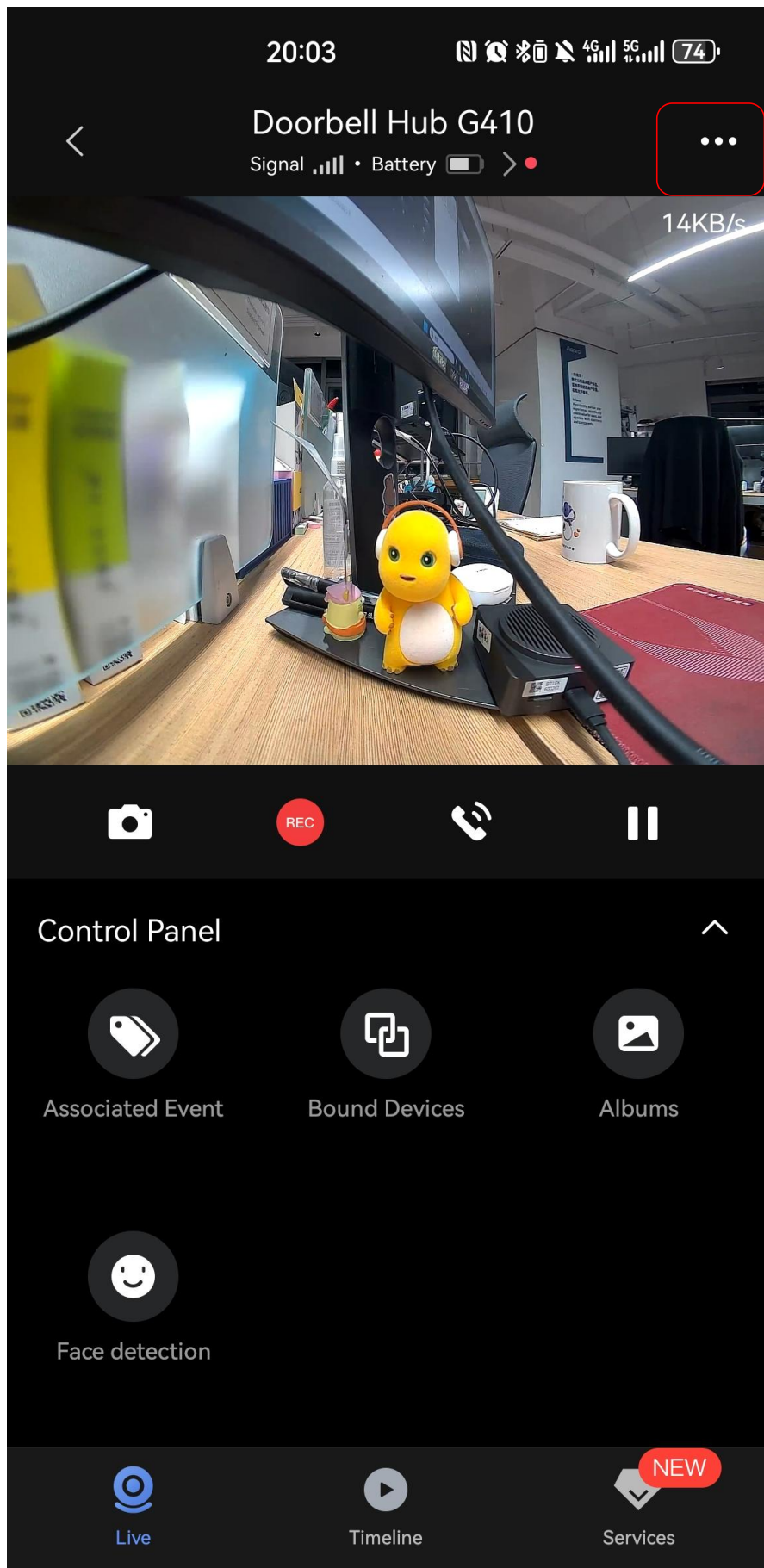
Select “Privacy Masked Area” .



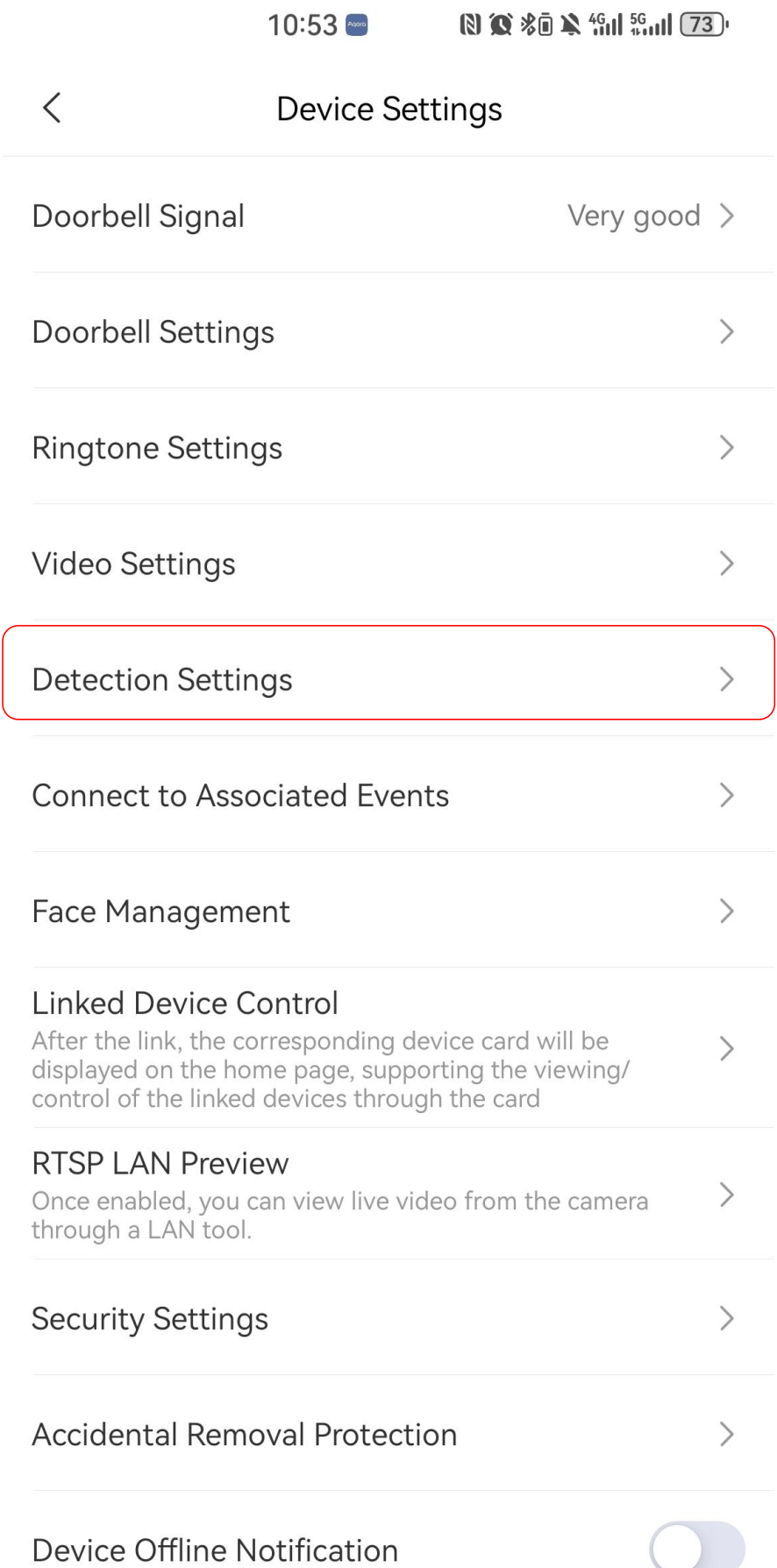
Select and drag the area wish to block and click save.

How to Set Detection Settings

Aqara



Go in the devices Setting

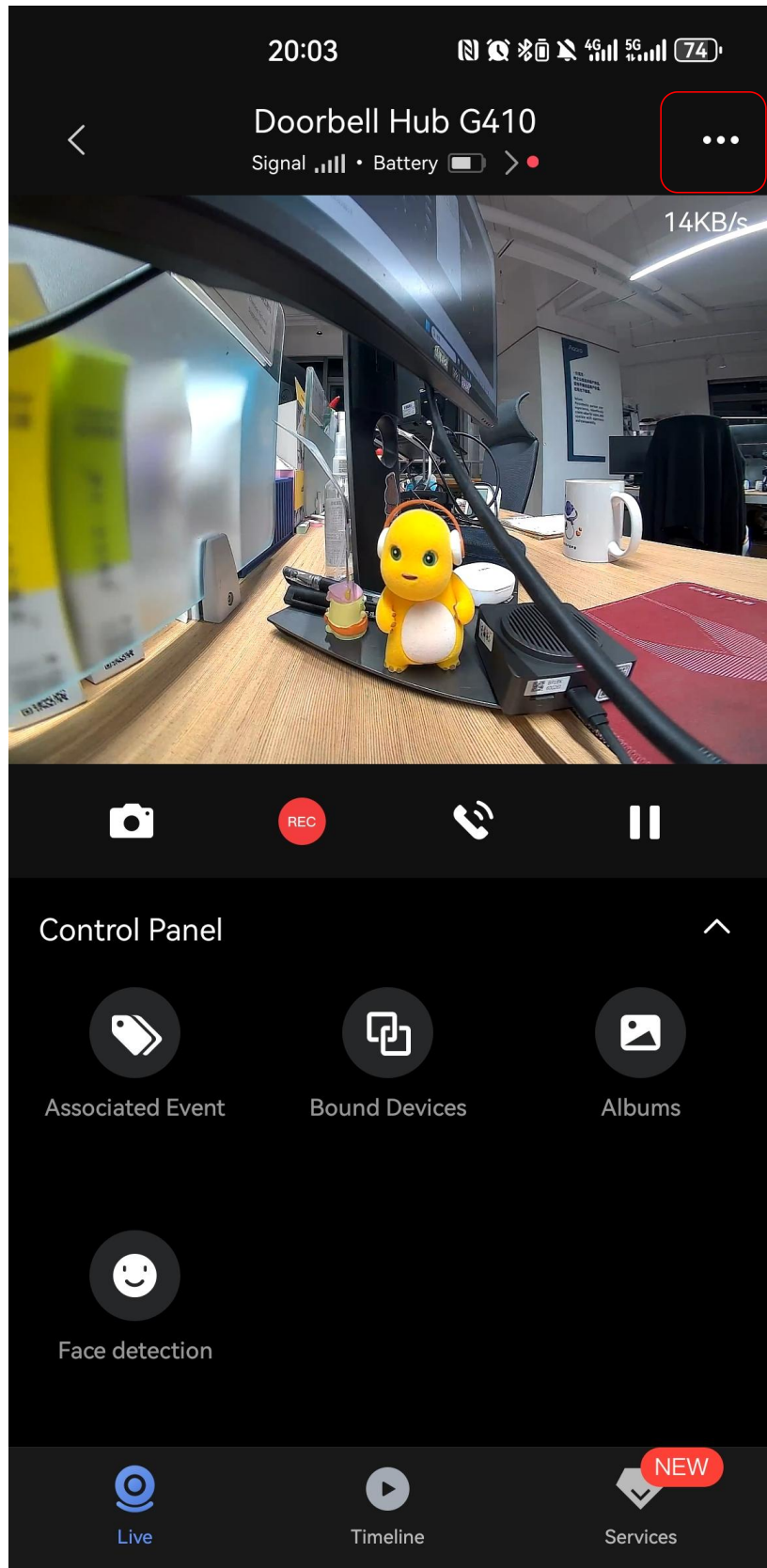


Go in the Detection Settings



Select the Detection Function and turn on it.

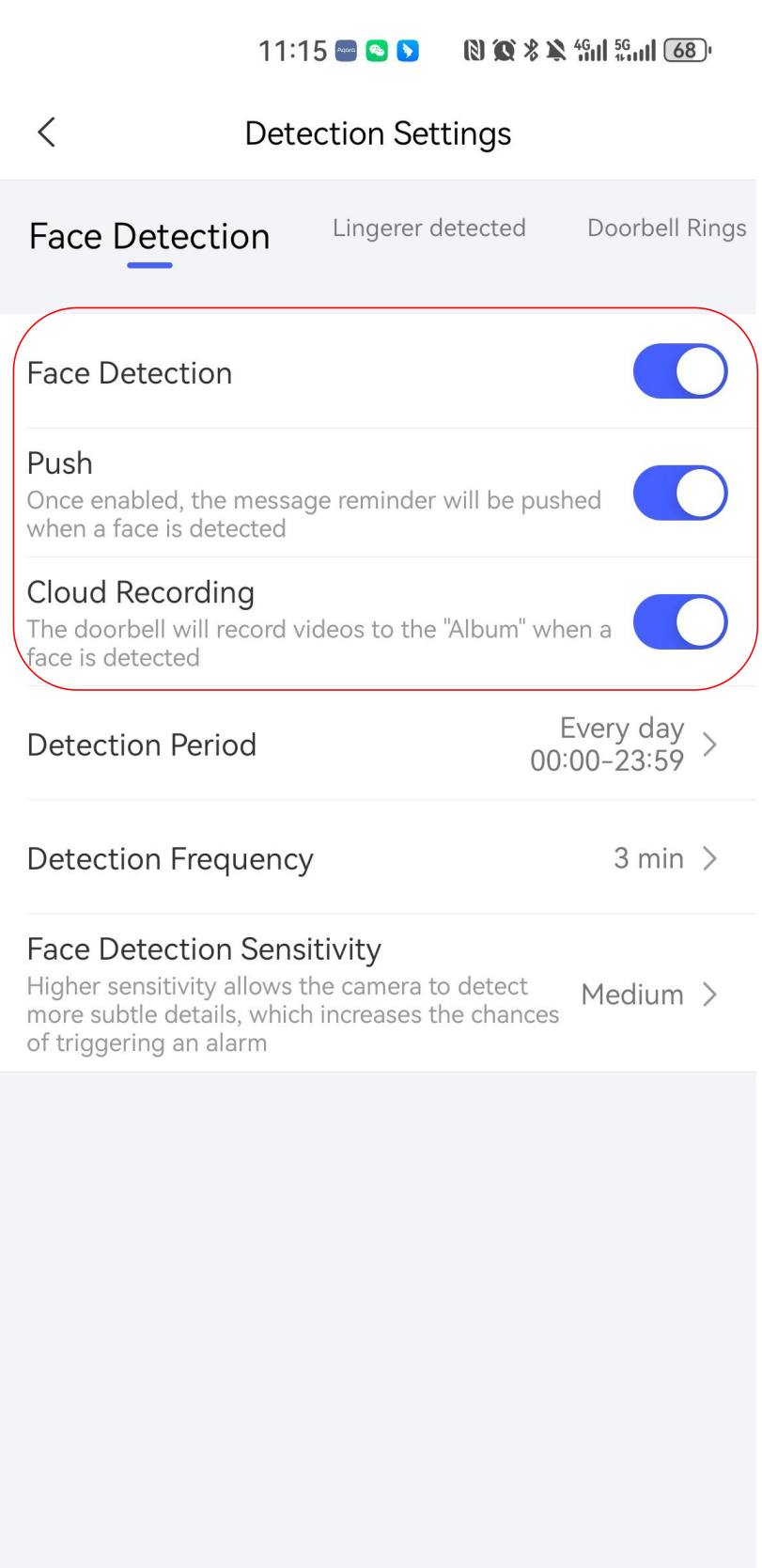
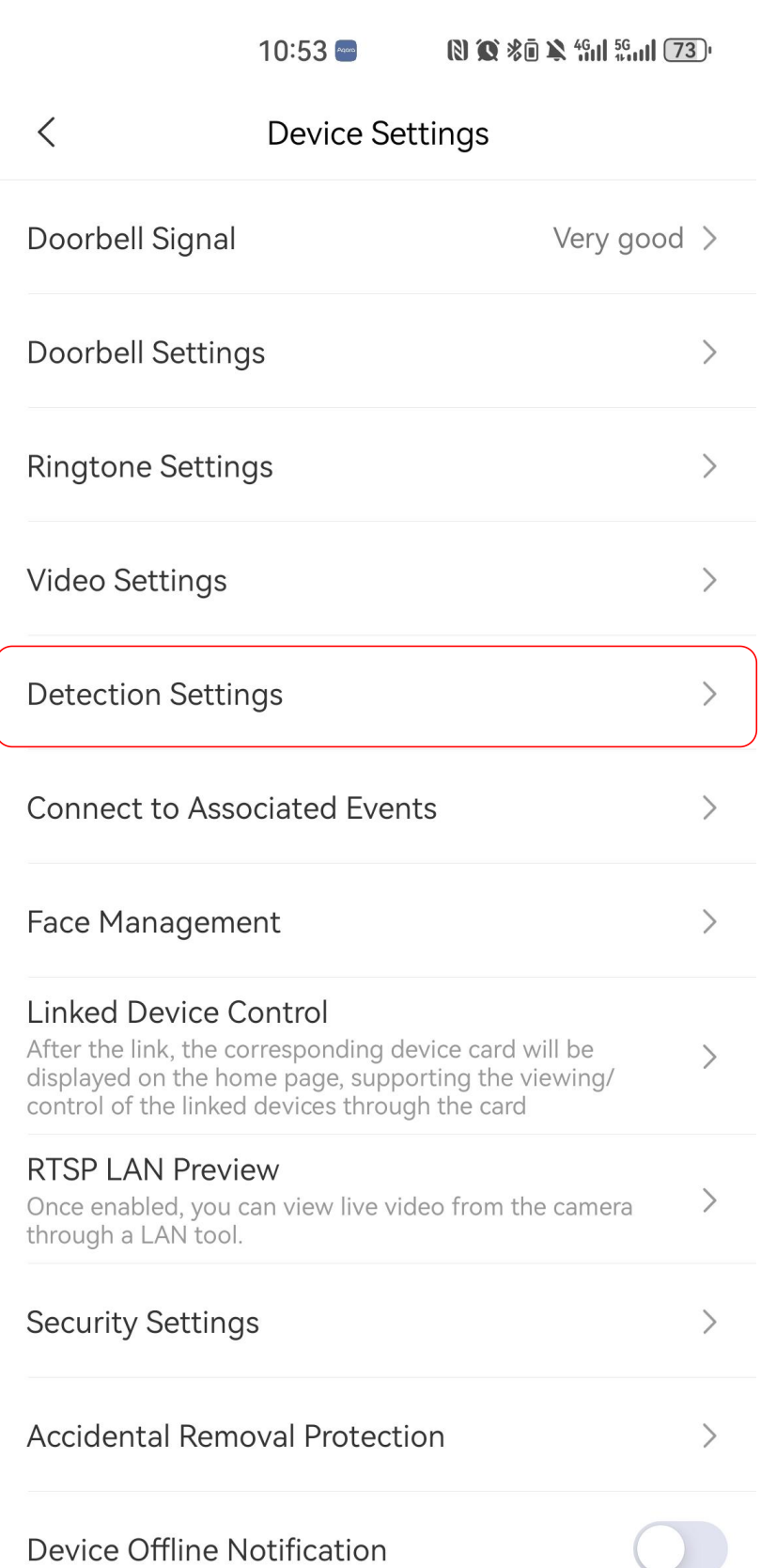
How to do Face Recognition Settings



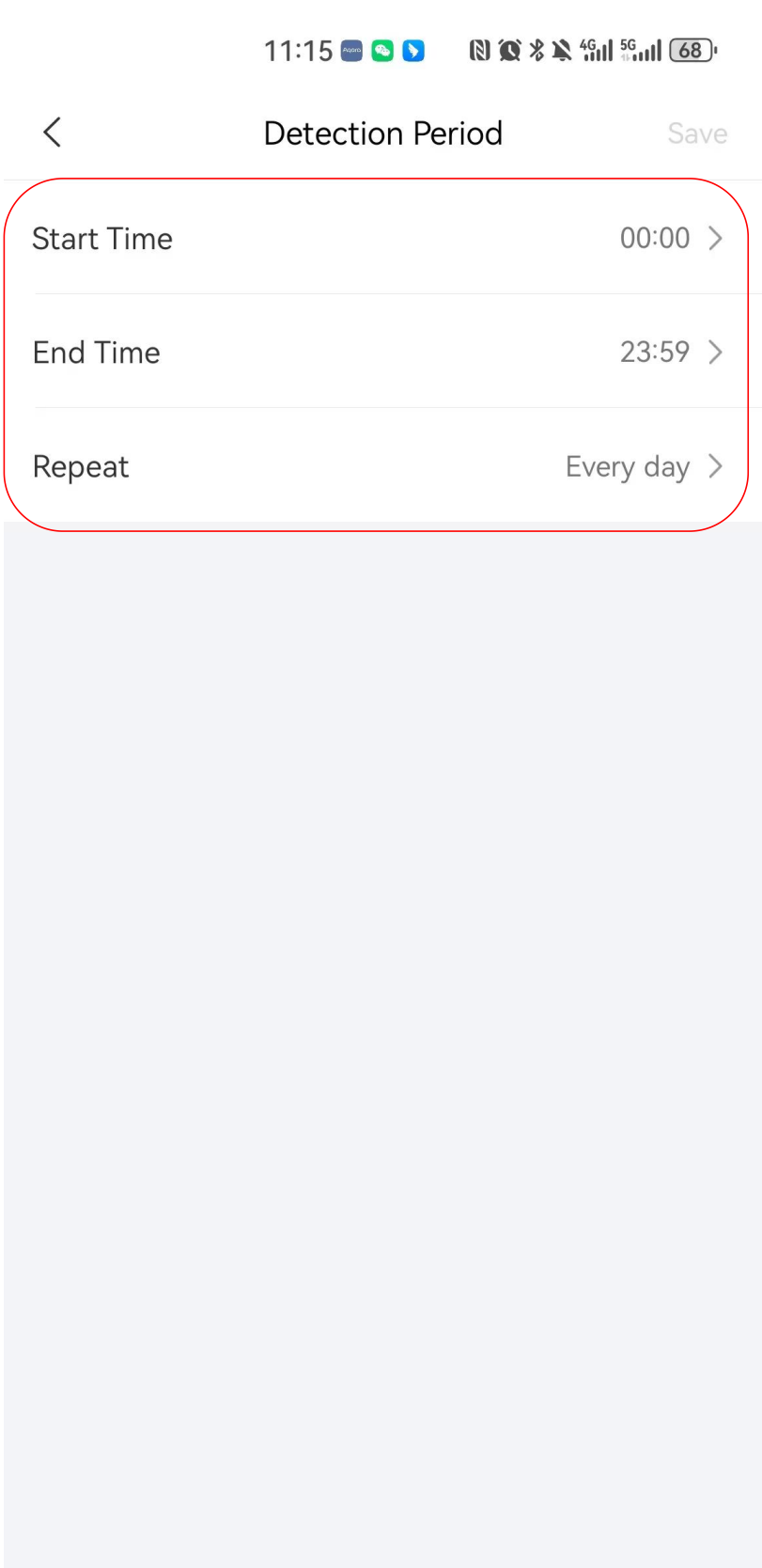
Go in the devices Setting



Go in the Detection Settings

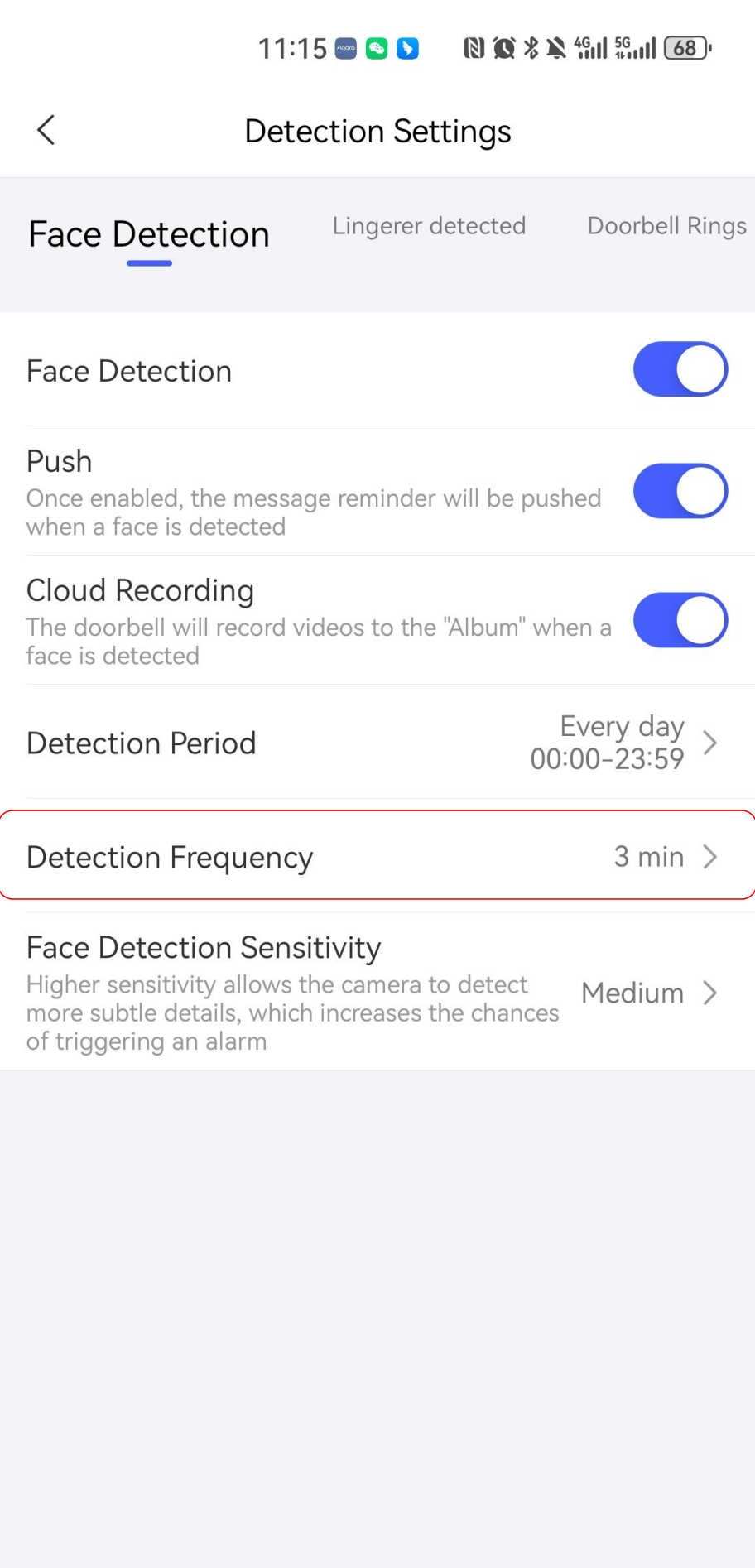


Turn on the Face Detection,
Push and Recording function

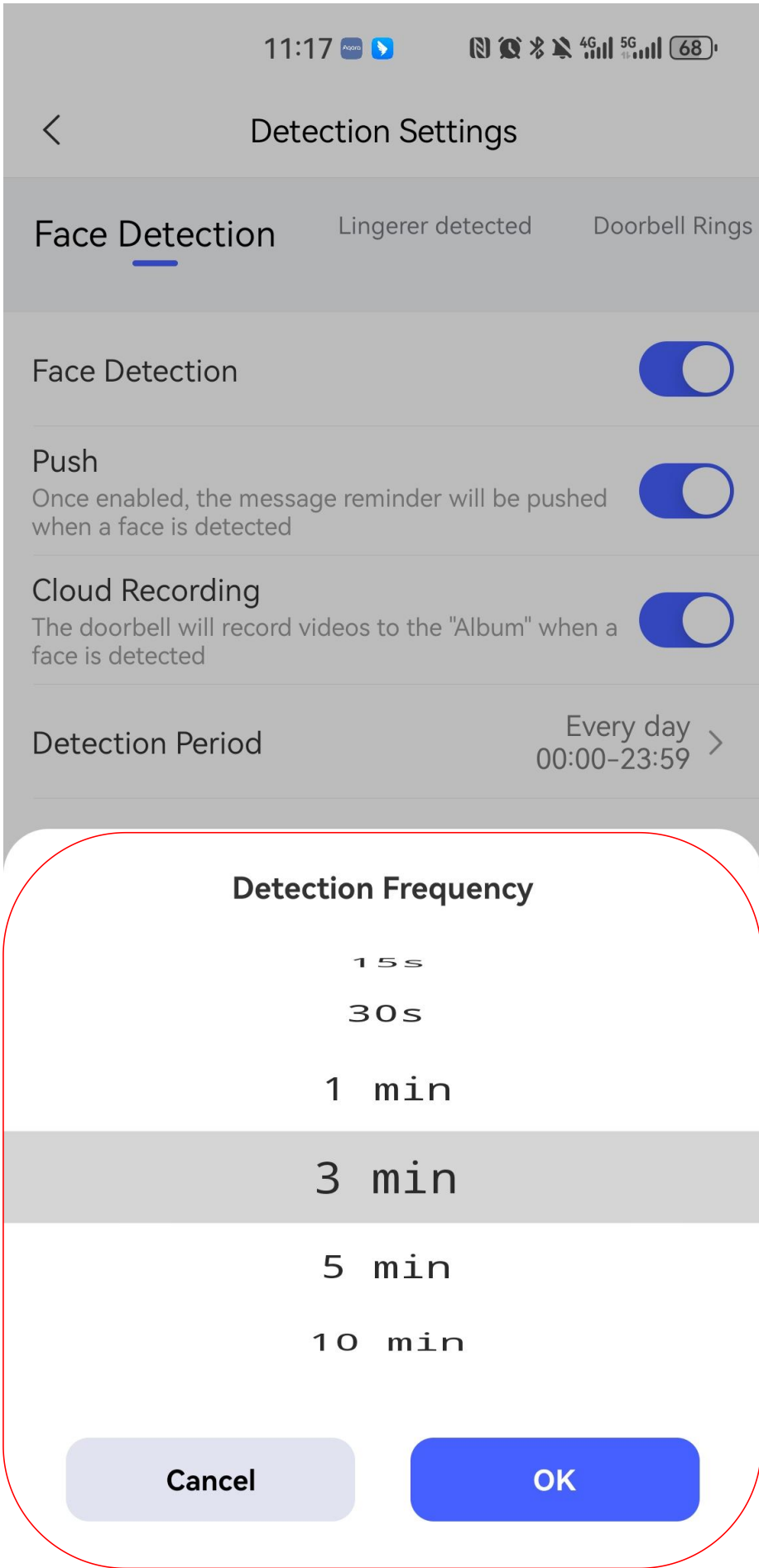


Set the Detection Period

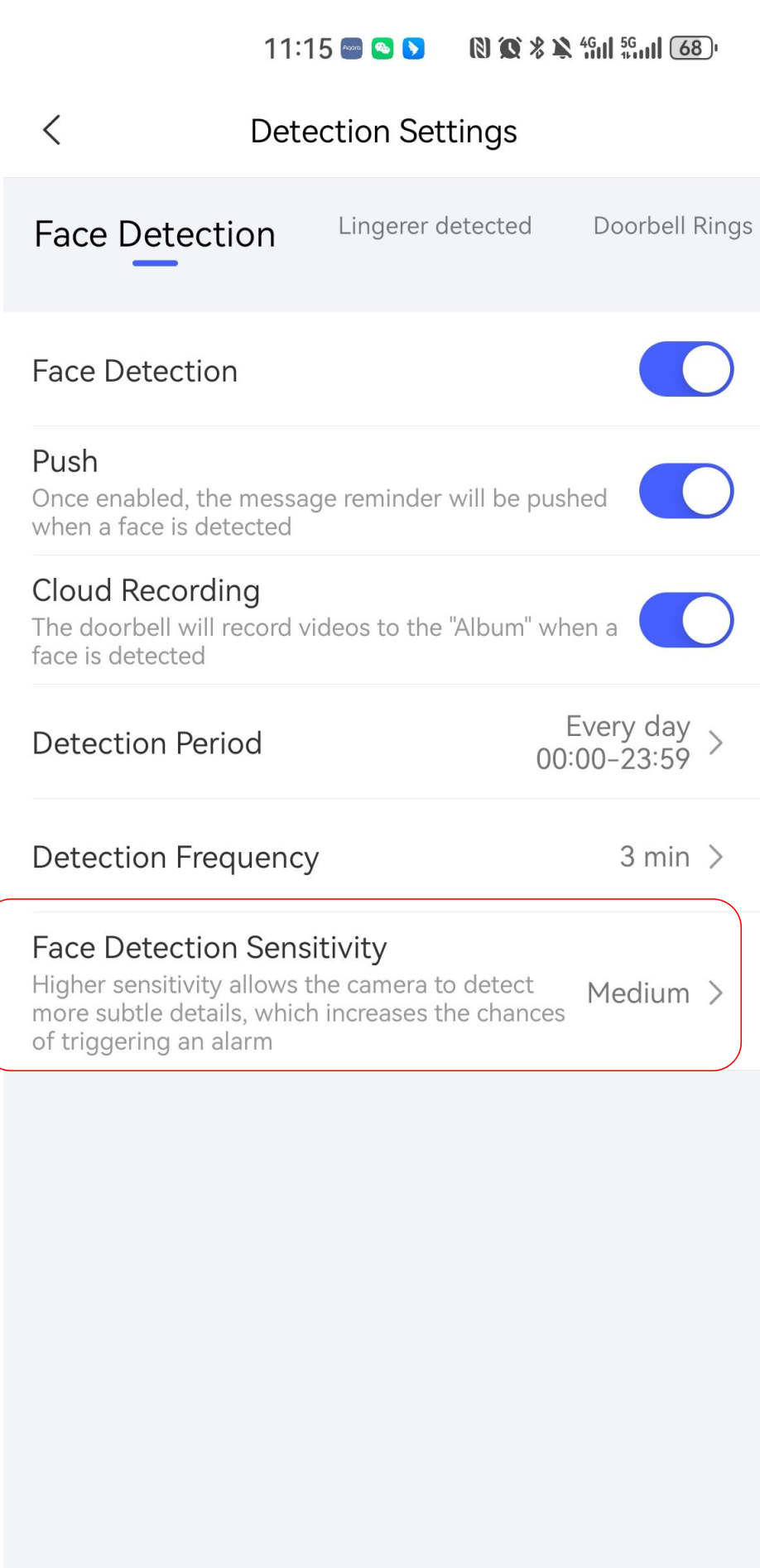
How to do Face Recognition Settings



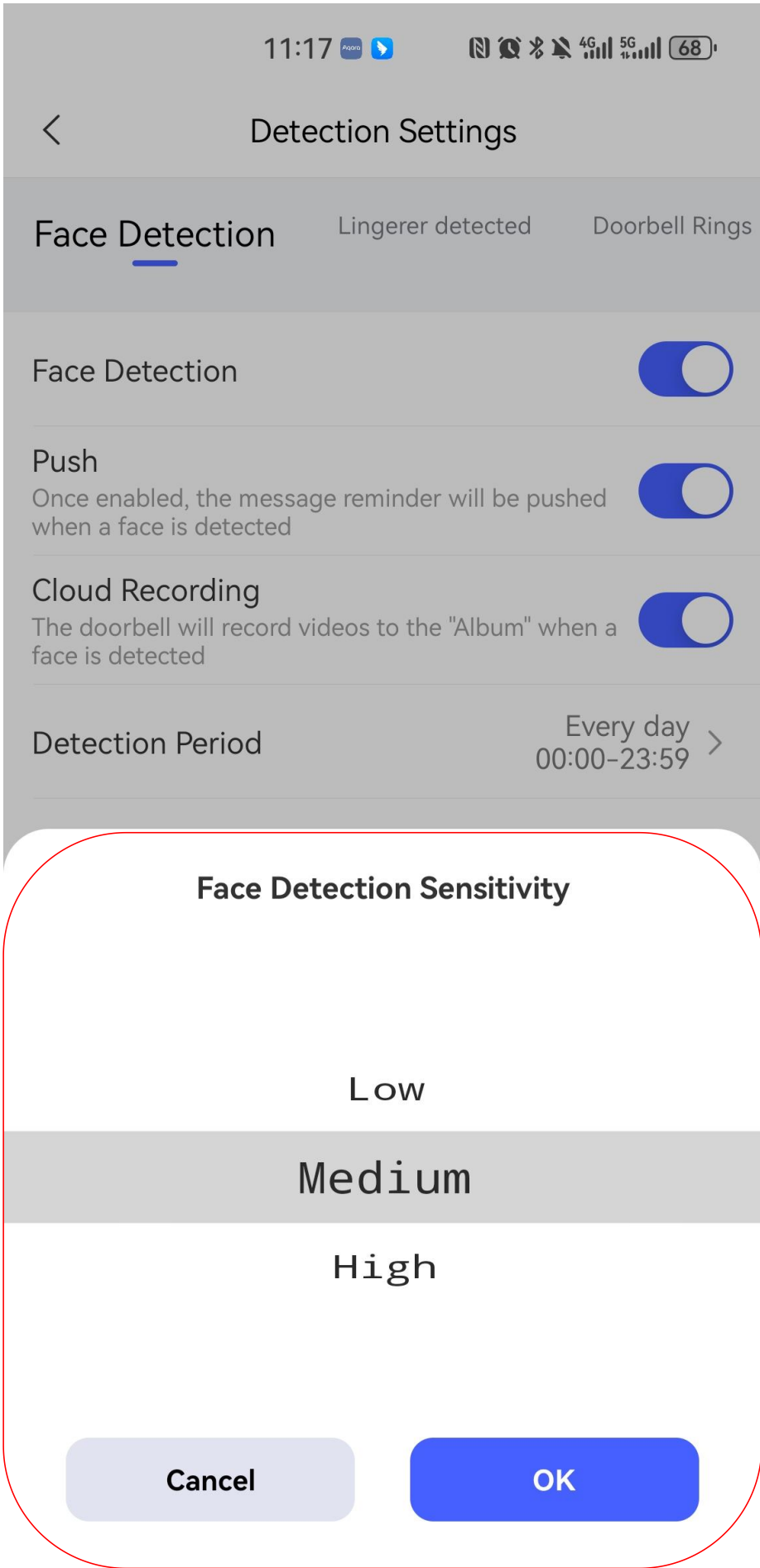
Click the Detecton Frequency



Select the frequency and click OK.



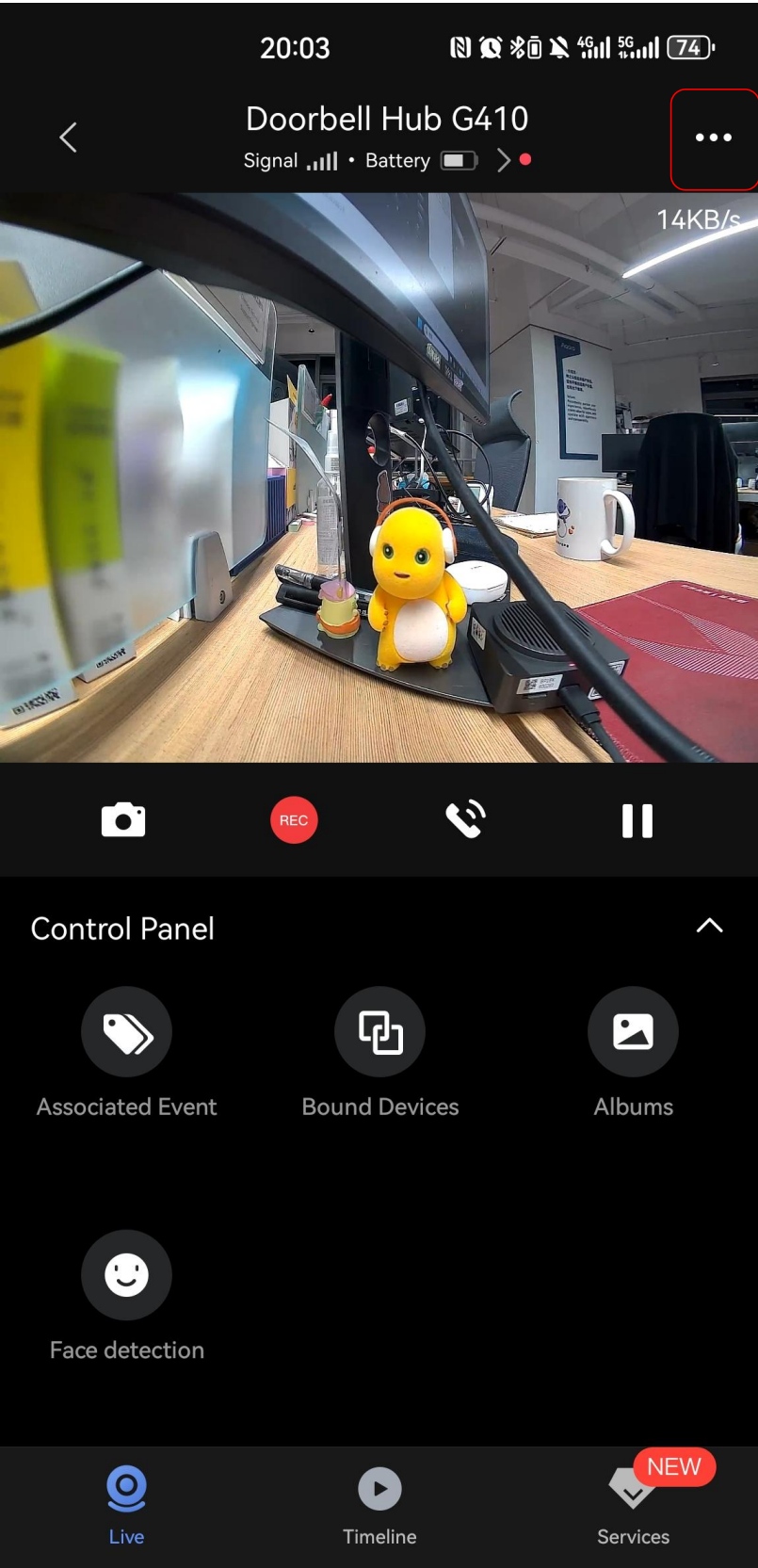
Click Face Detection Sensitivity



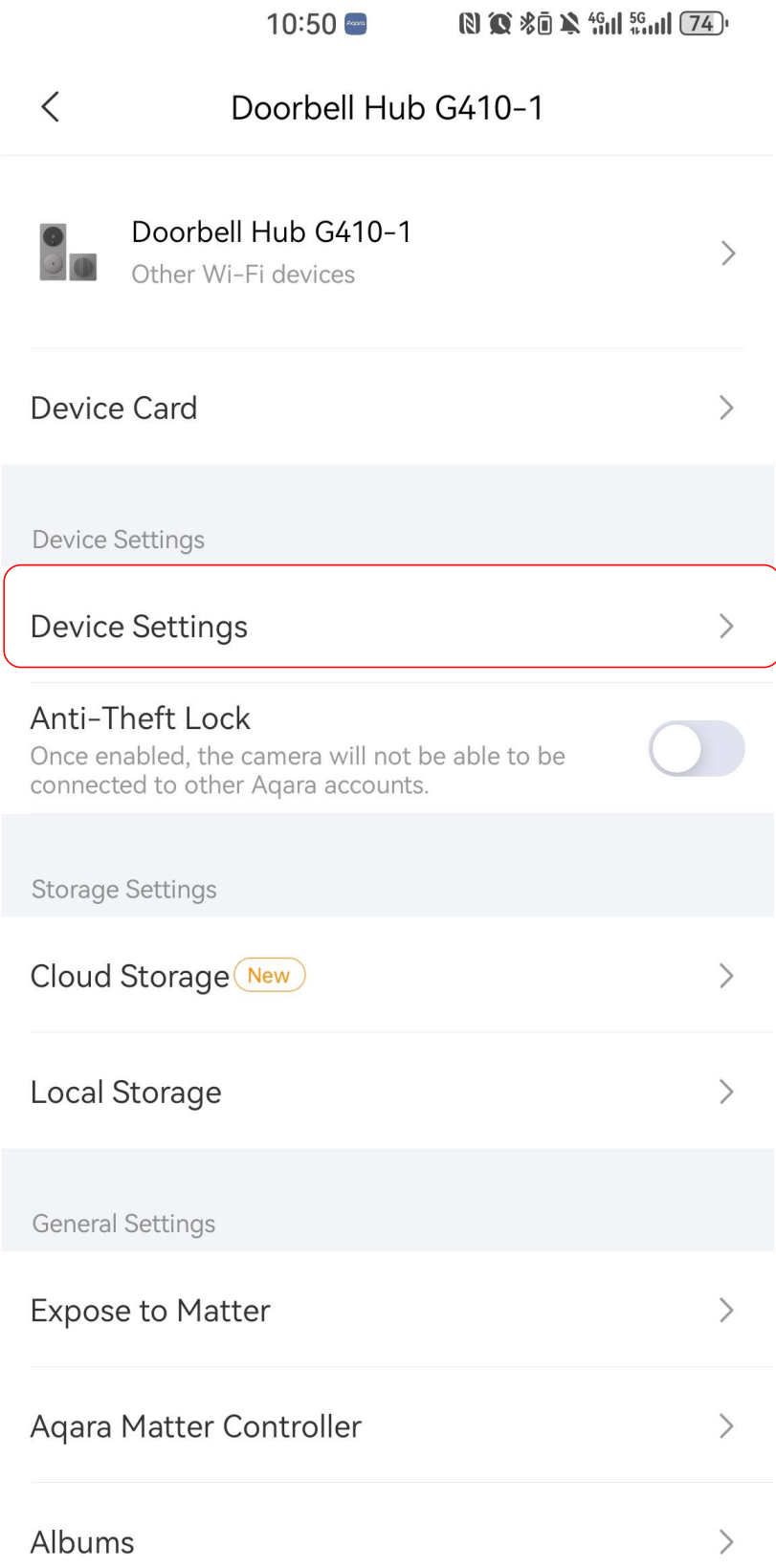
Select Sensitivity of face recognition.

Aqara

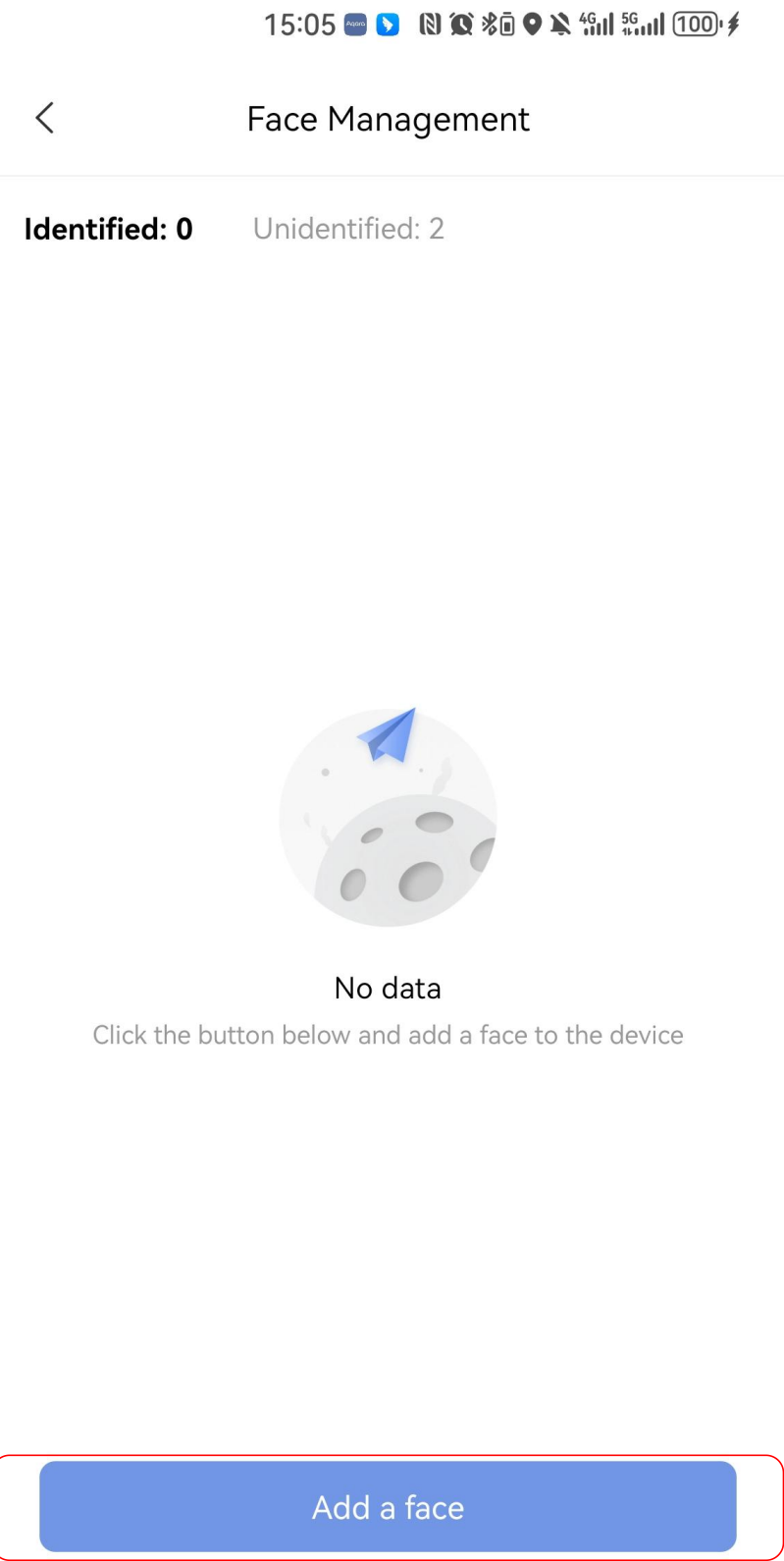
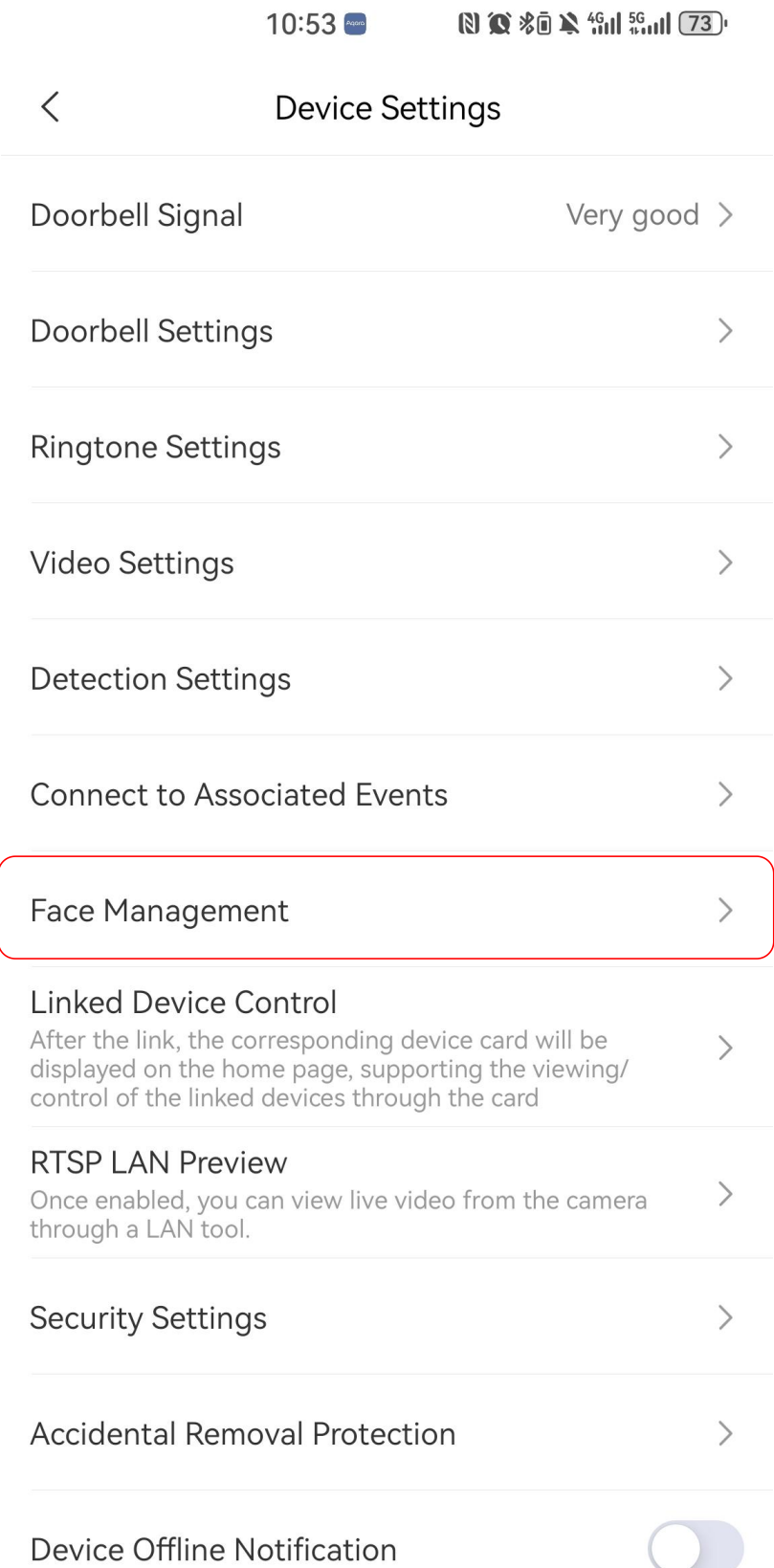
How to Set Face Management



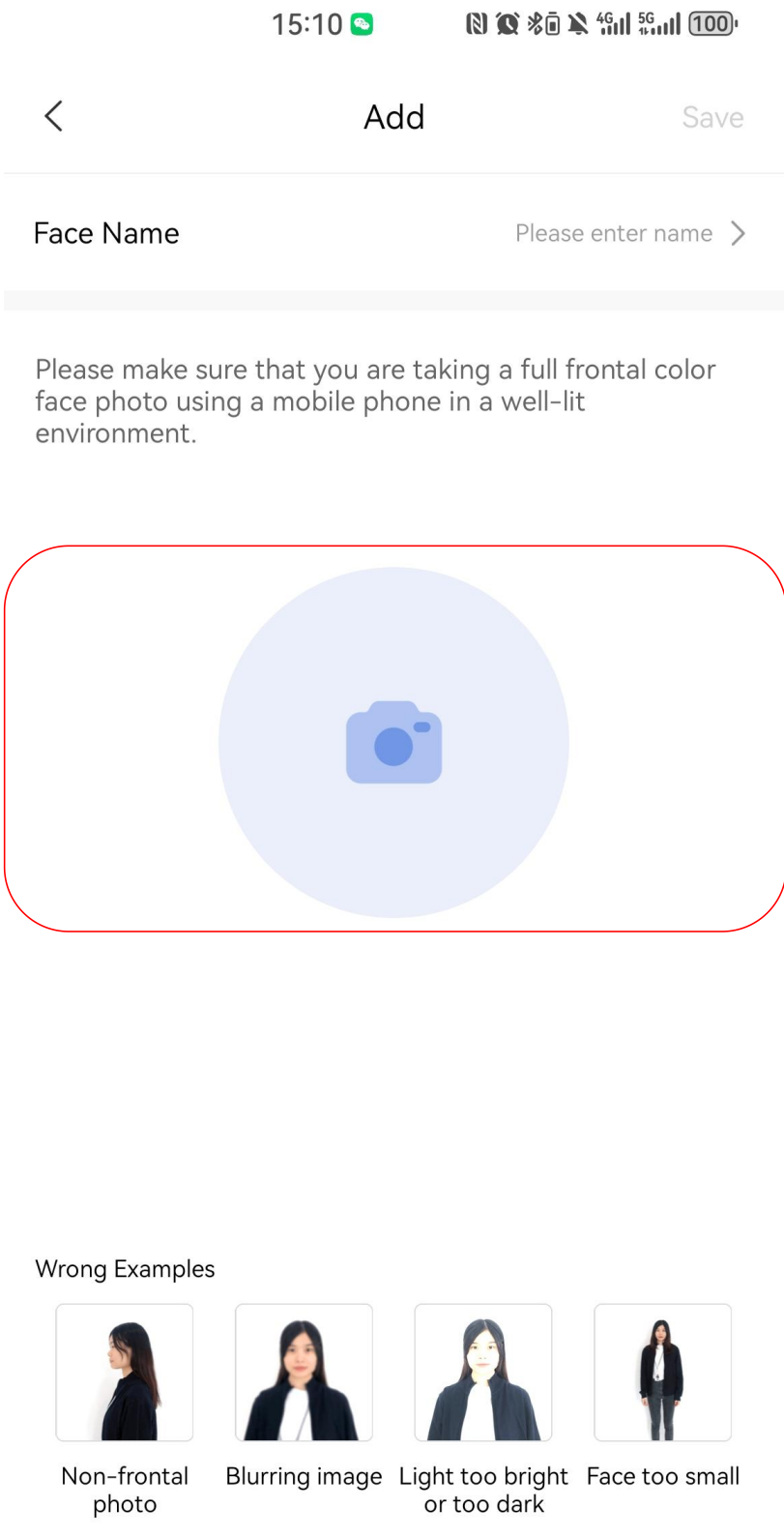
Go in the devices Setting



Go in the Face Management

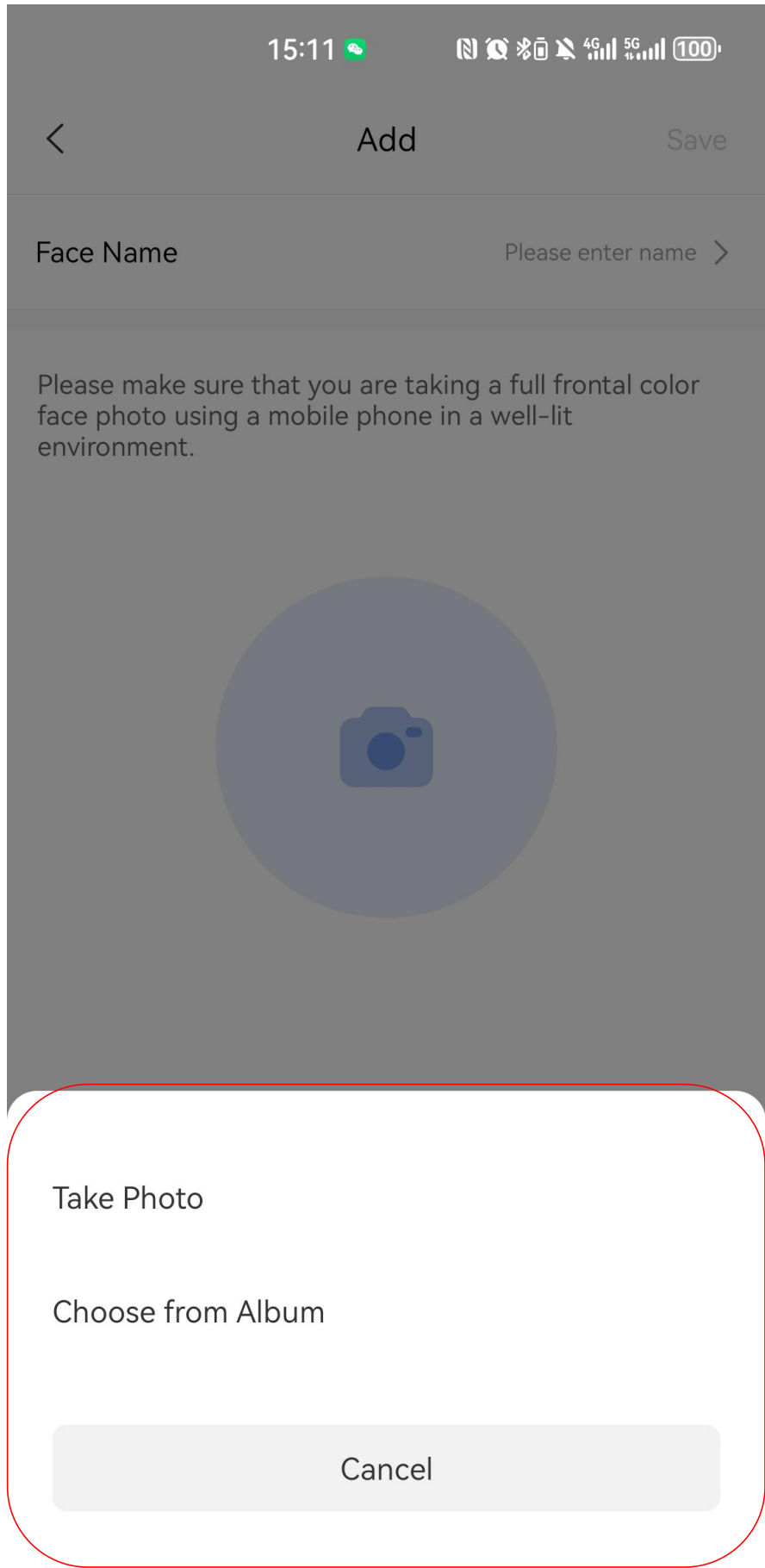


Click “Add a face”

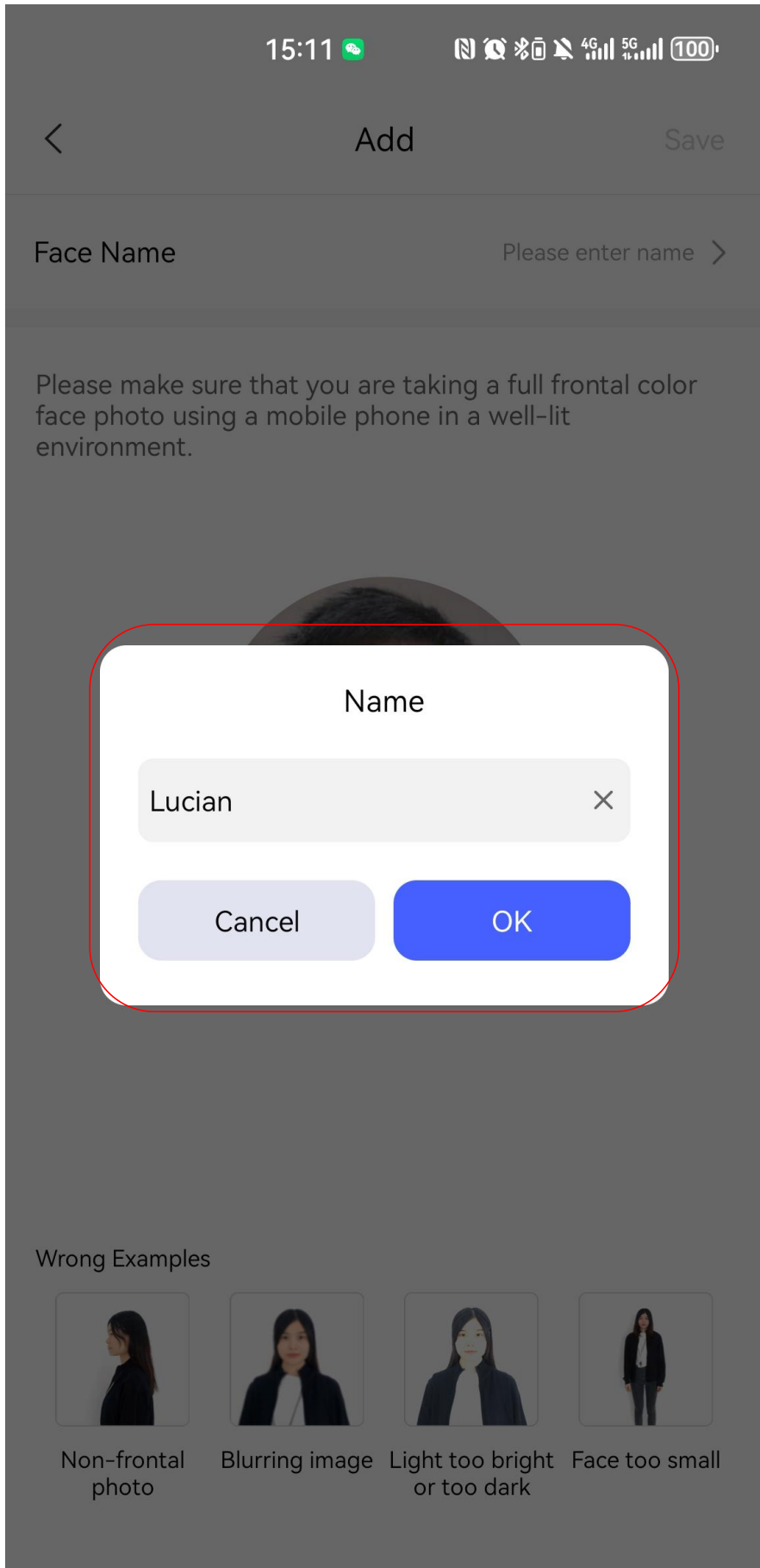


Click Capture

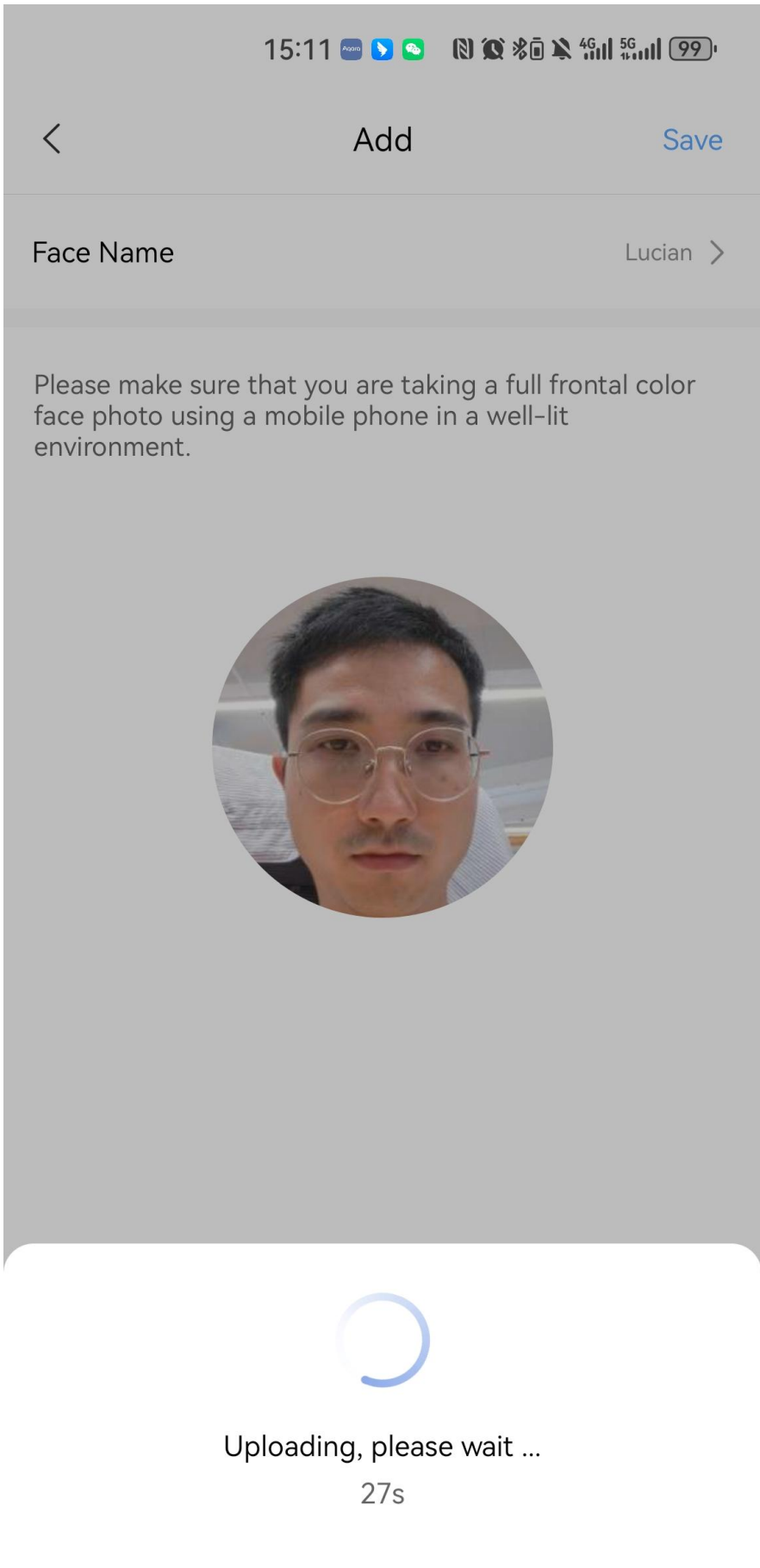
How to Set Face Management



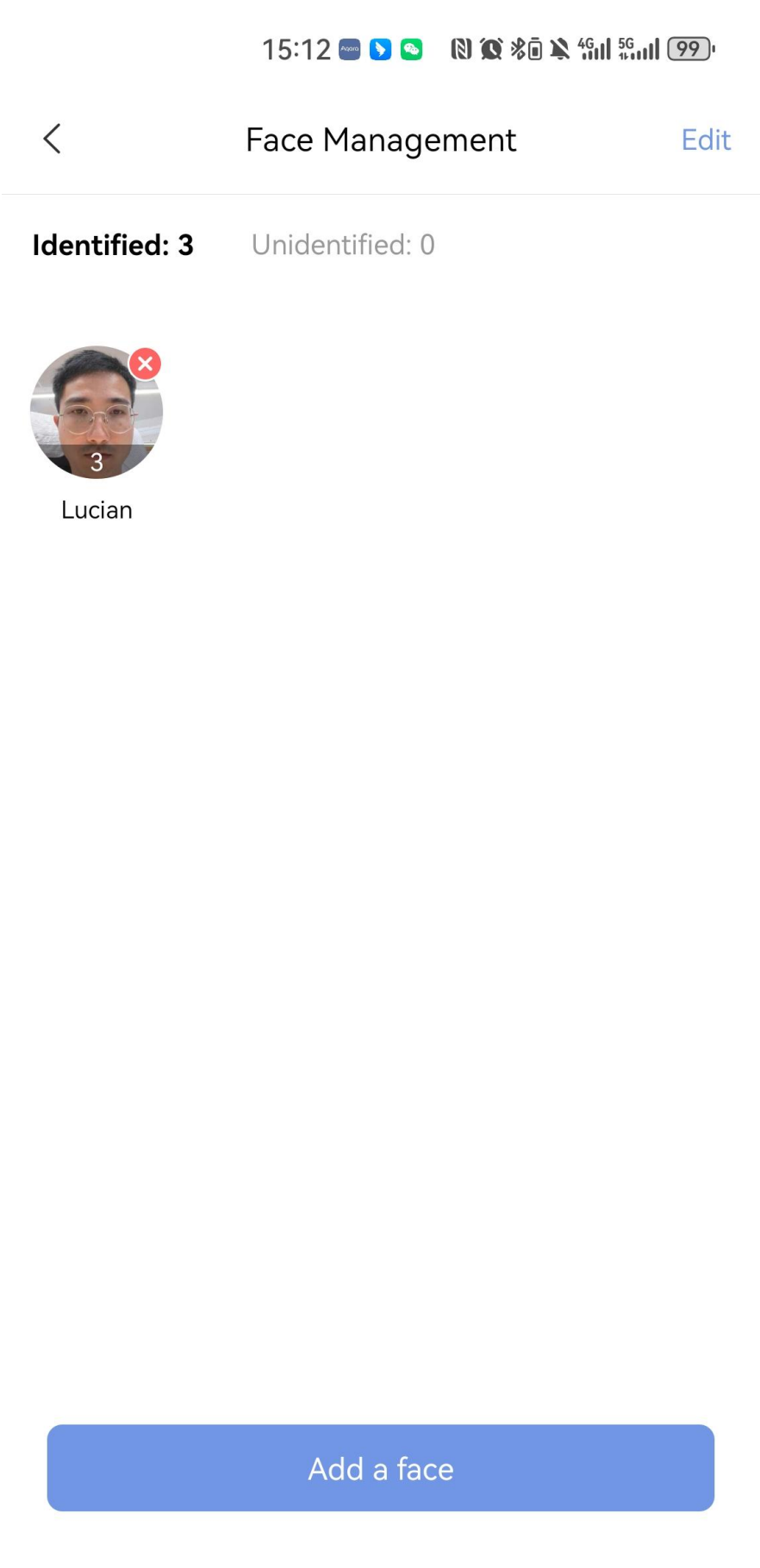
Select the source of the picture.



Name the picture



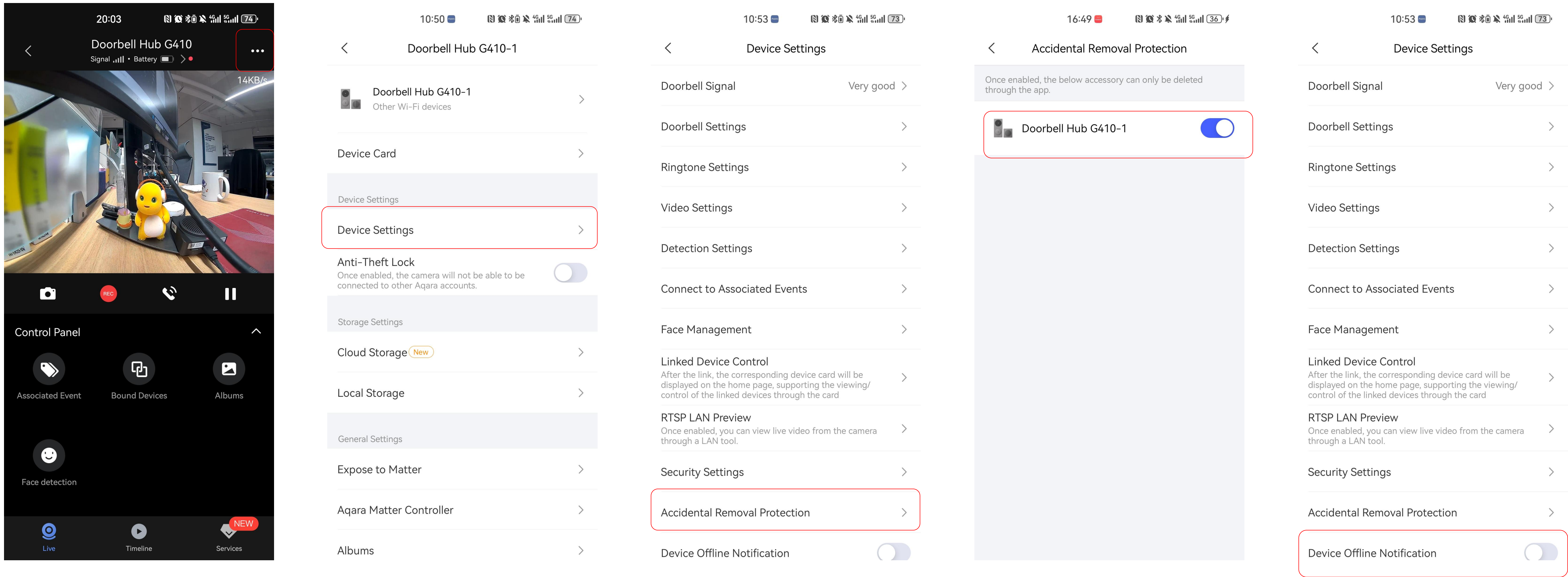
Waiting for upload the picture



Finish uploaded

How to Set Accidental Deletion & Device Offline Notification

Aqara



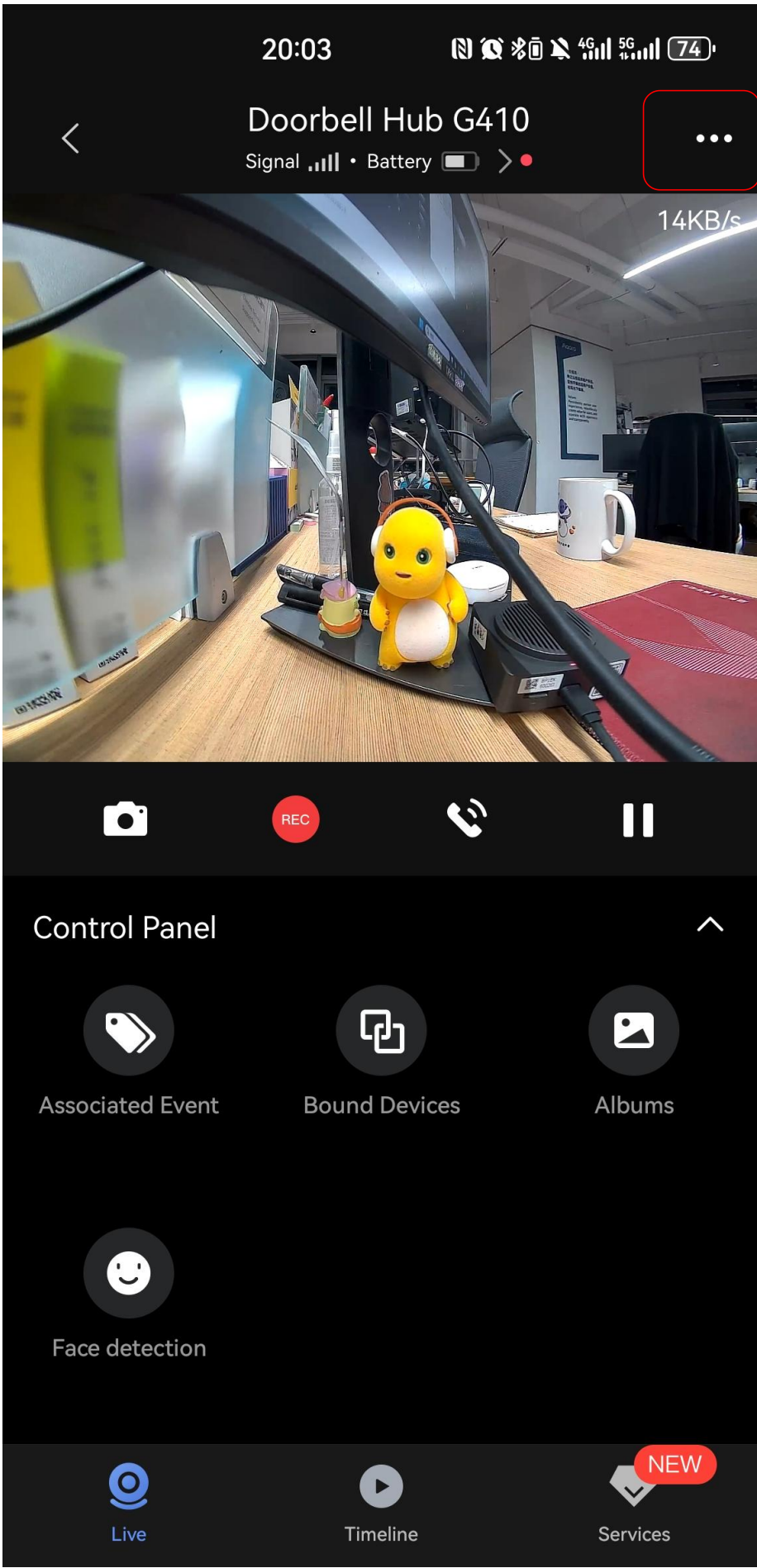
Go in the devices Setting

Select “Prevent Accidental Deletion”

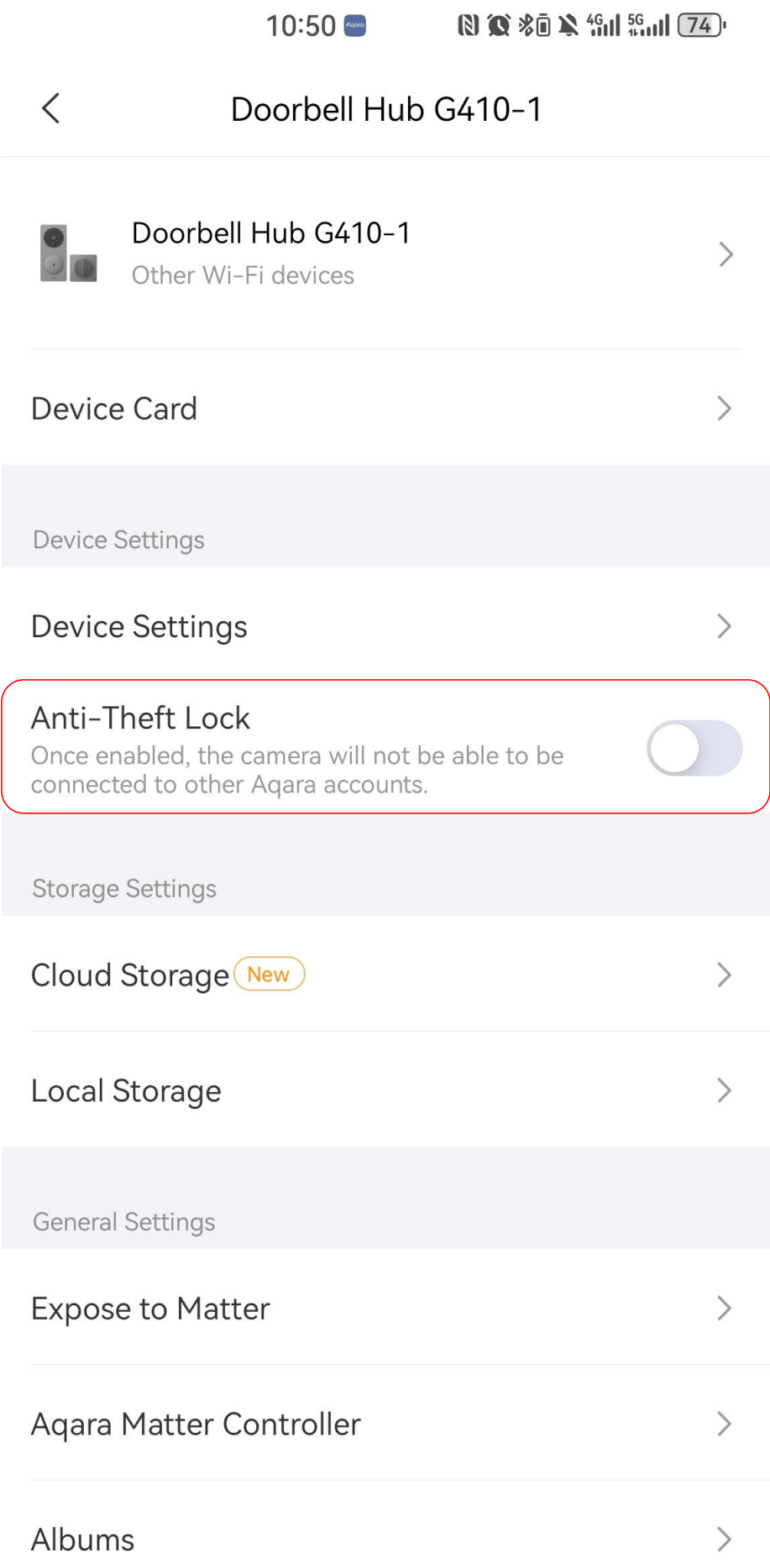
Enable “Prevent Accidental Deletion”

Enable Device Offline Notification

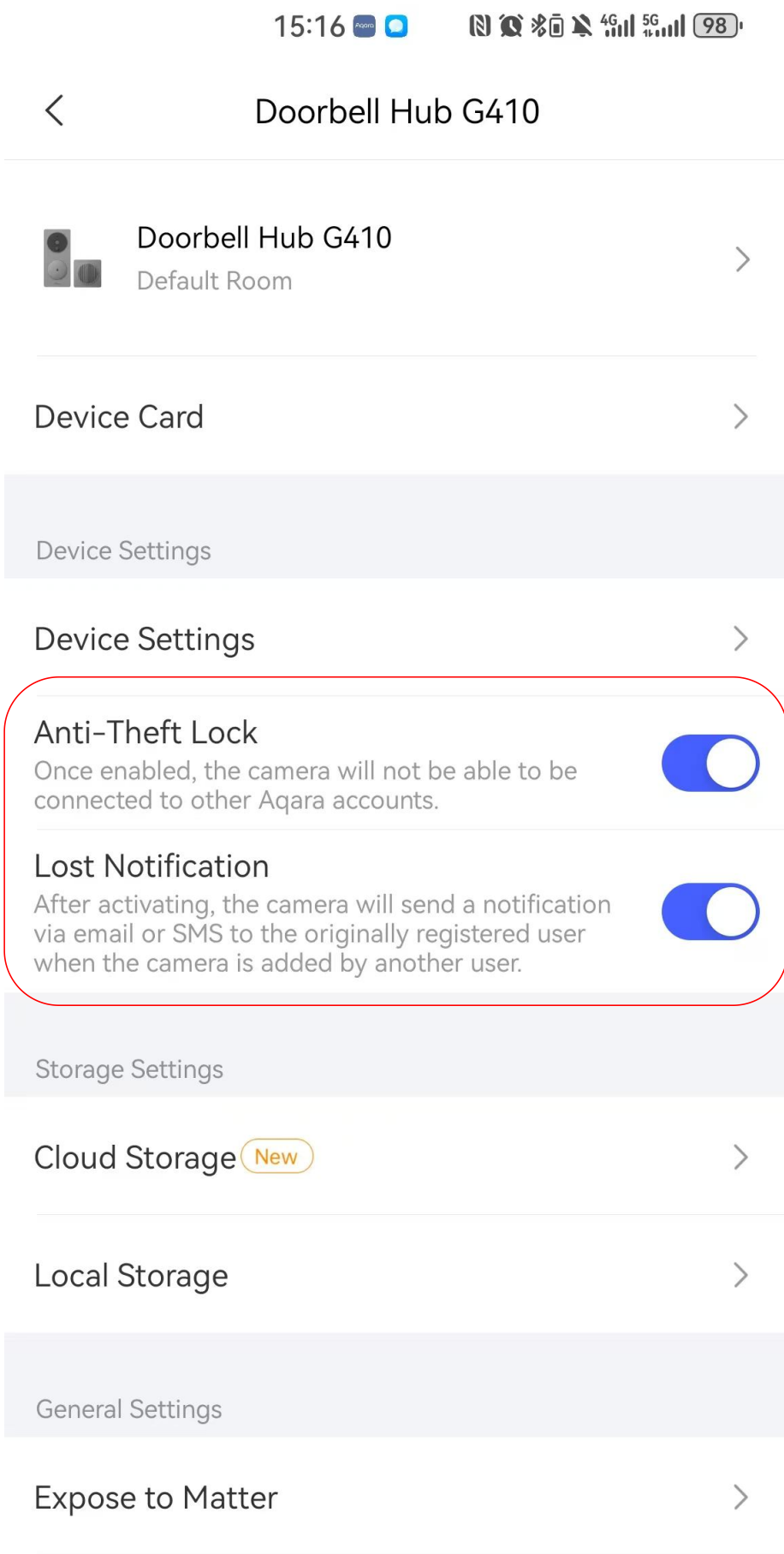
How to Set Anti-Theft Lock



Go in the devices Setting



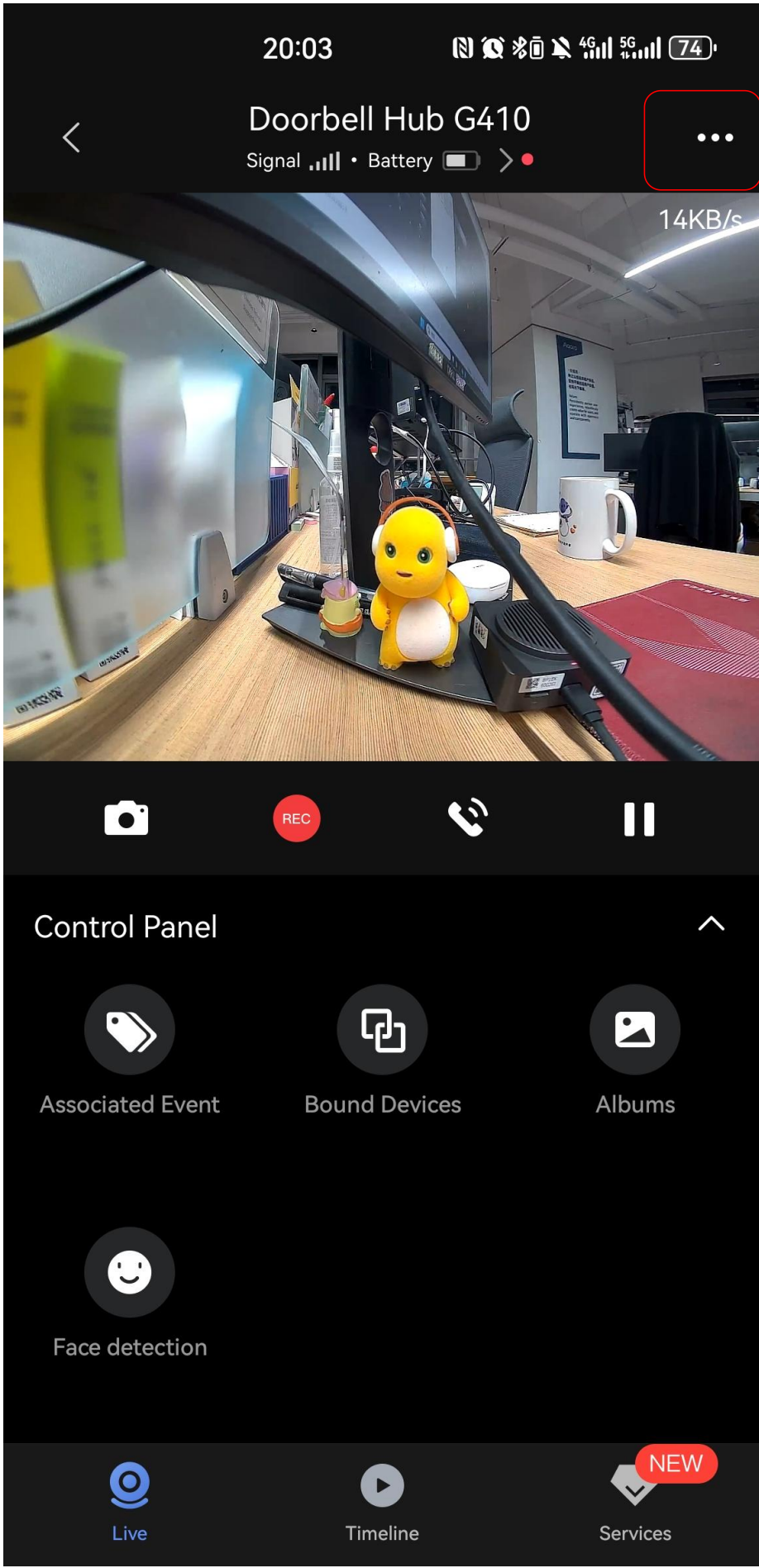
Turn on “Anti-Theft Lock” function



Turn on “Lost Notification” function

How to Check the Storage Information

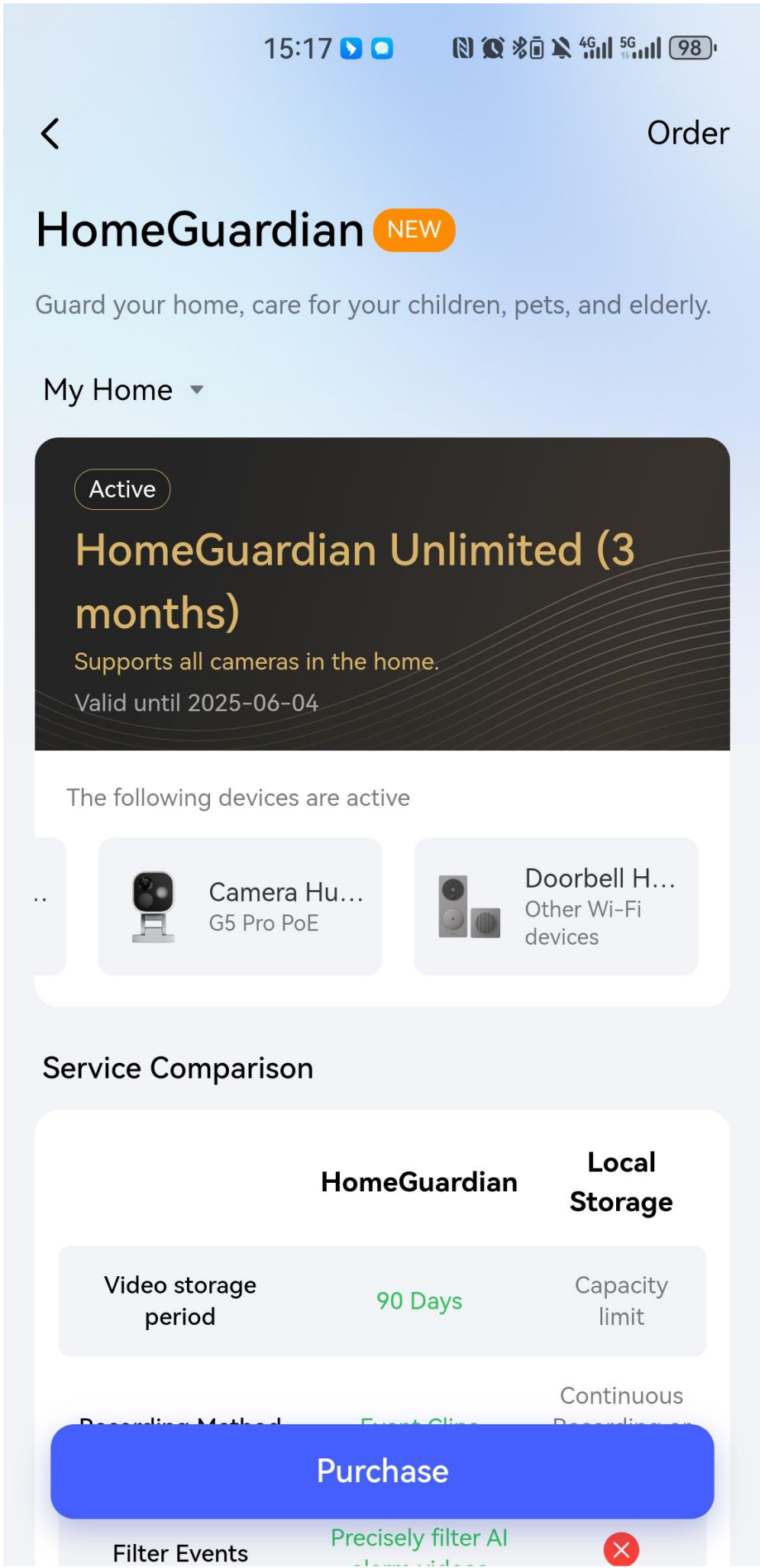
Aqara



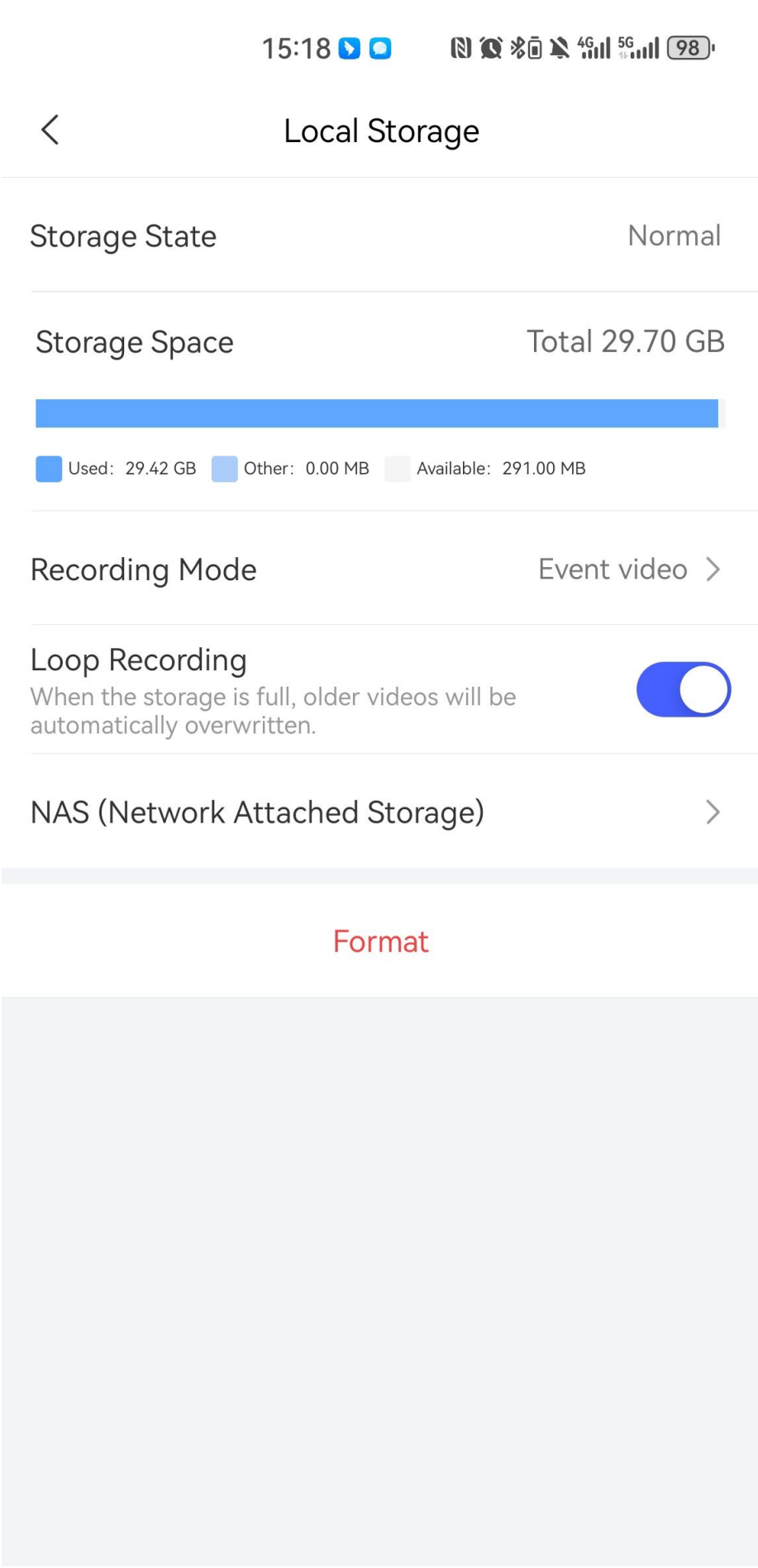
Go in the devices Setting



Click “Cloud Storage” or “Local Storage”

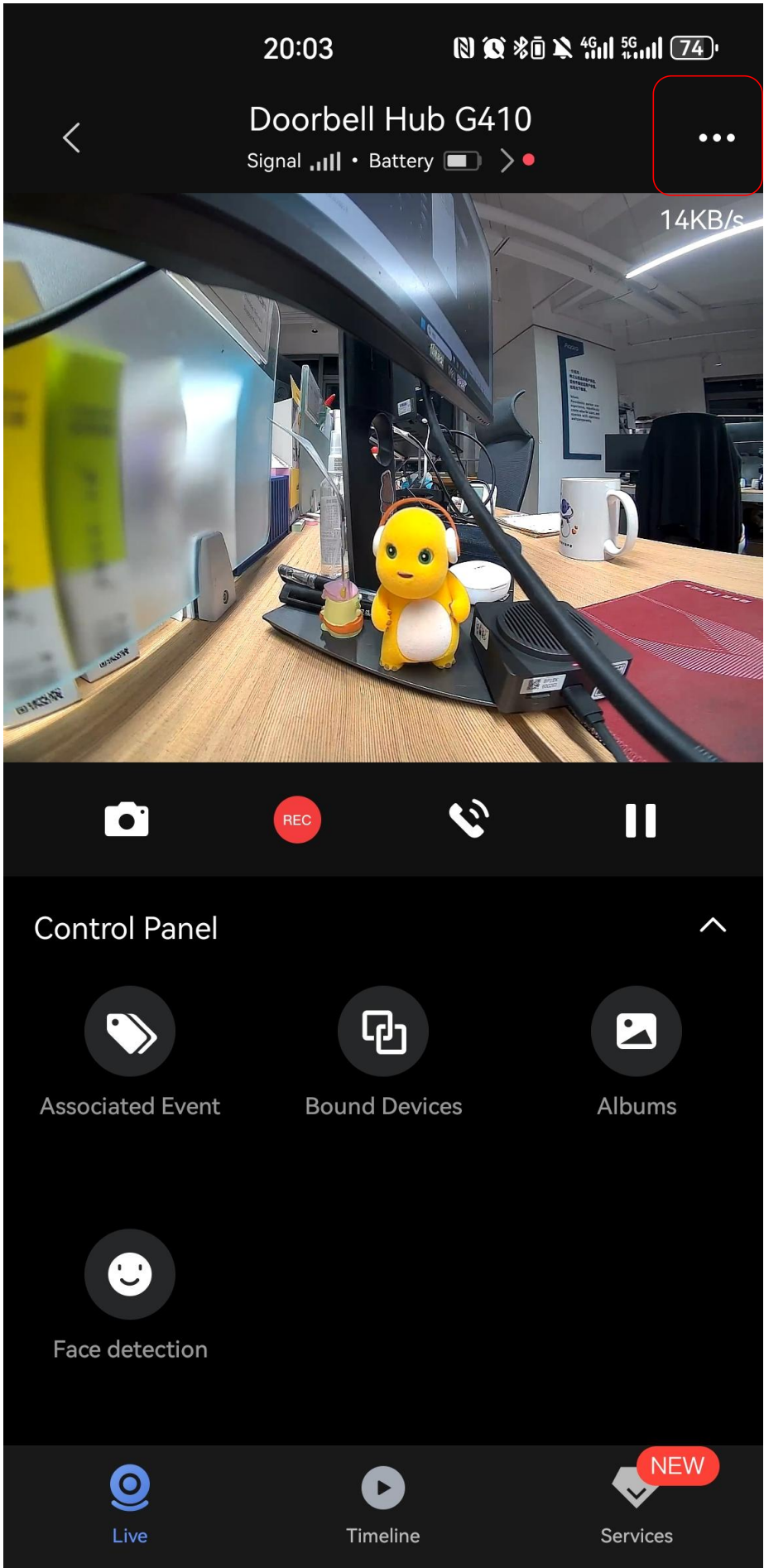


Cloud Storage information

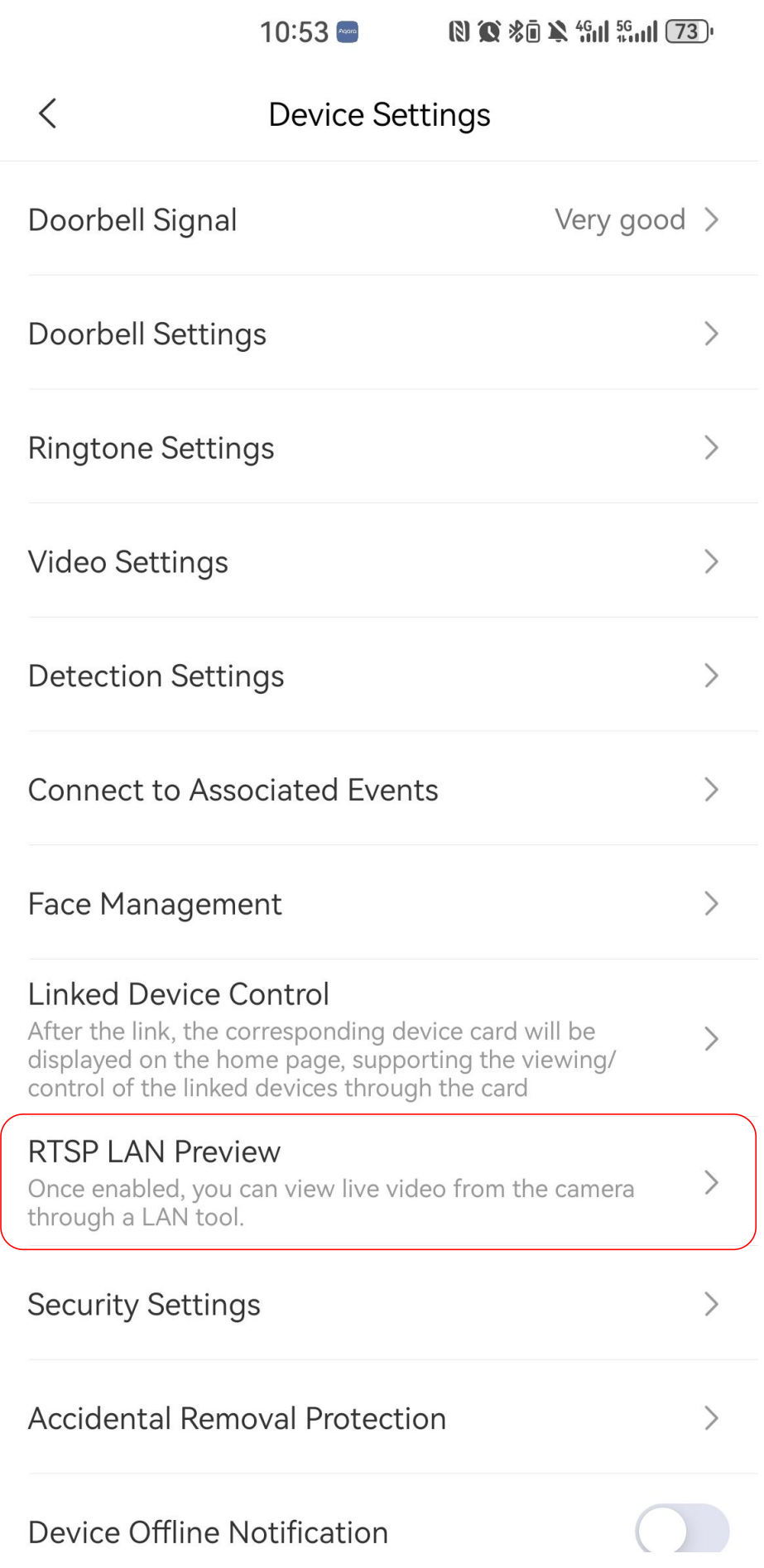
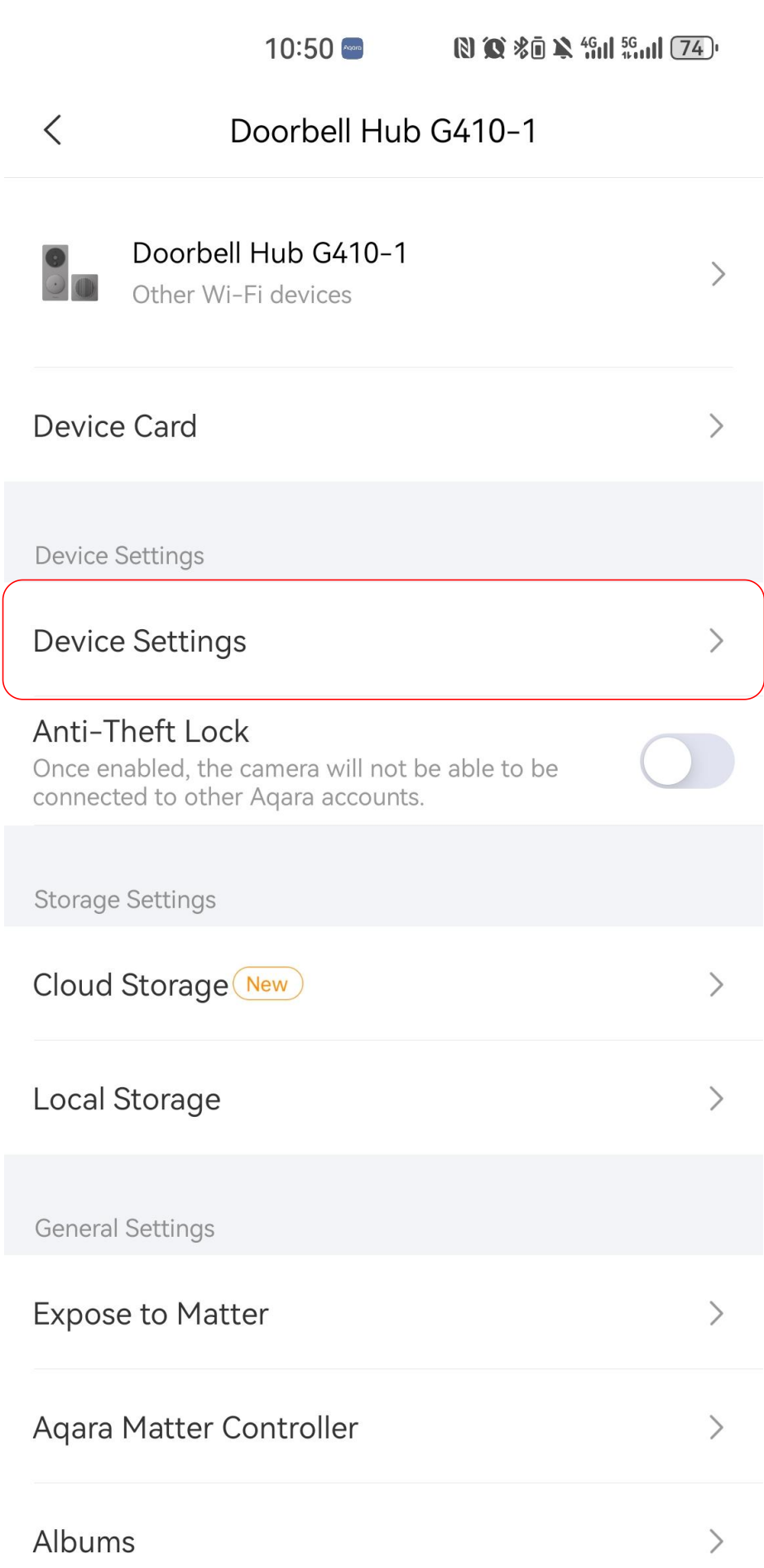


Local Storage information

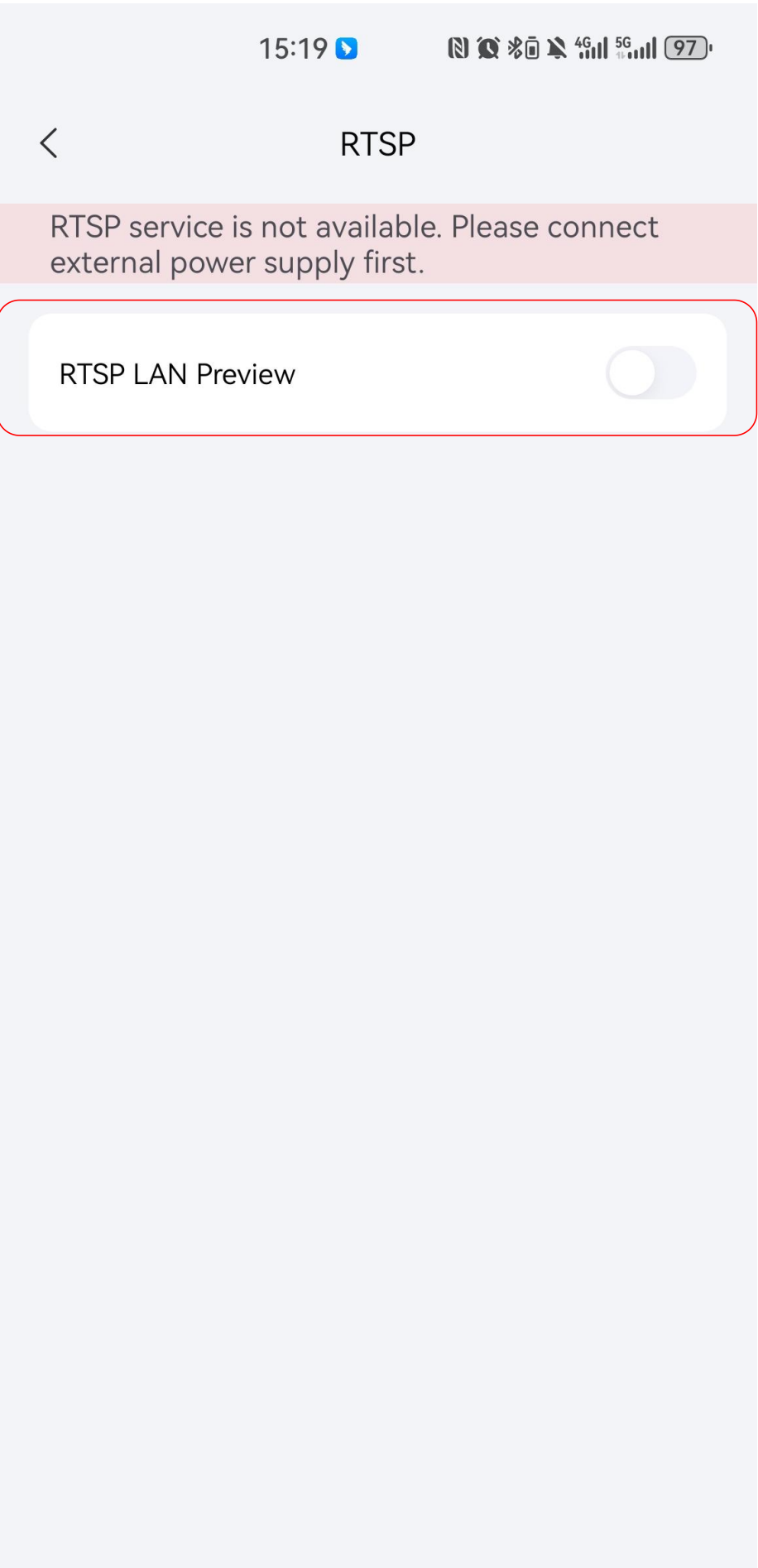
How to Set the RTSP Function



Go in the devices Setting



Click “RTSP LAN Preview” function



Turn on this function

How to Configure Automation

Aqara Camera Doorbell G4 supports the below Automation on Aqara Home App.

IF:

Low Battery

Doorbell rings

Tamper alarm triggered

Specified Face Detected

Unknown Face Detected

Lingering Detected

Then:

Record cloud Video

Play assigned alarm sound

Play assigned ringtone

User-defined ringtone of repeater play

User-defined ringtone of doorbell play

Stop Ringtone

Enable face recognition

Disable face recognition

Night vision always ON

Night vision always OFF

Auto switch night vision

Disable audio recording

Enable the microphone

Content

- **Product Introduction**
- **Product Installation**
- **Configuration on App**
- **FAQ**

1. Why is my battery life so short?

A: Battery life issues may have several causes/solutions

1) After connecting the doorbell to the Aqara Home app or 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 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.

2. How does the power saving mode increase the battery life of the doorbell?

A: 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.

3. Why can't I see any visitors in the recorded short video?

A: 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.

4. What types of batteries does the doorbell support?

1) The doorbell supports AA batteries or rechargeable lithium batteries with a discharge voltage of 1.5V. If a nickel-metal hydride battery with an output voltage of 1.2V is used, the power statistics will be inaccurate. It is recommended to use LR6 alkaline AA batteries;

2) When replacing batteries, it is recommended to replace them with 6 new batteries of the same model. Mixing old and new batteries or different models will reduce the battery life.

5. Why can't my doorbell record via the proximity activation 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.

6. When using a DC power supply as an external power supply, how do you distinguish the positive and negative poles on the terminal?

A: When the external power supply uses a DC power supply, the terminals do not distinguish between positive and negative poles, and both terminals can be connected to the positive or negative pole.

7. Why does the doorbell image freeze, skip frames, and why is the intercom choppy?

A: Please check whether the installation distance between the doorbell and the repeater exceeds the allowable range, or whether there are other Wi-Fi co-frequency interference sources in the installation environment. You can improve the connection by adjusting the installation position of the repeater or changing the Wi-Fi channel of the router.

8. Why does the indicator light still turn on when the doorbell is activated, even after the indicator light has been turned off?

A: 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.

9. What protocol does the doorbell use for wireless connection? How do you bind sub-devices?

A: The doorbell and repeater, as well as the 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.

10. Is the doorbell waterproof? In what outdoor environments can it be installed?

A: The doorbell is not fully waterproof. For best protection, install it in a sheltered area such as under a porch or eaves. Alternatively, you can use the official Aqara silicone waterproof cover, which helps shield the doorbell from rain.

11. Why can't I remove the back panel fastening screws when I disassemble the doorbell to replace the battery?

A: To prevent the fastening screws from falling off and being lost when disassembling the doorbell, the back panel fastening screws are designed to be unable to be removed. Please do not pull out the screws forcibly.

12. What formats can custom ringtones be uploaded in? What is the maximum number of ringtones that can be uploaded?

A: Custom ringtones 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 ringtones.

THANKS