

Does the doorbell support direct battery and/or solar panel power supply?

This product does not contain a battery and cannot be powered by a solar panel. It can only be powered by AC or DC 8-24 V power supply or PoE.

What kind of external power supply does the Aqara Smart Video Doorbell G400 support?

Before installing the Aqara Smart Video Doorbell G400, you must verify that your transformer's power supply meets the specific requirements of the device. You can do this by checking the technical specifications stamped on your current transformer (usually located near your electrical panel, in a closet, or in the attic).

1. Ensure your transformer provides a stable output within the required 8-24V voltage.
2. The G400 requires sufficient current to maintain its video and Wi-Fi features. Cross-reference your transformer's output with the data provided in the table below.

Transformer output voltage	Transformer output current	Transformer output power	Notes
AC24V	$\geq 500\text{mA}$	$\geq 12\text{VA}$	Recommended for use
AC18V	$\geq 1\text{A}$	$\geq 18\text{VA}$	
AC16V	$\geq 1\text{A}$	$\geq 16\text{VA}$	
AC12V	$\geq 1\text{A}$	$\geq 12\text{VA}$	
AC8V/10V	$\geq 1.3\text{A}$	$\geq 10\text{VA}$	Considering that transformers do not have 100% conversion efficiency, and there are power losses on power lines due to excessive length or other connected load equipment, we do not recommend to use this type of transformer

If your power supply specifications do not meet the requirements, please try to modify or replace it to ensure the doorbell functions correctly and stays online.

*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).

What type of RJ45 Ethernet cable does the doorbell support for PoE connection?

1. The silicone plug on the back of the doorbell is an auxiliary waterproof accessory designed for field-terminated RJ45 connectors. If using pre-terminated Ethernet cables with larger molded connectors, the silicone plug may be omitted without affecting overall waterproof performance.
2. Please ensure that the length of the Ethernet cable between the doorbell and the PoE power supply device is ≤ 100 meters. It is recommended to use a Category 5e (CAT5E) or higher-grade Ethernet cables.

How to enable the ONVIF function? Why is the image severely distorted after connecting to NVR?

1. Go to the device's settings page in the app, select "Device Settings" and then "RTSP Configuration", enable the RTSP function to activate the ONVIF protocol, allowing the device to be

discovered and added in third-party video management systems via ONVIF.

2. The default screen display ratio of NVR is 16:9, while the doorbell's output screen is 3:4. If the NVR does not support adjusting the display ratio, the screen will fill the display window by default, causing image distortion, which is not an Aqara device issue.

What is the recommended installation height for the Aqara Smart Video Doorbell G400?

The lower the installation height of the doorbell, the smaller the blind spot at the bottom. The recommended installation height is 1.3-1.4m (i.e., the vertical distance from the top edge of the doorbell to the ground). When the installation height is 1.3m, the bottom view blind spot is approximately 0.4m.

Can the indoor chime play a custom ringtone?

No, the outdoor doorbell and indoor chime of this product use RF433/RF315 MHz narrowband signal communication and cannot send voice data, so they do not support playing custom ringtones on the indoor chime.

What are the vertical and horizontal viewing angles of the doorbell?

The doorbell's vertical viewing angle is 137°, horizontal viewing angle is 98°, and the total diagonal viewing angle is 165°.

After the doorbell connects to Wi-Fi, can it still connect to the network through an Ethernet cable?

When already connected to a Wi-Fi network, if you insert an Ethernet cable for PoE connection, the doorbell will prioritize obtaining power through PoE and achieving wired communication, and the Wi-Fi wireless connection will no longer be active.

Does the doorbell have Hub functionality? Does it support connecting other child devices?

This product does not have Hub functionality and does not support connecting sub-devices.

What AI recognition features does the doorbell support? Is there a fee? Does it support IR night vision?

1. The doorbell supports free local AI detection functions such as motion detection, person detection, and virtual fence.

2. The doorbell also supports cloud AI functions including package recognition, face recognition, pet detection, and vehicle detection after purchasing a HomeGuardian plan.
3. In infrared night vision mode, the target's color information is lost, which will affect some AI recognition and detection performance, therefore it cannot guarantee 100% recognition accuracy.

Why can't my Aqara Smart Video Doorbell G400 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 Aqara Home app>accessories>Doorbell G400>...>AI detection>face detection, to enable the function and set related parameters;
2. 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.

What do I need to enable NAS recording on the doorbell?

1. When connecting to NAS via SMB service, you need to insert a microSD card into the doorbell first, and ensure that the doorbell and NAS server are on the same LAN.

2. When connecting to NAS via RTSP, no microSD card is required, but the NAS server needs to support RTSP service, and ensure that the doorbell and NAS server are on the same LAN.

Can you control the indoor chime in the app?

You cannot control or configure the indoor chime's functions or parameters in the app. You can only complete related operations through the buttons on the indoor chime itself.

How to clear the alarm state triggered by the tamper alarm?

Once triggered, the alarm state cannot be turned off on the device itself (except by forcibly removing the power supply). You need to enter the settings menu in the app, and turn off the Tamper Alarm function switch in AI Detection to end the alarm state.

Can users unbind or rebind the connection between the doorbell and indoor chime themselves?

1. You can press and hold the ringtone switch button on the indoor chime for 10 seconds to unpair it from the doorbell.
2. You can press and hold the doorbell button and the chime volume adjustment button simultaneously for 5 seconds to pair the doorbell and chime.

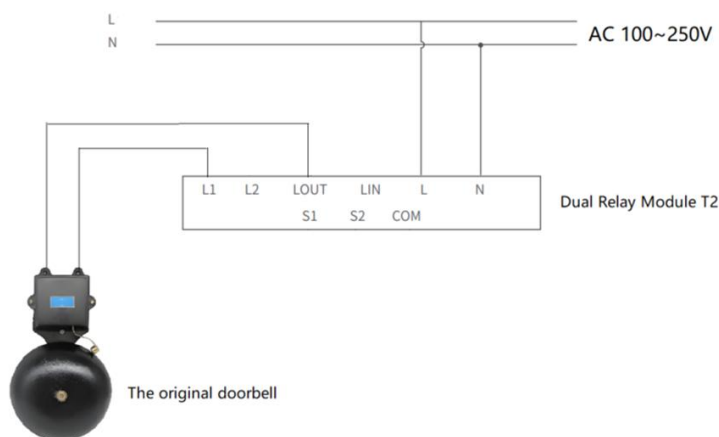
What does lost mode do?

When the Lost Mode is enabled, users will not be able to disconnect the device from an account by quickly pressing the device's reset button 10 times. The device owner must actively delete the device from their App before it can be connected to another account again. This can prevent the device from being maliciously stolen outdoors and still being used illegally.

How to make the original bell ringing when press the Doorbell G400?

Step 1: Device Preparation. To achieve this function, an Aqara Single Switch Module T1 (With Neutral) or Dual Relay Module T2 is required. As the G400 doorbell does not have Hub function, it requires an additional Aqara hub.

Step 2: To complete the wiring for your Dual Relay Module T2, please follow the connection diagram below to link the module to your original doorbell.



High Voltage Warning This installation involves working with live electrical currents, which pose a significant risk of shock or fire if handled incorrectly. If you are not an experienced professional or are unfamiliar with high-voltage electrical systems, we strongly recommend consulting or hiring a qualified electrician to perform the installation.

Step 3: Configure Automation. Create an automation, for example, when the doorbell rings, then the Dual Relay Module T2 turns on.