



What can the Aqara Hub M2 do?

The Aqara Hub M2 is a smart home control center. It can be connected with a WiFi or Ethernet network, and supports interaction and connection with Aqara Zigbee accessories. It also has an IR remote control function, which can add and manage the control of different IR devices. The Aqara Hub M2 allows you to control your Aqara accessories more conveniently.

What's Zigbee and the version of Zigbee used by the Aqara Hub M2?

Zigbee technology is a short-range, low power-consumption, wireless communication technology. The benefits of the Aqara Hub M2 using Zigbee 3.0 include:

1. Ultra-low power consumption.
2. Fast response time.
3. Ad-hoc network, which is compatible with more sub-devices.
4. Strong reliability.
5. High security.



How do I connect the Aqara Hub M2 to the Internet through Wi-Fi or Ethernet?

1. The hub only supports the 2.4GHz Wi-Fi network. If you use a dual-band router, please turn off the 5GHz Wi-Fi network before adding the hub.
2. For an Ethernet wired communication between the hub and the router, please use a network cable with an RJ45 plug to connect the LAN port of the hub to that of your router and wait for the yellow or red indicator lights on the side of the network port to light up.

In the Aqara Home app, select Accessories>"+">select Aqara Hub M2>long press on the reset button for 10s until the hub blinks yellow/red and follow the instructions.



How do I choose the Aqara Hub M2 installation location?

1. It is recommended that the Aqara Hub M2 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 try to move the accessory closer to the Hub M2 and try again.
2. The Aqara Hub M2 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.



What if the Aqara Hub M2 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. If the pairing has failed after multiple attempts, you may need to restart your phone to clear the memory cache.



How many accessories can the Aqara M2 Hub support?

The maximum number is 128. This will include at least 8 devices such as the Aqara Smart Plug or Aqara Smart Wall Switch (With Neutral) being used as repeaters. Without using repeater devices, the maximum number of connected sub-devices is 32.

How do I use the Aqara Hub M2 to match the IR home appliances?

Please follow the steps below.

Open the Aqara Home App>Click Hub M2>Choose the TV or the Air Conditioner>Choose the brand>follow the app instruction, try to match the IR key one by one.

How do I use the customize remote control function of the Aqara Hub M2?

Please follow the steps below.

Open the Aqara Home App>Click Hub M2>Customize>Enter the name of the button you need to learn>follow the instruction.



Is the IR function of the Aqara Hub M2 supported in the Apple Home app?

No, the IR function of the Aqara Hub M2 is only supported in the Aqara Home App not the Apple Home app.

How do I check the firmware version of the Aqara Hub M2?

Ensure that your phone and the Aqara Hub M2 are connected to the same Wi-Fi network. Open the Aqara Home app. Under the Accessories page, select the Hub M2, enter the Hub M2 details page, and select firmware to upgrade.

What can I do if the Aqara Hub M2 failed to add successfully and prompts "the device has been added successfully" ?

Please delete the previously added Hub M2 in the Apple Home and Aqara Home apps, restart the phone Wi-Fi, press and hold the hub button for 10 seconds to reset the hub until the yellow light flashes, and then add the hub again.



How do I restore the Aqara Hub M2 to factory settings?

Press and hold the Hub M2 button for 10 seconds until the yellow light flashes, indicating that the network has been reset successfully. This operation will not delete the set times, battery, and the list of the accessories.

2. Press the Hub M2 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 the Aqara Hub M2 and its child devices remotely?

Once the Aqara Hub M2 is connected to a stable Wi-Fi, you can send commands from the app to the hub and the child devices.

To perform remote control with the Apple Home app, you need to set up a Home Hub under the same Wi-Fi as the Aqara Hub M2, with stable internet access, logging in with the same Apple ID as the iPhone.



Currently, the iPad, HomePod or Apple TV can be set up to be the Home Hub.

What can I do if the Aqara accessory shows offline or not responding?

1. Please check whether the hub that the Aqara accessory is paired with is offline. If the hub also shows offline, please try to restart the Hub M2 and try again.

2. If the Hub M2 is online but the accessory is offline, please check whether the communication between the accessory and the hub is normal. For more instructions, please refer to "Effective Range Test" in the accessory manual. The voice prompt "normal link confirmed" indicates that the device and the Hub M2 can communicate effectively. If the communication is abnormal, please try to move the accessory closer to the Hub M2 and try again.

Check whether the accessory is online after restarting the app.

3. Please check whether the power supply of the accessory is normal and press the button on the accessory to check if the indicator light is on.



I have connected the Aqara HubM2 to the Aqara Home app, but why I can't discover the Aqara devices in Alexa?

Please note, you will not see the Aqara M2 in Alexa as the Aqara Hub M2 doesn't have the night light as Aqara hub M1S , the hub function of the Aqara Hub M2 support in Alexa, which means you will see compatible child devices that you have paired with the Hub M2.

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 EU, Roller Shade Driver E1, Aqara Motion Sensor P1

I have connected the Aqara Hub M2 to the Aqara Home app, but why I can't find the Aqara devices in Google?

Please note, you will not see the Aqara Hub M2 in Google as the Aqara Hub M2 doesn't have the night light as Aqara hub M1S , the hub function of the Aqara Hub M2 support in Google, which means you will see compatible child devices that you have paired with the Aqara Hub M2.



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