



## **Can the Aqara Motion Sensor be connected to the mobile phone directly?**

The Aqara Motion 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 Motion Sensor to the hub.

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## **Where should the Aqara Motion Sensor be installed and how do I install it?**

1. Install in the area that needs to detect the motion, such as the living room or bedroom (during installation, please refer to the detection range in the quick start guide).
2. A coffee table, shoe cabinet or desk surface can be used, but ensure that it is installed close to the edge (recommended height is 1.2m/3.94ft to 2.1m/6.89ft).
3. Do not place it on a metal surface or allow anything to block the motion sensor.



**If a pet enters the detection area of the Aqara Motion Sensor, will it trigger the sensor?**

Yes, it will. It may be triggered by pets because of the passive infrared technology. To avoid this, we suggest you install the Aqara Motion Sensor in a higher position so the pet could not enter the detection area.

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**There is no motion of human or pets in the detection area but why can I still see the log in the app?**

The Aqara Motion Sensor detects human motion with passive infrared technology, which means it may also be triggered by any heat source within the detection range such as an oven, air conditioner, or even sunlight.



## **How can I identify if the Aqara Motion Sensor works properly?**

Press the reset button. If the hub voice prompts, "Normal link confirmed", it indicates that the hub and the Aqara Motion Sensor are communicating properly.

If there is no voice prompt, please move the sensor closer to the hub and try again. If there is still no voice prompt, the sensor might be deleted, or its battery may have run down. Please refer to the user manual for methods to add the device or replace the battery.

You can test the Aqara Motion Sensor by putting your hand in front of the lens and check the device records (log). The sensor is working properly if the corresponding event has been updated in the log.



## **How can the Aqara Motion Sensor be reset? When should it be reset?**

1. Press and hold the reset button on the device for 5 seconds. The indicator will flash 3 times before resetting to factory settings.
2. If a sensor needs to be paired with another Aqara Hub, it will need to be reset before the new pairing can succeed.

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## **What if I could not connect the Aqara Motion 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.