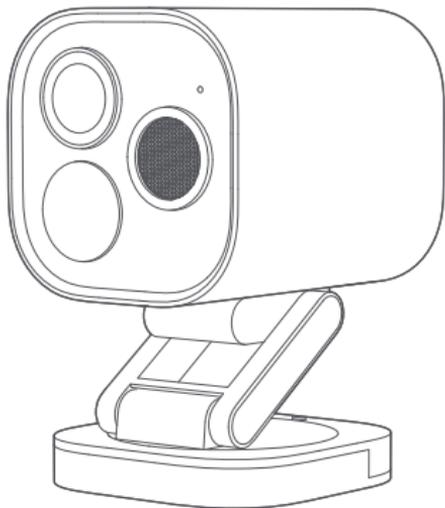


Aqara

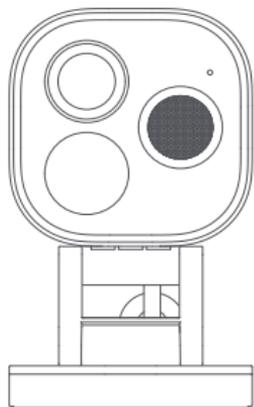


Camera Hub G5 Pro (PoE) User Manual **EN**

Product Introduction

Camera Hub G5 Pro (PoE) supports 24/7 comprehensive use. Featuring a video resolution exceeding 4 million pixels, a 133° diagonal field of view (FOV) lens, a large F1.0 aperture, and a 1/1.8" large-image sensor, this device delivers vibrant color imaging even in extremely low-light conditions. The G5 camera also supports PIR motion detection, which can detect whether there are people gathering or lingering within its' detection range. It features a 3000K color temperature spotlight that provides bright yet comfortable illumination. When activated, it enhances the accuracy of AI identification. The G5 camera enjoys a variety of AI functions such as person detection, pet detection, package detection, lens occlusion detection, face recognition, vehicle recognition, etc. It also boasts a Zigbee and Thread hub, for connecting to Aqara and Third Party Matter devices. This product is has obtained an IP65 dust and water resistant rating, suitable for use in environments from -30°C to +50°C (-22°F ~ 122°F), making it a versatile monitoring camera.

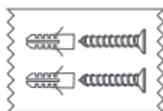
What is in the Box



Camera Hub G5 Pro (PoE)×1



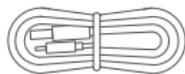
User manual × 1



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



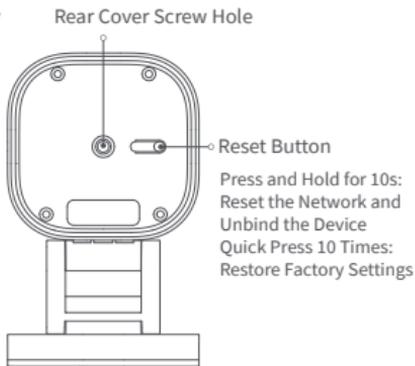
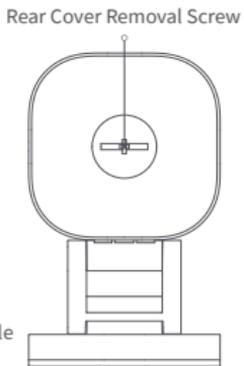
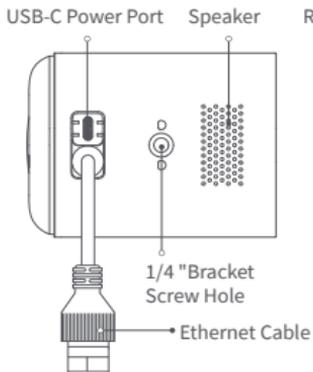
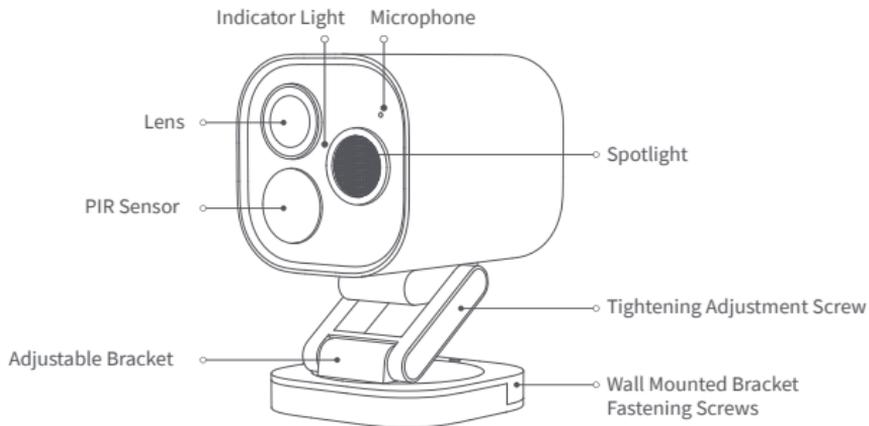
Rear lid opener × 1



Power cable × 1



RJ45 Waterproof Kit × 1



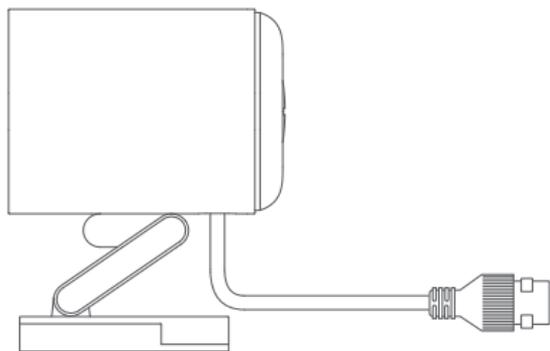
Device Installation

Select the installation Position

This product can be mounted on a wall, ceiling, or placed on a flat surface, and the instructions are as follows:

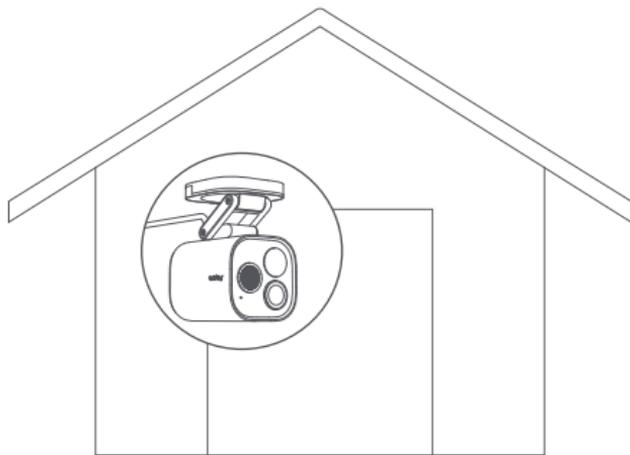
Flat Surface Placement:

The camera can be placed on a flat surface. After the product is successfully connected to the app, its tilt angle and left/right rotation angle can be manually adjusted based on real-time streaming, aiming the lens at whatever needs to be filmed.

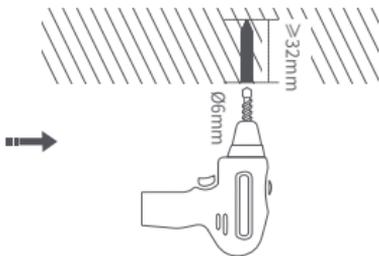
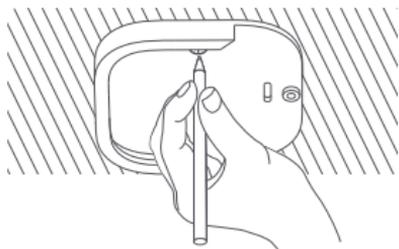


Wall Mounting and Ceiling Mounting (Take wall mounting as an example) :

1. It is recommended to install this camera at a height of 2-3 meters above the ground. If you wish to use the vehicle recognition function, please install the camera on the left/right side of the garage door, or one the left/right side of the driveway. It is not recommended to install the camera in a center position, as vehicle recognition requires the camera to capture a sufficiently large area of the target vehicle.



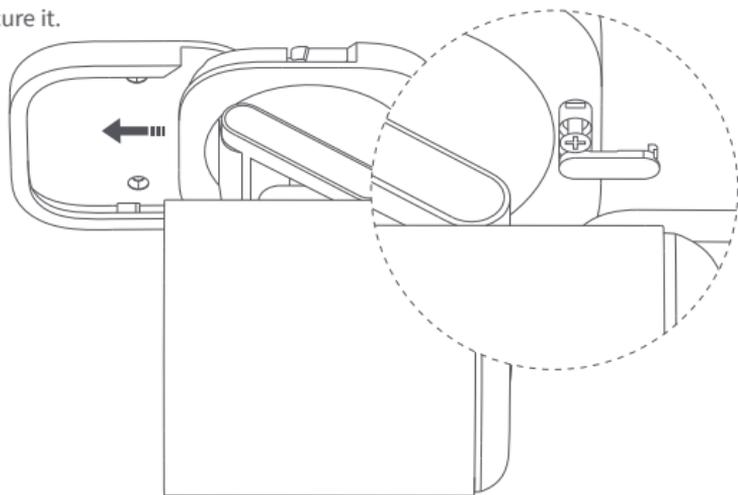
2. Loosen the fastening screws of the wall mounted bracket, take out the bracket, attach it to the selected installation position on the wall, and mark the punching points.
3. Use a $\varnothing 6$ mm drill bit to drill holes according to the marked positions, with a hole drilling depth ≥ 32 mm.



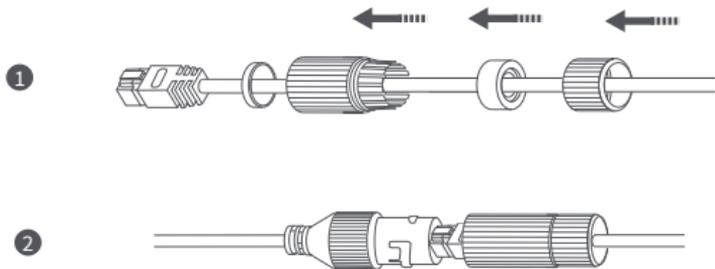
4. Use the tool to hammer the 4 expansion plugs into the drilled holes, ensuring a flat surface.
5. Use the self-tapping screws from the accessory pack to secure the bracket to the wall.



6. Insert the camera along with the other parts of the bracket from top to bottom into the groove of the wall mount bracket as shown below, then tighten the screws to secure it.



7. Take out the waterproof accessory RJ45 from the box and connect the network cable according to steps ① and ② as follows.



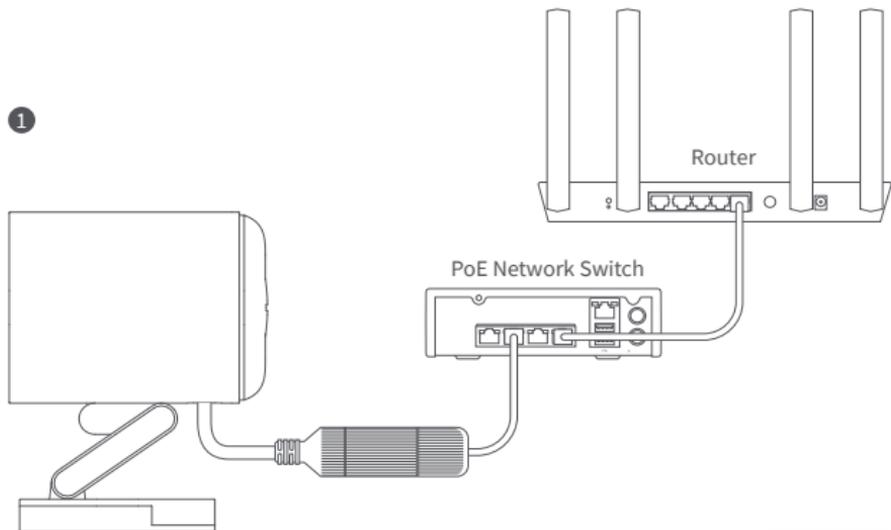
8. After successfully adding the camera on the APP, manually adjust the pitch angle or left/right rotation angle of the bracket based on real-time streaming, and aim the lens at the position that needs to be filmed.

Choose power supply mode and connect to the network

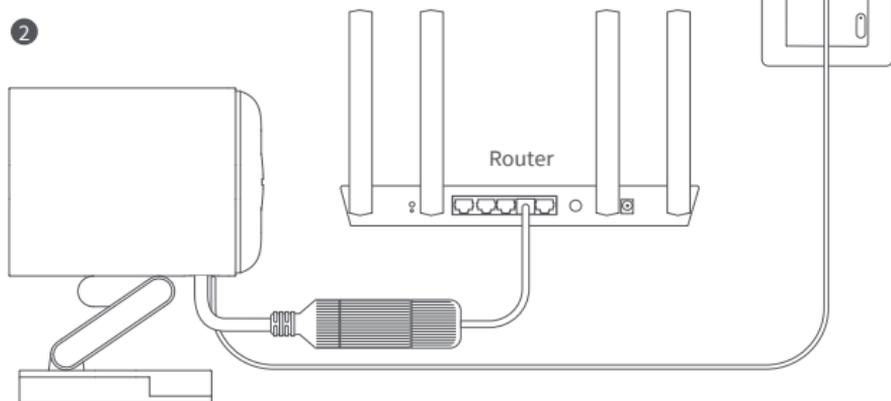
1. This product can be powered by an external power adaptor through its' USB-C port or by PoE through its' RJ45 port, please select the method according to the actual installation position.
2. This product can only be connected to the network through an RJ45 Ethernet port with a network cable, and does not support Wi-Fi connection. Please refer to the following diagram to connect to the network.

* **Attention:** When the camera is both plugged into an external power and connected by PoE, the device will prioritize power from the PoE port.

1



2



Device Binding & Initialization

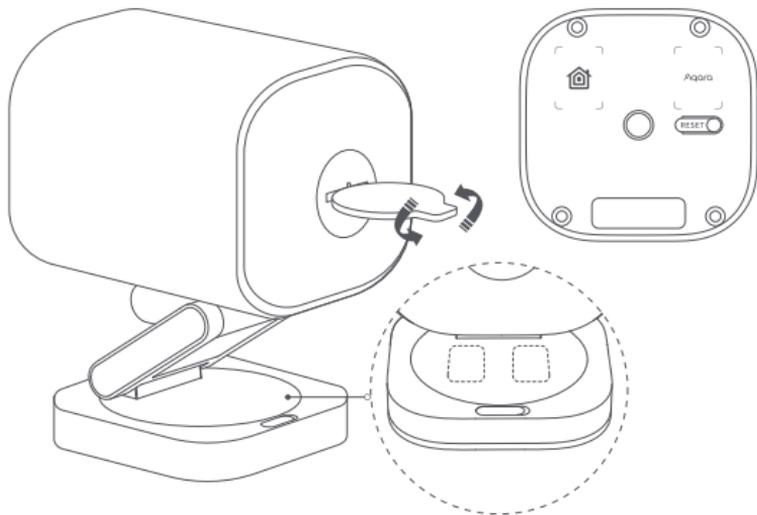
1. Download App

Search for "Aqara Home" in the Apple App Store, Google Play, Xiaomi GetApps, Huawei App Gallery, or scan the following QR code to download the Aqara Home app.



2. Add Product to Aqara Home

Please connect the camera to Aqara Home or HomeKit before installing it. Refer to the image below to open the camera back cover with the rear lid opener.



Connect the camera to the network with an Ethernet cable and power it on. When the status indicator light is flashing yellow, open the Aqara Home App and the camera should be automatically discovered and displayed on the app. Click on the discovered camera and follow the instructions on the app to bind it. Or click on the "+" in the upper right corner of the app's homepage, select "Camera Hub G5 Pro (PoE). If successfully connected, the status indicator light will remain solidly blue.

- If the indicator light is not flashing yellow after powering on, please use the tools in the accessory pack to open the rear cover of the camera, long press the function button for 10 seconds or quickly press the function button 10 times to reset the device.
- During the network setup, make sure that the mobile phone is connected to the Wi-Fi network in the same LAN as the camera.
- During the network setup, it may be necessary to scan the Aqara pairing QR code on the product or manual cover, or enter an 8-digit pairing code. Please follow the instructions on the app to complete the necessary steps.

3. Add Product to HomeKit

Open the Apple "Home" app, click "+" in the upper right corner to enter the Add Accessories page, scan or manually input the HomeKit setup code (HomeKit QR code) on the product or the user manual, and connect the device to HomeKit.

The following are common troubleshooting steps for HomeKit addition failures:

1. Prompt "Unable to add accessory": Repeated connection failures have left unresolved error information in the iOS cache. Please restart the iOS device (iPhone or iPad), reset the camera and try again.
2. Prompt "Accessory added" but still not working: Please restart the iOS device and reset the camera, then manually enter the HomeKit setup code to add the camera.
3. Prompt "Accessory not found". Please reset the camera, wait for 3 mins, and add it again by manually entering the HomeKit setup code.

Note: Please do not throw away the QR code on the product or User Manual. If unable to add device, please press and hold the function button for 10s to reset the network, and then try again.

4. Bind Child Device

This product is a Zigbee hub, and also can connect with Thread child devices, please bind child devices according to the child device's user manual.

5. Other Functions

For more device functions, please log in to the Aqara Home app to explore.

Description of Indicator Lights

Indicator Light Status	Device Status
Solid Yellow Light	Starting up
Flashing Yellow Light	Waiting to Connect
Flashing Blue Light	Network Connecting
Slow Flashing Blue Light	Connection Successful and Account Binding
Solid Blue Light	Functioning Normally
Solid White Light	Start for 10 mins with No Network Configured
Flashing Purple Light	Allows Adding Child Devices
Slow Flashing Yellow Light	Firmware Upgrading
Light Off	Indicator Light Turned Off/Power Off/Sleep Mode

Product Specifications

Model: CH-C03E/CH-C03D FOV: 133°(Diagonal) Wired Input: 5V --- 2A
Resolution: 2688×1520 Aperture: f1.0 PoE Input: 48V --- 0.27A
Image Sensor Size: 1/1.8" Encode: H.264
PIR Detection Angle: Horizontal 100°, Vertical 65°
Spotlight: Rated Power 3W, Luminous Angle 120°, Color Temperature Value 3000K
Wireless Protocol: Zigbee IEEE 802.15.4
Operating Temperature: -30°C ~ +50°C (-22°F ~ 122°F)
Operating Humidity: 0 ~ 95% RH, No Condensation

User Information

Use of the Works with Apple badge means that the accessory has been designed to work specifically with the technology marked 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 compliant safety and regulatory standards.

A 10-day recording history from your Camera Hub G5 Pro (PoE) 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.

Communication between iPhone, iPad, Apple Watch, HomePod, HomePod mini, or Mac and the HomeKit-enabled Camera Hub G5 Pro (PoE) 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.



Warning

1. This product is not a toy, please keep this product away from children.
2. Avoid installing the product in any position that may obstruct the lens, PIR, or spotlight. When adjusting the lens orientation, please avoid aiming in the direction of direct sunlight to avoid irreversible hardware damage to the image sensor.
3. When the spotlight is turned on and adjusted to maximum brightness, do not stare at the light for a long time to avoid damage to the eyes.
4. This product does not support infrared light to generate black and white images in night vision mode. When using this product in a completely dark environment, please turn on spotlight.

5. Please do not attempt to repair this product on your own, otherwise you may not be able to enjoy normal after-sales warranty services.
6. Please select an adapter with a minimum output parameter of 5V --- 2A to use with the product.

Online Customer Service: www.aqara.com/support

Manufacturer: Lumi United Technology Co., Ltd.

Address: Room 801-804, Building 1, Chongwen Park, Nanshan iPark, No. 3370, Liuxian Avenue, Fuguang Community, Taoyuan Residential District, Nanshan District, Shenzhen, China.

Email: support@aqara.com

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