BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Eufy Cameras & Doorbells

HomeBase, cameras, doorbells, alerts, privacy and fixes — explained in plain English, one step at a time

A plain-English guide for eufy owners and their families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For eufy cameras, video doorbells and HomeBase · facts current November 2026

What's Inside

This is your eufy manual. Read it in any order and at your own pace — there is no test. Whether a eufy doorbell just went up by the front door, a box of cameras is waiting on the kitchen table, or you've had a HomeBase humming in a closet for years and want to get more out of it, every chapter explains what a feature actually does *for you*, with slow step-by-step directions. eufy sells many models and updates its app often, so if a screen looks a little different on yours, the idea is still the same.

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PART 1

Getting to Know eufy

A welcome, who makes eufy and what the app is called now, how eufy records without a monthly fee, and a plain map of the cameras and doorbells. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe a eufy doorbell came as a gift and you'd like to know what all those alerts mean. Maybe you picked eufy because you were tired of paying a monthly fee just to see who came to the door. Or maybe a son or daughter set up cameras for you and went home, and now you're the one in charge of them. Whichever brought you here, this guide is for **you**.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this guide the way I'd explain it sitting at your kitchen table: patiently, in plain English, and without the marketing talk. If I use a word you don't know, I'll stop and explain it right then.

You truly can't break it by exploring

Tapping around the eufy app won't hurt your cameras. Almost every setting can be changed back, and the worst that usually happens is a few too many alerts or a few too few. There are only two things in this guide I'll ask you to slow down for: **deleting recordings** (once they're gone, they're gone) and **removing a device** from your account. I'll point those out when we get there.

WHAT THIS DOES FOR YOU

What eufy does for you

A eufy doorbell or camera lets you see who is at the door from your chair, check on the driveway after a storm, and keep a record if something ever goes wrong. Because most eufy systems store video at home on a small box called a **HomeBase** or inside the camera itself, you can do all of that without a monthly subscription.

What this guide covers

- Who makes eufy, what the app is called now, and how the no-monthly-fee storage works.
- Choosing and setting up the HomeBase, cameras and doorbell, and where to mount them.
- Honest talk about batteries, solar panels and our Ohio winters.
- Live view, recordings, and saving a clip for the police or your insurance company.
- Motion alerts that don't drive you crazy, and the doorbell's chime and quick replies.
- Sharing access with family, and working with Alexa, Google and Apple Home.

- The 2022 privacy controversy, plain and factual, and how to lock down your account today.
- What to do when a camera goes offline, a battery drains, or alerts stop — and the scams to avoid.

GOOD TO KNOW

Related guides

If you're still deciding between brands, our Video Doorbells guide compares the choices. If you're weighing monthly plans across brands, see our Camera Subscriptions guide. And if a Ring doorbell lives at a family member's house, our Ring Doorbells & Cameras guide covers that one.

And I'm only a phone call away

This guide will carry you a long way on your own. But if you ever get stuck — a camera won't connect, or the alerts have gone quiet and you don't know why — call me at **(330) 200-8042**. No question is too small.

So pour a cup of coffee, and let's get to know your eufy system together.

— Bill

CHAPTER 2

Who Makes eufy, and What the App Is Called Now

eufy (it's pronounced "YOU-fee") is a brand of **Anker Innovations**, the company many people know for phone chargers and battery packs. The eufy name has been on robot vacuums, baby monitors and pet cameras as well as security cameras and doorbells. Two recent changes may make your screens and boxes look different from what a friend or an older article shows.

Change one: a single eufy app

For years, cameras and doorbells used an app called **eufy Security**. eufy has since rolled out a **new, combined eufy app** that handles security cameras along with eufy's other products. eufy's own help pages now call it the **Anker eufy app**. Here's what eufy says about the switch:

- **Same account.** Your existing eufy email and password work. You don't need a new account.
- **Devices carry over.** Cameras you already set up sync into the new app automatically.
- **It replaces the old app.** Once you accept the invitation and install the new app, it takes the place of eufy Security on that phone.
- **Some menus moved.** Security modes now live under a **Smart** tab, and privacy items such as **Video Encryption** and **Web Portal Access** moved to **Settings** > **Security**. There's also a new **Service** tab.

> **TIP**
>
> **Whatever the icon says, it's the same app**
>
> On your phone the app may be labeled **eufy**, **Anker eufy** or, on an older phone, **eufy Security**. In this guide I simply say "the eufy app." If a menu I describe isn't where I say, look under the other tabs — eufy has moved things around between versions.

Change two: eufy is becoming "Anker eufy"

In September 2026, at the IFA trade show in Berlin, Anker announced it is bringing its brands — including eufy and soundcore — under the single **Anker** name. eufy's security products sit in a group Anker calls **Anker For Home**. The change is gradual and timing varies by country, so you'll see both "eufy" and "Anker eufy" on boxes and websites for a while.

GOOD TO KNOW

What the rename means for you

Practically nothing. Coverage of the announcement reports that warranty, customer support and service stay the same. Your cameras keep working, your HomeBase keeps recording, and your account doesn't change.

CHAPTER 3

No Monthly Fee: How eufy Stores Your Video

The main reason people choose eufy is that you don't *have* to pay every month to keep your recordings. That works because the video is saved **at home**, on a device you own, instead of on a company's computers far away. Where it's saved depends on what you bought.

Three places your video can live

Where	What it is	Good to know
HomeBase S380 (also called HomeBase 3)	A small box that plugs into your internet router. Cameras send their video to it.	16 GB of storage built in, and you can add a 2.5-inch hard drive of up to 16 TB. No monthly fee.
Built-in storage in the camera	Some cameras, such as several SoloCam models, record onto memory inside the camera itself.	Several SoloCam models have 8 GB inside and work without a HomeBase. Adding a HomeBase later can expand storage.
Cloud Backup (optional)	A paid eufy plan that keeps a second copy of clips online for 30 days.	Not required. Chapter 20 covers prices and whether it's worth it.

What the HomeBase does

Think of the HomeBase as the brain and the filing cabinet of a eufy system. It connects to your router with a cable, talks wirelessly to the cameras, stores their recordings, and on the HomeBase S380 it runs eufy's **BionicMind** smart features, such as recognizing familiar faces (Chapter 17). For a battery doorbell, the HomeBase also serves as the indoor chime (Chapter 13).

Adding a hard drive to the HomeBase S380

The built-in 16 GB fills up and then the oldest clips are replaced by new ones. If you have several cameras or want to keep video longer, you can slide in a 2.5-inch laptop-style hard drive (SATA, 5 volts; drive not included). eufy's directions stress one point:

HEADS UP

Power off first — it's not hot-swappable

The HomeBase S380 can't have a drive added or removed while it's running. Unplug its power first, add or remove the drive, then plug it back in. A new drive needs to be formatted in the app (**HomeBase 3** > **Storage** > **Format**). Formatting erases everything on that drive, so never format a drive that holds clips you want to keep.

WHAT THIS DOES FOR YOU

What local storage does for you

No bill arrives every month, and nobody can raise the price of a service you don't need. The trade-off is that the video lives in one box in your house. Chapter 12 shows how to copy important clips off it, so a single box isn't your only copy.

CHAPTER 4

The eufy Family: Cameras, Doorbells and Hubs

eufy sells a lot of models, and new ones arrive every year. You don't need to memorize them. What helps is knowing which **family** yours belongs to, because that tells you how it's powered, where it stores video, and which features it has.

The main families

Family	What it is	Examples you may see
eufyCam	Wireless outdoor cameras that run on a battery (often with solar) and work with a HomeBase.	eufyCam S3 Pro (sold in kits with a HomeBase S380), eufyCam S4, older eufyCam 3 and 3C
SoloCam	Outdoor cameras that work on their own with storage inside, many with a built-in solar panel.	SoloCam S340 (two lenses, pan and tilt), SoloCam S220, SoloCam C210, SoloCam E50 (2026)
Video doorbells	Replace or sit beside your doorbell button; you see and talk to visitors.	Video Doorbell E340 (two cameras; battery or wired), Video Doorbell S4 (wired), Video Doorbell Dual
Floodlight cams	A camera with bright lights, wired where an outdoor light used to be.	Floodlight Cam E340
Indoor cams	Small plug-in cameras for inside the house; many can pan and tilt.	Several Indoor Cam models
Hubs	Store video and add smart features.	HomeBase S380 (HomeBase 3); older HomeBase 2

What "dual camera" means on a doorbell

Some eufy doorbells, such as the **Video Doorbell E340**, have a second camera that looks **down** at your doormat. The main camera shows the visitor's face; the lower one shows the package left at their feet. It's handy for keeping an eye on deliveries, which is one of the ideas in the "Ways Eufy Cameras Can Make Life Easier" topic.

Prices, honestly

As of November 2026, eufy's own store listed the Video Doorbell E340 (battery) at $149.99 and the wired Video Doorbell S4 with its Chime 2 at $299.99; a three-camera eufyCam S3 Pro kit with a HomeBase was listed at $699.99. eufy and stores run sales often, so treat those as regular prices, not what you must pay.

GOOD TO KNOW

Coming next: MindBase

At IFA 2026 Anker showed a new home hub called **eufy MindBase**, designed to work with many current eufy cameras. Anker says HomeBase S380 owners will be able to move existing footage to it. U.S. pricing and timing hadn't been announced as of November 2026, so there's no need to replace a working HomeBase S380.

Find out exactly what you have

1. Open the eufy app. Your devices appear on the main screen.
2. Tap a camera, then tap the **gear** (settings) icon.
3. Look for the device's information or **About** section, which shows the model and serial number.
4. Write them in the Cheat-Sheet at the end of this guide (Chapter 28). The same information is on the label on the device and on the box.

TIP

Snap a photo of each label

Before a camera goes up the ladder, take a phone picture of the label on its back. If you ever need support or a matching part, the model and serial number are right in your photos.

PART 2

Setting Up

Getting your Wi-Fi and account ready, setting up the HomeBase, adding cameras and the doorbell, choosing good spots, and the honest truth about batteries and solar in an Ohio winter.

CHAPTER 5

Before You Start: Wi-Fi, Phone and Account

Ten minutes of preparation saves an hour of frustration. Before you open any boxes, check three things: your Wi-Fi, your phone, and the email address you'll use for your eufy account.

Your Wi-Fi: look for the 2.4 GHz network

Most Wi-Fi routers send out two kinds of signal: **2.4 GHz**, which reaches farther and goes through walls better, and **5 GHz**, which is faster over short distances. eufy's help pages say its security devices need a **2.4 GHz** network using WPA or WPA2 security, with at least **2 Mbps of upload speed** from your internet service. Many eufy devices can't join a 5 GHz network at all; a few newer models with dual-band Wi-Fi 6 can use either.

- If your router shows two network names, pick the one **without** "5G" or "5GHz" in it.
- If your router uses one name for both, eufy says the device will connect to the 2.4 GHz part on its own.
- Have your Wi-Fi password handy — it's often on a sticker on the router.

TIP

Test the signal where the camera will go

Stand where the camera or doorbell will be mounted and look at the Wi-Fi bars on your phone. If you have only one bar or none, a camera that connects straight to Wi-Fi will struggle there. A HomeBase placed closer, or a better router, solves that more often than any setting does.

Your phone

- Update your phone's software first (Settings > General > Software Update on iPhone; Settings > System > Software update on most Android phones).
- Install the eufy app from the **App Store** or **Google Play** only. It's free.
- Allow notifications and, during setup, Bluetooth and location when the app asks. They help the app find the new device.

Your account

1. Open the eufy app and choose to sign up.
2. Use an email address you check and will keep for years. Your recordings, sharing and two-step codes all tie to it.
3. Pick a strong password you don't use anywhere else, and write it in the Cheat-Sheet (Chapter 28).
4. Confirm the code eufy sends to your email.
5. As soon as you're in, turn on two-step verification (Chapter 23).

HEADS UP

Your Wi-Fi password and your eufy password are different things

The Wi-Fi password lets devices onto your home network. The eufy password protects your account and your video. Don't use the same one for both, and never share the eufy one with anyone who calls you — eufy won't ask for it (Chapter 26).

CHAPTER 6

Setting Up the HomeBase

If your system came with a HomeBase, set it up first. The cameras pair to it, so it needs to be running before they are added. If you have a SoloCam or doorbell without a HomeBase, skip to Chapter 7.

Choose a spot

- Near your internet router, because the HomeBase connects to it with the network (Ethernet) cable in the box.
- Indoors, on a shelf rather than the floor, away from metal cabinets and the microwave.
- Somewhere roughly central, so the outdoor cameras aren't too far away.
- Out of reach of a burglar's quick grab — a closet shelf near the router is fine.

The steps

1. Plug the network cable into the HomeBase and into a free port on your router.
2. Plug the HomeBase into power with the adapter that came with it.
3. Wait for the status light to settle. eufy's troubleshooting pages describe a **solid blue** light as the healthy, connected state.
4. Open the eufy app and tap the **+** to add a device. The newer app can scan the **QR code** on the device or its box, which picks the right model for you.
5. Follow the screens to name the HomeBase (for example, "Hall closet") and finish.
6. Let the app install any update it offers. Leave the HomeBase plugged in while it updates.

GOOD TO KNOW

The HomeBase is also your doorbell chime

With a eufy battery doorbell, the HomeBase's built-in speaker plays the ding-dong. Put it where you'll hear it — or plan on a separate chime (Chapter 13).

WHAT THIS DOES FOR YOU

Why the HomeBase matters

One box quietly keeps every camera's recordings under your roof, adds the smarter features, and chimes for the doorbell. Once it's set up you can mostly forget it's there — just don't unplug it to free up an outlet.

CHAPTER 7

Adding Cameras and the Doorbell

Adding a camera takes a few minutes per device. The golden rule: **set it up indoors, near the HomeBase or router, before you mount it**. It's much easier to fix a pairing problem at the kitchen table than at the top of a ladder.

Charge first

Battery cameras and battery doorbells usually ship partly charged. Charge each one fully with the USB cable in the box before setup. It gives you the most time before the first recharge and rules out a weak battery if pairing fails.

Add each device

1. Open the eufy app and tap **+** to add a device, or scan the QR code on the device.
2. Choose the model if the app asks. If you have a HomeBase, choose to add the camera to it.
3. Press or hold the button on the camera when the app tells you to, until you hear the prompt.
4. For devices that join Wi-Fi directly, pick your **2.4 GHz** network and type the password slowly.
5. When the app asks about **video encryption**, read the screen — see Chapter 23 before deciding.
6. Give each device a clear name like "Front Door" or "Driveway." You'll say these names to Alexa or Google later, so keep them short and different.
7. Check live view (Chapter 10) before you mount it.

> **TIP**
>
> **Name devices the way you'd say them**
>
> "Front Door," "Back Yard," "Garage." Avoid names like "Cam 1" and "Cam 2." When an alert pops up at 2 a.m., a plain name tells you instantly where to look.

Doorbells: battery or wired

Type	How it's powered	What to expect
Battery (for example, E340 battery version)	A rechargeable battery; some can also connect to doorbell wires.	Easiest to install. Uses the HomeBase or a chime as the indoor ding-dong. Needs recharging now and then.
Wired (for example, Video Doorbell S4)	Your home's existing doorbell wires (the S4 needs 16–24 volts AC).	Never needs charging. eufy says the S4's small internal battery is only an outage backup, not for everyday use.

STAY SAFE

Turn the power off at the breaker

Wired doorbells and floodlight cameras connect to your home's electrical system. Switch off the breaker before touching any wires. Floodlights in particular run on full household current; if you're not comfortable with that, it's a job for an electrician or for me.

CHAPTER 8

Where to Put Cameras

A camera in the right spot catches faces and license plates; a camera in the wrong spot catches tree branches and the sky. A little planning makes all the difference.

Good spots

- **The front door** — the doorbell covers it. Most visitors and deliveries come here.
- **The driveway** — aim to see the cars and the path to the house.
- **The back door or garage side door** — common, out-of-sight entry points.
- **Inside, facing the main entrance** — an indoor cam can confirm who came in.

Height and angle

- Mount outdoor cameras high enough to be out of easy reach, angled down a little so the picture shows faces rather than the tops of heads. Follow the height guidance in your camera's quick-start guide.
- Point cameras **away from the street** where you can. Passing cars and sidewalk walkers set off alerts all day (Chapter 15 shows how to fence them out).
- Avoid aiming straight at the rising or setting sun or a bright porch light; glare washes out faces.
- For battery cameras, stay within good range of the HomeBase or router.

> **TIP**
>
> **Try before you drill**
>
> Hold the camera (or have a helper hold it) where you plan to mount it while you watch live view on your phone. Move it a foot left or right and see what changes. Drill only when you like the picture.

Be a good neighbor

Cameras protect your home; they shouldn't watch someone else's. Point cameras at your own property, use activity zones to leave out a neighbor's yard and windows (Chapter 15), and be especially careful with sound recording. Many people are uneasy about being recorded on their own patio, and some neighborhoods and homeowners' associations have rules about where cameras can point.

HEADS UP

Never in private spaces

Don't point indoor cameras into bathrooms or bedrooms used by guests, caregivers or tenants. If anyone works in your home, such as a home health aide, tell them where the cameras are. When in doubt about what's allowed, ask a local attorney — I can help with the technology, not the law.

CHAPTER 9

Batteries, Solar and Ohio Winters

Battery cameras are wonderfully easy to install, but the box's battery-life number is a best case. How long a charge lasts depends mostly on how much activity the camera sees and records. A camera facing a busy street wakes up far more often than one watching a quiet backyard.

What eufy says about cold weather

- eufy lists an operating range of **-4°F to 122°F** (-20°C to 50°C) for its cameras and doorbells.
- In **extreme cold**, a battery eufyCam's lithium-ion battery may temporarily stop working. eufy says it resumes normally once it warms up.
- The motion sensor may be **less sensitive** in cold weather; eufy suggests raising the motion sensitivity in winter (Chapter 15).

Solar in a Northeast Ohio winter

A solar panel trickles power into the battery during daylight. eufy's own help pages explain that solar charging depends on the strength of direct sunlight and the number of hours of sun — both of which shrink in a cloudy Portage County December. Snow on the panel stops it altogether. So in winter, think of solar as a helper that slows the drain, not a promise that you'll never charge.

1. Before winter, give each solar camera a **full charge with its USB cable**, as eufy recommends.
2. Aim panels to face the sunniest direction — usually south here — without shade from eaves or trees.
3. After a snowfall, brush the panel clear when it's safe to reach. Don't climb icy ladders for it.
4. Check battery levels in the app every week or two from December through February.
5. If one camera always runs low, consider a plug-in power option or a different spot.

WHAT THIS DOES FOR YOU

What a little winter routine does for you

Cameras that stay charged are cameras that record. Five minutes of checking battery levels on the first of each month means you won't discover a dead camera on the one day you needed it.

STAY SAFE

Ladders and ice don't mix

If a camera needs charging in January, wait for a dry, mild day or ask a younger family member. No recording is worth a fall.

PART 3

Everyday Use

Looking live, talking through the camera, finding recordings, saving a clip for the police or your insurance company, the doorbell's chime and quick replies, and security modes.

CHAPTER 10

Live View and Talking Through the Camera

Live view means watching what the camera sees right now. It's the feature you'll use most: when the doorbell rings, when you hear a noise outside, or just to check that the garage door is closed.

Watch live

1. Open the eufy app. Your cameras appear on the main screen.
2. Tap the camera you want. The picture appears after a few seconds while the camera wakes up.
3. Turn your phone sideways for a bigger picture.
4. Tap the speaker icon to hear sound from the camera.
5. When you're done, go back. Battery cameras go back to sleep to save power.

Talk to a visitor

Most eufy cameras and every eufy doorbell have a microphone and speaker, so you can speak through them. In live view, press the **microphone** button and speak, then let the other person answer. It's two-way, like a walkie-talkie with a picture.

> TIP
> **A short pause helps**
> There's a small delay over the internet. Say a few words, release, and wait a moment for the reply. "Hello, just leave it by the door, thank you!" works better than a long conversation.

Record something you're seeing

If something's happening right now and you want your own copy, eufy's live view page has a **Record Video** button. Tap it to start, tap again to stop, and eufy saves the clip to your phone's photo album. If you can't find it in the album, eufy suggests checking your phone's file manager under videos.

WHAT THIS DOES FOR YOU

What live view does for you

You can see who's at the door before you get up, without opening it. For anyone who's unsteady on their feet, or simply doesn't want to open the door to a stranger, that's real peace of mind.

GOOD TO KNOW

Why it takes a few seconds

Battery cameras sleep between events to save power, so they need a moment to wake up and connect. Plug-in cameras usually start faster. A weak Wi-Fi signal makes the wait longer.

CHAPTER 11

Finding and Watching Recordings

Every time a camera sees motion or someone rings the doorbell, eufy saves a short clip called an **event**. The app gathers all of them in one place so you can scroll back through the day.

Open the Events list

1. Open the eufy app and tap the **Events** tab.
2. The newest events are at the top, each with a small picture and a time.
3. Tap one to play it.
4. To narrow the list, tap the **filter** button and choose a date, a device or the type of event.

TIP

Looking for something specific?

If you know about when it happened — "the package disappeared Tuesday afternoon" — filter by that date and by the front door camera. You'll have a handful of clips to check instead of a hundred.

How long clips are kept

With local storage, clips stay until the storage fills; then the oldest are replaced by new ones. More cameras and busier spots fill storage faster. If you need to keep a clip, save it to your phone or a USB drive right away (Chapter 12).

HEADS UP

Deleting is permanent

eufy notes that deleting a video in the app also removes it from the device's storage, and it can't be restored. Only the account owner can delete events; people you share with as guests can watch but not delete (Chapter 18).

WHAT THIS DOES FOR YOU

What the Events list does for you

Instead of wondering "did someone come by while we were at church?", you can scroll back through the day in a minute and know.

CHAPTER 12

Saving and Sharing a Clip for Police or Insurance

If a package is stolen, a car is damaged in your driveway, or a storm takes down a tree, a clip from your camera can help the police or your insurance company. The key is to **save a copy quickly**, before the storage cycles it out, and to share it the plain way.

Save a clip to your phone

1. Open the eufy app and tap **Events**.
2. Find the event and tap it to play.
3. Tap the **download** option to save it to your phone's photo album.
4. Open your Photos or Gallery app and check that the video is there and plays.

Send it

Once the clip is in your phone's album, it's like any other video. Open it in Photos or Gallery, tap **Share**, and send it by email or text to the officer or claims adjuster. If the file is too big for email, ask them how they prefer to receive video; many departments and insurers have their own upload page.

> **TIP**
>
> **Write down the details while they're fresh**
>
> Note the camera name, the date and the time shown on the event. Investigators often ask, and the time stamp is part of what makes a clip useful.

Back up a whole stretch of time to a USB drive (HomeBase S380)

The HomeBase S380 has a feature called **Video Archive** that copies recordings from a time range onto a USB drive, as ordinary MP4 video files any computer can play.

1. Plug a USB flash drive or hard drive into the HomeBase's **USB 1** port. eufy supports drives formatted as exFAT (recommended) or FAT32.
2. In the eufy app, open the HomeBase and find **Video Archive**.
3. Choose the time range you need and tap **Archive**.
4. Wait until it finishes. Don't unplug the drive while it's working.

5. Plug the drive into a computer to watch or copy the files.

WHAT THIS DOES FOR YOU

What a saved copy does for you

A clip on your phone or a USB drive is safe even if the HomeBase is unplugged, damaged or stolen. For anything that might become a police report or an insurance claim, two copies are better than one.

HEADS UP

Share the clip, not your account

Never give a stranger your eufy password so they can "look at the footage." Send the video file itself. Real police officers and insurance adjusters don't need your login.

CHAPTER 13

Your Video Doorbell: Chime and Quick Replies

A video doorbell does two jobs: it rings inside so you know someone's there, and it sends a notification with a picture to your phone. Here's how to make sure you hear it, and how to answer without saying a word.

Where the ding-dong comes from

- **Battery doorbells with a HomeBase:** eufy says the HomeBase speaker serves as the chime. If you have more than one doorbell on the same HomeBase, give each a different ringtone so you know which door it is.
- **Doorbells sold with a chime:** some models, such as the Video Doorbell S4, come with eufy's plug-in **Chime 2**. Plug it into an outlet where you'll hear it.
- **Wired doorbells:** depending on the model, an existing indoor chime may keep ringing. Follow your model's quick-start guide.
- **Your phone:** every press sends a notification, so you hear it even in the backyard.

Quick replies: answer with a recorded message

eufy calls these **Quick Response** messages: short replies you record ahead of time and play to a visitor with one tap. They're perfect when you can't come to the door, or simply don't want to. eufy lets you record up to **three** of them in your own voice.

1. Open the eufy app and go to your doorbell's **Doorbell Settings**.
2. Select **Quick Response**.
3. Tap **+Add quick response** and record your message.
4. Give it a name you'll recognize, like "Leave package."
5. Next time someone rings, open live view and tap the quick reply you want.

> **TIP**
>
> **Three replies that cover most visits**
>
> "Please leave the package by the door, thank you." — "We're not able to come to the door right now; please leave a note." — "Thank you, I'll be right there." Avoid saying you're away from home; it's better not to tell a stranger the house is empty.

GOOD TO KNOW

Recordings only, not uploaded audio files

eufy says the only supported Quick Response messages are the ones you record yourself in the app. Some doorbells also offer an automatic voice response; look for it in the same doorbell settings.

WHAT THIS DOES FOR YOU

What quick replies do for you

You can answer the door politely from your chair, from the garden, or from a store across town — and a visitor hears a real voice either way.

CHAPTER 14

Security Modes: Home, Away and Disarmed

A **mode** tells your whole eufy system how to behave. You don't want an indoor camera recording you in your bathrobe while you're home, but you do want it watching when you're away. Modes handle that with one tap.

The usual modes

Mode	What it's for
Away	Everything watches and alerts. Use it when nobody's home.
Home	Typically outdoor cameras keep watching while indoor cameras stay quiet. You decide what each does.
Disarmed	Cameras stop watching for motion and sending motion alerts.
Custom	Your own combination, if the presets don't fit (eufy calls it a customized mode).

Switch modes by hand

In the newer eufy app, security modes moved to the **Smart** tab (the old path was Home > Security > Modes). Open **Smart** > **Modes**, pick the mode, and choose what each camera should do in it.

TIP

Let the app switch modes for you

eufy can change modes on a timetable, or automatically when your phone leaves and returns home. Both are explained step by step in the topic "Ways Eufy Cameras Can Make Life Easier."

WHAT THIS DOES FOR YOU

What modes do for you

Fewer pointless alerts while you're home, full protection when you're not, and privacy inside your own house — without remembering to turn each camera on and off.

PART 4

Smarter Alerts

Getting the alerts you want and not the hundred you don't: motion sensitivity and activity zones, person and vehicle detection, notifications, and face recognition — with a frank word about privacy.

CHAPTER 15

Motion Detection and Activity Zones

Out of the box, a camera may alert you every time a branch waves or a car drives past. Three settings fix most of that: **sensitivity**, **detection type** and **activity zones**. You'll find them in each camera's settings under **Motion Detection**.

Sensitivity: how easily it's triggered

The sensitivity slider decides how much movement counts. eufy's advice is simple: **turn it down if you get too many false alarms**, and **turn it up if the camera misses things**. Make one change, then live with it for a day or two before changing it again.

1. Open the eufy app and tap the camera.
2. Tap the gear icon for its settings.
3. Tap **Motion Detection**.
4. Move the **sensitivity** slider one step at a time.

Detection type: people only, or everything

Many eufy cameras let you choose whether to record and alert on **humans only** or on **all motion**. On eufyCams, eufy describes "Human Only" as the default choice and "All Motion" as the alternative. Human-only cuts out most alerts from animals, shadows and swaying bushes.

> GOOD TO KNOW
>
> **Why a camera may record more at night**
>
> eufy notes that on some cameras motion detection switches to All Motion at night for safety, so you may see more nighttime clips even with human-only set.

Activity zones: draw where to watch

An **activity zone** is an area you draw over the camera's picture. Motion inside the zone counts; motion outside it is ignored. It's the best tool for leaving out the street, the sidewalk and your neighbor's yard.

1. In the camera's **Motion Detection** settings, find **Activity Zone**.
2. Drag the corners of the box (or draw a shape) over the part of the picture you care about — your walkway, your driveway, your porch.

3. Keep the zone **inside** your property, away from the road, sidewalk and trees.
4. Save, then walk through the zone yourself to test it.

TIP

Shrink the zone before you lower the sensitivity

If passing cars still set it off, pull the edge of the zone in further from the road first. Turning sensitivity way down can make the camera miss the person walking up to your door.

WHAT THIS DOES FOR YOU

What tuning does for you

When alerts are rare and meaningful, you actually look at them. A phone that buzzes forty times a day teaches you to ignore it — exactly the wrong lesson for a security camera.

CHAPTER 16

Person, Vehicle and Pet Alerts, and Notifications

eufy's smart detection can tell what kind of thing moved — a person, a vehicle, a pet — and on some doorbells, a package. On the HomeBase S380, eufy's **BionicMind** AI handles humans, vehicles and pets, along with face recognition (Chapter 17). Which types your camera offers depends on the model and whether it's paired with a HomeBase S380.

Choose what you're told about

1. Open the camera's settings in the eufy app.
2. Look for the notification settings for that camera.
3. Choose which events should alert you — for example, people but not pets.
4. Pick the notification style; many people like the kind that includes a small picture, so they can glance without opening the app.

GOOD TO KNOW

About the little pictures in alerts

A notification with a thumbnail picture has to travel through the phone makers' notification services to reach your phone. This detail was at the center of the 2022 controversy (Chapter 22). If you'd rather no snapshot leave home that way, look in the camera's notification settings for a style without a picture, if your model offers one.

Make sure your phone lets the alerts through

- **iPhone:** Settings > Notifications > eufy — turn on **Allow Notifications**, and check that a Focus mode (like Sleep) isn't silencing it.
- **Android:** Settings > Notifications (or Apps > eufy > Notifications) — make sure the app's notifications are on, and that battery saver isn't putting the app to sleep.
- If alerts stopped suddenly, see Chapter 25.

WHAT THIS DOES FOR YOU

What smart alerts do for you

"Person at Front Door" means something. "Motion detected" for the twelfth time today doesn't. Picking the right alerts turns your phone into a calm, trustworthy lookout.

CHAPTER 17

Face Recognition: Useful, but Handle with Care

With a HomeBase S380 and compatible cameras, eufy can learn the faces of your family and tell you "Mary is at the front door" instead of "Person detected." eufy says this face recognition runs **locally** on the HomeBase, with no monthly fee. It can be genuinely helpful. It also deserves a moment of thought before you turn it on.

Add a familiar face

1. Open the eufy app and go to **HomeBase Settings** > **Face Management**.
2. Choose how to add the face: take a photo, choose one from your phone's album, or turn a face the HomeBase has already seen (a "stranger") into a familiar face.
3. Use a clear, well-lit, front-facing photo with no sunglasses, mask or hat brim.
4. Type the person's name and save.

- One HomeBase can store up to **50 faces**, counting both familiar and stranger faces.
- eufy lists the eufyCam 3 (S330), eufyCam 3C (S300) and eufyCam E330 (Professional) among the cameras that work with this feature; check your model's page for others.
- Poor light and backlighting reduce accuracy. If someone is misidentified, correct the label in the app so it learns.

A frank word about privacy and the law

Face recognition creates a record of what a person's face looks like. Some states regulate that kind of information. Illinois, for example, has a biometric privacy law, and a class-action lawsuit filed there claims eufy's cameras used face recognition without the consent and disclosures that law requires. In July 2025 a federal judge allowed the Illinois claims to go forward; as of November 2026 I couldn't confirm how the case has ended.

HEADS UP

Good manners with face recognition

Add only people who know and agree — your household, not the mail carrier. Remember that a camera pointed at the street will collect strangers' faces. If you have caregivers, tenants or frequent guests, tell them the cameras recognize faces. And if you don't need the feature, leave it off; human detection works fine without it.

WHAT THIS DOES FOR YOU

What it can do for you

For a family that wants to know when a teenager got home, or a caregiver who wants to know a parent's aide arrived, a named alert is more reassuring than a generic one.

PART 5

Family, Voice and Extras

Sharing your cameras with family, seeing the doorbell on an Echo Show or a TV, the optional Cloud Backup plans and what they really cost, and add-ons like keypads and sensors.

CHAPTER 18

Sharing Access with Family

You don't have to be the only one who can see the front door. eufy lets you invite family members to their own eufy accounts, so a daughter across town can check the porch camera, or a husband can answer the doorbell from his own phone. Nobody needs to share your password.

Two ways to share

Choice	What it means
Share Device	Share one or more particular cameras or doorbells.
Share Home	Share your whole eufy "home" at once (in newer versions of the app).
Admin	Can do more, including changing settings. For a spouse or a trusted adult child.
Guest	Can watch live and view recorded events. Only you, the owner, can manage or delete events.

Invite someone

1. Ask the family member to install the eufy app and create their own account with their email.
2. On your phone, open the eufy app and tap your **avatar** (your profile picture or initial).
3. Tap **Share Devices**, then **Invite**.
4. Choose **Admin** or **Guest**.
5. Pick which devices to share, then type the person's email address.
6. They get a notification in their eufy app and tap to accept.

- eufy allows up to **five** shared accounts.
- Only the main account that set up the devices can share them.
- If an invitation fails, eufy says to check that both accounts are in the same region and that the other person has registered with the email you typed.

TIP

Guest is usually enough

For grandchildren or a neighbor who checks the house while you travel, Guest lets them look without being able to change or delete anything. You can remove anyone's access later from the same sharing screen.

WHAT THIS DOES FOR YOU

What sharing does for you

Family can help keep an eye on things without needing your phone or your password. If you're away visiting relatives, someone nearby can check the porch when a package arrives.

CHAPTER 19

Alexa, Google and Apple Home

If you already have a smart speaker or smart display, you can connect your eufy cameras to it. The most useful trick: when the doorbell rings, say "show me the front door" and see the visitor on an Echo Show screen or a TV, without reaching for your phone. Support varies by model, so check your camera's product page if one doesn't show up.

Amazon Alexa

1. Open the Alexa app and add eufy's skill (eufy Security) from the Skills section.
2. Sign in with your eufy account when asked, so Alexa can see your cameras.
3. Let the Alexa app discover devices (in its Smart Home or Devices area).
4. On an **Echo Show** or another Alexa device with a screen, say: **"Alexa, show me Front Door"** (use your camera's name).
5. Say **"Alexa, stop"** to end the view.

> TIP
> **"Live view not supported"?**
> That usually means you asked a speaker without a screen. Use an Echo Show or a Fire TV. If no cameras show up at all, disabling and re-enabling the eufy skill is the usual fix.

Google Assistant and Google Home

1. Open the Google Home app and choose to add a device that works with Google.
2. Search for **eufy** and sign in with your eufy account.
3. Assign each camera to a room.
4. On a Nest Hub or a TV with Google built in, say **"Hey Google, show Front Door"** (add "on the living room TV" for a Chromecast or Google TV).

Apple Home (HomeKit)

Some eufy cameras and doorbells work with Apple's Home app, so you can see them alongside other smart devices on an iPhone, iPad or Apple TV. Not every model does, so check the product page for Apple Home support before you buy. eufy's own notes point out a few limits:

- On dual-camera devices, Apple Home shows **only one** of the two video streams.

- Some models, such as the Video Doorbell S4, need a **HomeBase** to connect to Apple Home.
- A few settings stay in the eufy app, so keep it installed.

WHAT THIS DOES FOR YOU

What voice control does for you

When the doorbell rings and your hands are full — or your knees are sore — one sentence shows you who's there on a screen across the room.

GOOD TO KNOW

Related guide

For help with the Echo itself, see our Amazon Alexa & Echo guide.

CHAPTER 20

Cloud Backup: Do You Need It, and What It Costs

eufy doesn't require a subscription, but it does sell an optional one called **Cloud Backup**. It keeps a second copy of your recorded clips on eufy's online storage for **30 days**. The big advantage: if a burglar takes the HomeBase or a camera, or a fire or flood destroys it, the clips are still online.

The plans, as of November 2026

Plan (eufy's names)	Covers	Monthly	Yearly
Cloud Backup Basic	1 device	$3.99	$39.99
Cloud Backup Plus	All devices	$13.99	$139.99

These are the U.S. prices listed on eufy's own store pages in November 2026. You may see older, lower figures — such as $2.99 a month — on other websites; those don't match eufy's current pages. Prices can change and may be shown differently inside the app, so check the price on the screen before you tap Buy.

Who it's worth it for

- **Probably worth it:** if you travel a lot, have had break-ins, or keep the HomeBase somewhere a thief could easily find it.
- **Probably not needed:** if you mostly want to see who's at the door, and you save important clips to your phone or a USB drive (Chapter 12).

Setting it up and canceling

- eufy says Cloud Backup is set up **in the app**, not on the website, and starts right after purchase.
- eufy's support pages say you **can't cancel Cloud Backup yourself** in the app; you contact eufy support with your camera's **serial number**.
- If you subscribed through Apple's App Store or Google Play, cancel through Apple or Google instead.
- Download any clips you want to keep before the plan ends.

GOOD TO KNOW

Comparing brands?

Our Camera Subscriptions guide puts eufy's plans side by side with Ring, Nest, Arlo, Blink and others, with honest yearly totals.

WHAT THIS DOES FOR YOU

What knowing the real cost does for you

You can decide calmly whether a few dollars a month buys you real peace of mind — or whether free local storage plus a saved copy of the important clips already covers you.

CHAPTER 21

Keypads, Sensors and the Bigger System

A HomeBase can do more than store video. eufy also makes small security add-ons that pair with it, so cameras and sensors work together. You don't need any of them, but they're worth knowing about.

Add-ons that work with the HomeBase S380

Add-on	What it does
Entry Sensor	A two-piece sensor for a door or window that notices when it opens. eufy's compatibility list shows the Entry Sensor (T8900) working with the HomeBase S380, including with security modes and automations.
Keypad	A small wall keypad (T8960) for switching modes without your phone — handy for family members who don't use the app. eufy lists it as compatible with the HomeBase S380.

TIP

Check the compatibility list before you buy

eufy publishes a HomeBase compatibility guide on its support site that lists which cameras, doorbells and sensors pair with which HomeBase. Older add-ons may not work with every hub, and some work only in certain modes. Look up your exact models first.

Is this a full alarm system?

Not on its own. A eufy camera system with a few sensors alerts **your phone**. It doesn't call a monitoring center or the police for you. If you want professional 24/7 monitoring, that's a different kind of service with a monthly fee, from an alarm company.

HEADS UP

If the internet or power is out

Phone alerts need your home internet working. A power outage usually takes down the router and the plug-in HomeBase with it, so don't count on alerts until the power and internet are back. If outages are common on your street, a small battery backup (UPS) for the router and HomeBase is worth asking about.

WHAT THIS DOES FOR YOU

What add-ons do for you

A keypad by the door means anyone in the house can switch to Away on the way out — no phone or password required. An entry sensor on the back door tells you it opened, even where no camera can see.

PART 6

Privacy and Security

The plain facts about eufy's 2022 encryption controversy and what Anker changed, and the settings that protect your account and your video today.

CHAPTER 22

The 2022 Encryption Story, and What Changed

If you've searched for eufy online, you may have seen headlines from late 2022 about eufy cameras and privacy. You deserve the plain facts, without hype in either direction. Here's what was reported, what Anker admitted, and what it said it fixed.

What happened, in order

When	What happened
November 2022	Security researchers reported that eufy cameras, marketed around local storage, were sending **thumbnail images** (including faces) to eufy's cloud servers to power phone notifications, and that live video could be viewed in ways that weren't end-to-end encrypted, for example through eufy's web portal.
Anker's first reply	eufy said the thumbnails used server-side encryption, were deleted automatically, and followed Apple's and Google's notification standards. It acknowledged that the app hadn't clearly disclosed that thumbnail notifications send images to the cloud. As reported by The Verge, Anker initially told the publication the streaming problem wasn't possible.
January 31, 2023	After about two months of questions, Anker told The Verge that eufy cameras had in fact sent video streams to its **web portal** without end-to-end encryption; the portal hadn't been designed for it and was protected only by the user's login. Anker said about 0.1 percent of daily users used the web portal.
The fixes Anker announced	Anker said every video stream request through the web portal was now end-to-end encrypted, a debug mode had been blocked, the code had been hardened, cameras would move to **WebRTC** (a streaming standard that is encrypted by default), and it was bringing in outside auditors to review its security.

Where that leaves you

The episode was a real breach of trust, and it's fair to keep it in mind. It's also fair to note that Anker eventually admitted the problem publicly and announced specific fixes. I couldn't confirm from my research whether the promised outside audit report was published, so I won't tell you it was. What you *can* control is how your own account and cameras are set up, which is the next chapter.

GOOD TO KNOW

Today's encryption settings

eufy's privacy commitment says important data such as video, event lists and facial recognition data are encrypted in transit by default, and it describes an optional **Advanced Encryption** (end-to-end) setting in which only your authorized devices can decrypt your videos. In the newer app these live under **Settings** > **Security**.

WHAT THIS DOES FOR YOU

What knowing the history does for you

You can make an informed choice instead of a nervous one — and you'll know exactly which settings to check, rather than wondering.

CHAPTER 23

Lock Down Your Account

Your eufy account is the key to every camera and every recording. Ten minutes here protects all of it. Do these in order.

1. Turn on two-step verification

Two-step verification (eufy also calls it two-factor authentication) means that signing in on a new phone takes your password *plus* a code sent to your email. Someone who steals or guesses your password still can't get in.

1. Open the eufy app and tap the **menu** icon or your **avatar** (the profile picture).
2. Look for **Account Settings** or **Two-factor Authentication** — the exact spot depends on your app version.
3. Turn it on.
4. Enter the verification code eufy sends to your email.

- Can't find it? Update the app first. eufy says newer versions may show a pop-up on the main screen offering to turn it on — tap **Turn On**.
- Phones you mark as **trusted** can sign in without a code afterward.
- Uninstalling the app keeps the setting; deleting your eufy account turns it off.

2. Check the security settings

1. In the eufy app, open **Settings** > **Security**.
2. Look at **Video Encryption** and, if offered, **Advanced Encryption**. Read eufy's explanation on the screen before you change them.
3. Look at **Web Portal Access**. If you never watch your cameras in a web browser, you don't need it on.
4. Review **Privacy Settings** while you're there.

HEADS UP

Write down your Advanced Encryption password

eufy describes Advanced Encryption as protecting your video keys with a password that only you know. That's what makes it private — and it also means that if you forget that password, nobody can recover it for you. Write it in the Cheat-Sheet and keep it somewhere safe.

3. Everyday good habits

- Use a strong, unique password for eufy — not your email or bank password.
- Keep the app and the devices updated. Let firmware updates install when the app offers them.
- Review who you've shared with (Chapter 18) once or twice a year, and remove anyone who no longer needs access.
- Before you give away or sell a camera, remove it from your account in the app and reset it.

WHAT THIS DOES FOR YOU

What these settings do for you

Your front-door video stays yours. Even if your password ended up in someone else's hands, they'd hit a wall at the email code.

PART 7

Fixing Problems

What to do when a camera or the HomeBase goes offline, a battery drains too fast, or the alerts stop coming — and how to spot the scams aimed at camera owners.

CHAPTER 24

A Camera or the HomeBase Went Offline

"Offline" means the app can't reach the device right now. It's the most common eufy problem, and it's usually something simple: power, Wi-Fi, or distance. The first question is: **is it one camera, or all of them?**

If every camera went offline at once

When everything drops together, the HomeBase or your internet is the likely cause.

1. Check your internet: on your phone, connected to home Wi-Fi, open a website. If nothing loads, restart your modem and router (unplug for 30 seconds, plug back in) and wait a few minutes.
2. Look at the HomeBase. Is it plugged in, and is the network cable firmly in both ends? eufy points to a **solid blue** status light as normal.
3. Make sure it's using its own power adapter (eufy specifies 5V/2A for the HomeBase it describes).
4. Restart the HomeBase: unplug its power, wait 30 seconds, plug it back in, and give it a few minutes.
5. Open the app again and check.

If just one camera went offline

1. Check its battery in the app, or charge it with its USB cable. A dead battery is the most common cause.
2. If it connects to the HomeBase, think about distance. As a test, eufy suggests bringing the camera within about two feet of the HomeBase to see if it reconnects. If it does, the original spot is too far.
3. Did you recently change your Wi-Fi name or password, or get a new router? Devices that connect straight to Wi-Fi still remember the old details and need to be set up again on the new network.
4. Update the app and let any device update install.
5. As a last step, eufy's advice is to **remove** the offline camera from the app and **add it again** as a new device (Chapter 7).

HEADS UP

Before you remove a device

Removing a camera from the app can erase its settings, zones and sometimes its recordings. Save any clips you need first (Chapter 12), and try every other step before this one.

TIP

A new router is the classic culprit

If the internet company swapped your router and everything went offline the same day, that's almost certainly why. If you can, give the new router the **same network name and password** as the old one — many devices then reconnect on their own.

WHAT THIS DOES FOR YOU

What a calm routine does for you

Most offline problems take five minutes with these steps. You won't need to remove and re-add anything most of the time.

CHAPTER 25

Battery Drains Fast or Alerts Stopped

Two other complaints come up often: a battery that empties in weeks instead of months, and notifications that quietly stopped arriving. Both usually have ordinary causes.

When a battery drains too fast

- **Too much activity.** A camera facing a road or a tree wakes up all day. Tighten the activity zone and use human-only detection (Chapter 15).
- **Lots of live viewing.** Watching live uses a lot of power. Check in when you need to, not for long stretches.
- **Weak signal.** A camera at the edge of range works harder to send video. Move it, or move the HomeBase closer.
- **Cold weather.** Batteries hold less in the cold and solar charges less in winter (Chapter 9).
- **Recording settings.** Longer clips and higher-quality settings use more power. If your camera offers a battery-saving or optimal battery option in its power settings, try it.

> **TIP**
> **Charge fully, then watch for a week**
> After you change a setting, charge the camera to full and note the percentage each day for a week. That tells you more than any single reading.

When alerts stopped coming

1. **Check the mode.** If the system is in Disarmed or Home mode, some cameras won't alert by design (Chapter 14). A schedule may have switched it.
2. **Check the phone.** Make sure notifications for the eufy app are still allowed, and that Do Not Disturb, a Focus mode or battery saver isn't blocking them (Chapter 16).
3. **Check the camera.** Is it online, and does it have battery? An offline camera can't alert (Chapter 24).
4. **Check the app.** Did the app update, or did you get a new phone? Sign in again and re-allow notifications.
5. **Check the settings.** In the camera's notification settings, make sure the event types you want are still turned on.

GOOD TO KNOW

After switching to the new eufy app

Some people found they were signed out or had to approve notifications again after the move from eufy Security to the new app. If alerts stopped right after that switch, start with step 4.

WHAT THIS DOES FOR YOU

What these checks do for you

You'll know whether a quiet phone means a quiet day — or a setting that needs a nudge.

CHAPTER 26

Spotting eufy and Delivery Scams

Camera owners are a favorite target for scammers, because people are worried about security and packages. The good news: a few simple rules stop almost all of it.

Fake "eufy support" phone numbers

If you search online for "eufy phone number," some of the results are not eufy. Look-alike pages and ads list numbers that connect you to someone who will ask for remote access to your computer, a payment, or gift cards to "fix" your cameras.

SCAM ALERT

Get the number only from eufy itself

eufy's own contact page lists **(800) 988-7973** for U.S. customers, and email at **support@eufy.com**. You can also find contact options inside the eufy app. Real eufy support will never ask for gift cards, wire transfers or your bank login, and won't need remote control of your computer to fix a camera.

Package-delivery texts and emails

The FTC has warned for years about texts that pretend to be from FedEx, UPS or the Postal Service, with a "tracking" link about a missed delivery, unpaid postage or a need to update delivery preferences. The link leads to a fake page that collects your card number or personal details.

SCAM ALERT

Don't tap the link

If a text says there's a problem with a package, don't use its link. Go to the store's website or app where you ordered, or the carrier's own site you type in yourself, and check the tracking there. Your doorbell camera will show you whether something was really delivered.

Other tricks to watch for

- **"Your cameras were hacked — call this number."** A pop-up or email like this is a scare tactic. Close it and open the eufy app yourself to check.
- **"Your cloud plan is expiring — update your card."** Check inside the eufy app or your App Store / Google Play subscriptions, never through an email link.

- **Someone at the door** claiming to be from "the camera company" to inspect your system. Unless you booked the visit yourself, treat it as suspicious. Talk through the doorbell; don't open the door.
- **Requests for your eufy password or two-step code.** Nobody legitimate needs them. Ever.

WHAT THIS DOES FOR YOU

What these rules do for you

Your money and your cameras stay safe, and you get to use the doorbell itself as a scam-stopper: you can talk to anyone without opening the door.

FROM BILL

Got a call or message that felt off?

If you're not sure whether something was real, hang up and call me. I'll help you check, and if you already gave out a password, we'll lock things down together. $49 remote · $99 in your home.

PART 8

Help and Your Cheat-Sheet

When a hand is worth it, what working with Bill is like, and the whole guide boiled down to one handy page.

CHAPTER 27

When to Call Bill

Most eufy questions can be solved with this guide and a little patience. But sometimes it's simply easier to have someone do it with you. Here's when a call is worth it.

Good reasons to call

- **You're planning a system** and want help choosing cameras and spots that suit your home.
- **A wired doorbell or floodlight** needs installing, or you'd rather not climb a ladder.
- **Cameras keep going offline** after you've tried Chapter 24, or a new router knocked them all off.
- **Alerts are driving you crazy** — or have stopped — and you'd like them tuned properly.
- **You need a clip saved** for the police or your insurance and want it done right.
- **You'd like family sharing, Alexa or Google** set up so everyone can see the door.
- **You're setting this up for a parent** and want it simple and reliable from day one.
- **You'd simply rather have a patient person** walk you through it. That's always reason enough.

What working with me is like

I work at your pace — no rushing and no talking down. I explain what I'm doing in plain words, and I'll tell you honestly whether a cloud plan or a new camera is worth your money. I bring 30+ years of professional experience to every visit, and Bill's Home Tech serves Portage County, Ohio. Cameras and doorbells are part of my Security Cameras service, and I can often help over a remote session or come to your home.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is free to keep and share.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. A real person — me — does the actual help.

Thank you for taking the time to get to know your eufy system. Set it up thoughtfully, tune the alerts once, and it will quietly keep watch for years.

— Bill

CHAPTER 28

Your eufy Cheat-Sheet

The whole guide, boiled down. Keep a copy near the HomeBase or with your important papers.

The essentials

To do this	Do this
The app	The **eufy app** (may show as Anker eufy; formerly eufy Security). Free.
Wi-Fi	Use the **2.4 GHz** network (the one without "5G"), WPA/WPA2.
See who's there	Tap the camera in the app for **live view**; press the mic to talk.
Find a recording	**Events** tab; use the filter for date and camera.
Save a clip	Play the event, then **download** to your phone's album.
Back up to USB	HomeBase S380 **Video Archive**, USB 1 port, exFAT drive.
Fewer false alerts	Camera settings > **Motion Detection**: zone, sensitivity, human-only.
Modes	**Smart** > **Modes**: Home, Away, Disarmed.
Share with family	Avatar > **Share Devices** > Invite (up to 5 people).
Two-step verification	Menu or avatar > **Two-factor Authentication**; code by email.
Privacy settings	**Settings** > **Security**.
Cloud Backup (optional)	Basic $3.99/mo (1 device) or Plus $13.99/mo (all devices), as of November 2026.
Real eufy support (U.S.)	(800) 988-7973 · support@eufy.com

Write it down once

Keep handy	
eufy account email	_____
Where the password is kept	_____
Advanced Encryption password kept at	_____
HomeBase model / serial	_____
Doorbell model / serial	_____
Camera models and names	_____
Wi-Fi name (2.4 GHz)	_____
People I've shared with	_____
Cloud plan? Renews on	_____

When something's wrong, in order

1. Is it one camera or all of them? All: check the internet and the HomeBase first.
2. Check power: battery level, charging cable, HomeBase plug and network cable.
3. Restart the router, then the HomeBase. Wait a few minutes.
4. Check the mode, and the phone's notification settings.
5. Update the app and the devices.
6. Only then remove and re-add the device — after saving any clips you need.
7. Call Bill at (330) 200-8042 — that's what I'm here for.

Safe habits

- Get support numbers only from the eufy app or eufy's website you typed in yourself.
- Never give anyone your eufy password or two-step code.
- Check package problems in the store's own app, not through a text link.
- Point cameras at your own property, and tell guests and caregivers where cameras are.
- Remove a camera from your account and reset it before you give it away.