

Eufy Security Common FAQ

Table of Contents

1. What should I do if my eufyCam/ battery doorbell won't pair with HomeBase? (#pairing-failure)
2. What should I do if my HomeBase failed to pair with the app? (#pairing-failure)
3. Why does my eufy camera miss detecting people or objects? (#missed-triggers)
4. Why does my eufy device record events outside my activity zones? (#false-detections)
5. How can I reduce false detections on my eufy device? (#false-detections)
6. Why does my eufy battery device drain so quickly? (#battery-drain)
7. Why does my eufy device keep going offline? (#offline-issues)

1. What should I do if my eufyCam/ battery doorbell won't pair with HomeBase? (#pairing-failure)

When pairing the Eufycam with HomeBase, you will need to press the camera's SYNC button for at least two seconds until you hear the beep. Then the camera will connect with the HomeBase. In some cases, the battery camera failed to pair with HomeBase.

Please make sure that the HomeBase was added to your account, instead of being shared by an admin account.

To help you troubleshoot it, please read the following steps:

Pressing the SYNC Button

1. During the setup process, please make sure you have pressed the eufyCam or eufyCam E SYNC button for at least 2 seconds until you hear the beep. If you don't hear the beep and the LED is off, please charge the battery.
2. If failed, please press the SYNC button on the camera five times in three seconds, and then press the SYNC button for 2 seconds to see if you will hear a beep to add the camera as normal.

Charging the Battery Devices

3. Before setup, please charge the Battery Cameras/Doorbells with the provided USB charging cable.
4. Please try a different 5V 2A USB charger and a different USB cable to charge the camera for 2 hours. Since the iPhone wall charger normally outputs 5V 1A, please use a non-iPhone wall charger to charge the camera.

Checking HomeBase's Internet Connection

5. Check if your HomeBase has internet access. Make sure the light in front of the HomeBase is blue or white and the light on the camera is blue or white when the camera is pairing with the home base.
6. Press the CYCLE button on the back of HomeBase to restart and then add the camera again.

Updating Firmware and App Version

7. Download the latest version of the EufySecurity app from Google Play or the App Store.
8. Go to the app's Select HomeBase > About Device > Check for latest firmware, to manually update HomeBase. After the firmware update, you should be able to add new cameras.

Please keep the camera and HomeBase within 1 meter when pairing.

2. What should I do if my HomeBase failed to pair with the app? (#pairing-failure)

2.1 Failed to Add HomeBase 2 in eufySecurity App

When HomeBase 2 failed to be added to eufySecurity app during the setup process, please follow the tips listed below.

Preparation Before Setting Up the HomeBase 2

1. Make sure the HomeBase 2 has power and the LED turns red. If not, please use the provided 12V/2A power adapter in the package to power on the HomeBase. Make sure the power outlet has power first.
2. Make sure you have connected the HomeBase 2 to your house router's LAN port using the provided Ethernet cable. The network port light on the back of the HomeBase 2 should be green if it is connected without issue. If not, try another Ethernet cable or router port for troubleshooting.

Please check your firewall setting to see if there are any special restrictions for the device. You can check the firewall setting on your router's official website. Our audio & video communication uses P2P (Peer-to-Peer) technology. In order to improve the success rate of Hole Punching, we use port prediction mechanism (will try to connect on a certain port range), which triggers the firewall mechanism of the router. Our P2P Hole Punching server IP is: 34.235.4.153 , 18.223.127.200 , 54.153.101.7 . In order not to affect your use, you can set these three servers to allowlist.

3. Make sure your smartphone is connected to the same Wi-Fi router that the HomeBase 2 is connected to.

Open the eufySecurity App to Add HomeBase 2

4. When you open the eufySecurity App

Please make sure you have downloaded the latest version of eufySecurity app. You can download it via Google Play (Android) or App Store (iOS). eufySecurity app is compatible with Android OS (5.0+) and iOS (11+) phones and tablets. Learn more about eufySecurity App.

5. When you select the device to begin the setup process

Please make sure you have selected the correct device. When you are setting up a HomeBase 2, please select "HomeBase 2" when you add the device to the app. You can find the device model information at the bottom of HomeBase 2.

6. When the HomeBase's LED indicator light failed to turn from red to blue, please try the following tips:
 - Make sure you have enabled DHCP on your router
 - Try to temporarily disable the firewall setting on your router
 - Restart / Reset the router

7. When you scan the QR code to add HomeBase 2 but it fails, try the following suggestions:
 - Make sure you have scanned the correct QR code located at the bottom of the HomeBase 2
 - Manually enter the 8-digit QR code instead
 - Reset HomeBase 2
 - Restart your HomeBase by unplugging the power adapter
8. When HomeBase 2 broadcasts the sound tip of pairing request
Please make sure you have pressed and held the SYNC/ALARM OFF button for 2 seconds and you can hear a short beep. Then the HomeBase should be added successfully.

2.2 Failed to Add eufy S380 HomeBase (HomeBase 3) in the eufy Security App

If your eufy HomeBase 3 failed to add in the eufy Security app, please follow the troubleshooting steps listed below to resolve the issue.

Preparation Before Setting Up the HomeBase 3

1. Make sure the HomeBase 3 has power and its LED indicator light turns red. If not, please use the provided 12V/2A power adapter in the package to power on the HomeBase 3 and verify the wall outlet is not defective.
2. Make sure you have connected the HomeBase 3 to your WiFi router's LAN port using the provided Ethernet cable. The Ethernet port's indicator light on the back of the HomeBase 3 should be green if it is connected without issue. If not, please try using another Ethernet cable or WiFi router port to troubleshoot the issue.

Please check your firewall setting to see if there are any special restrictions for the device. You can check the firewall setting on your router's official website. Our audio & video communication uses P2P (Peer-to-Peer) technology. In order to improve the success rate of Hole Punching, we use port prediction mechanism (will try to connect on a certain port range), which triggers the firewall mechanism of the router. Our P2P Hole Punching server IP is: 34.235.4.153 , 18.223.127.200 , 54.153.101.7 . In order not to affect your use, you can set these three servers to allowlist.
3. Make sure your smartphone is connected to the same WiFi router that the HomeBase 3 is connected to.

Add eufy HomeBase 3 in the eufy Security App

4. Please make sure you have downloaded the latest version of the eufy Security app. You can download it from the App Store (iOS) or Google Play (Android). Please note that the eufy Security app is compatible with Android OS (5.0+) and iOS (11+) phones and tablets. Visit eufy Security app to learn more about the app.

5. Please make sure to choose the correct device by selecting “HomeBase 3” when you add the device in the app. You can find the device model information at the bottom of the HomeBase 3.

6. When the HomeBase’s LED indicator light failed to turn from red to blue, please try the following troubleshooting steps to resolve the issue:

- Make sure you have enabled DHCP on your router.
- Try to temporarily disable the firewall settings on your WiFi router.
- Restart / Reset the WiFi router.

7. If the QR code failed to scan and it did not add your HomeBase 3, please try the following suggestions:
Failed to Scan the QR Code on the eufy Security Device

Note: The QR code can be found at the bottom of the HomeBase 3. Please find the QR code location by visiting eufy Security Device QR Code Location and How to Scan QR Code for detailed information.

8. Please make sure you have pressed and held the SYNC/ALARM OFF button for two seconds and you should be able to hear a short beeping sound, then the HomeBase 3 should be added successfully.

9. S380 HomeBase Does Not Emit a Beeping Sound When the SYNC Button Is Pressed

When pairing the HomeBase 3, there is a step that involves pressing and holding the SYNC/ALARM OFF button located at the bottom of the HomeBase 3 for two seconds until you hear a short beeping sound.

If there is no beeping sound emitting from the HomeBase 3, please try the following troubleshooting steps to resolve the issue:

- Press and hold the SYNC button for at least two seconds.
- Make sure the Ethernet cable is securely connected to your WiFi router. Once the cable is connected, the LED indicator light on the Ethernet port will light up.
- Make sure the HomeBase 3 is connected to the same WiFi network as your mobile phone when setting up your HomeBase 3.

3. Why does my eufy camera miss detecting people or objects? (#missed-triggers)

Description of Miss Trigger

What we mean by a missed trigger problem is usually when a person, animal, or object comes close to the camera and appears in the frame during a non-silent period of the device, but the situation is not recorded or the camera does not react to it. This will lead to us checking the past events of devices and not finding the past events we want to see.

Trigger logic with PIR Camera

During the non-silent period, the PIR sensor senses that there is a temperature change in the surroundings that is close to the human body temperature, and then wakes up the device for detection by the AI image algorithm.

If the pixel blocks of "humanoid"/"object"/"pet" are detected in the image within 5s, and these pixel blocks are in the activity zone, it will record and push, otherwise it is considered as an invalid trigger and the video will be discarded.

If battery save mode is set, after multiple triggers, it will gradually enter a silent period of 5s -> 15s -> 30s -> 180s -> 960s -> 1960s as the number of triggers increases.

It is important to note that PIR sensors have varying sensitivity depending on the direction of motion relative to the sensor. They are the least sensitive when an object or person moves directly toward the sensor in a straight line. This can result in missed triggers or a shorter detection range. Conversely, the sensors are most sensitive to lateral movement across the sensor's field of view. This means that when a person or object passes horizontally in front of the device, the sensor is more likely to detect the movement and trigger effectively.

Common Causes of Miss Trigger

PIR not Triggered in Time

The detected object or person is too far away or incorrectly installed, resulting in the PIR not being able to recognise the object in the corresponding position.

The user has set the power save mode in the app and the PIR enters a silent period after multiple triggers.

The PIR trigger of the camera woke up too late, and the object/person was already out of the hot zone within the 5s timeout period.

AI not Triggered in Time

The detected object or person is too far away or incorrectly installed, resulting in the AI not being able to recognise the object in the corresponding position.

There are reflections on the screen or the lens is blurred, which affects the AI detection.

The detection rate of AI is not high enough.

Video not Activated

The Security Mode corresponding to the triggered time point is not turned on for video recording.

The battery of the camera has run out of power

Device crash.

Device signal connection not working properly/WiFi issue

How to Self Attempt to Fix Miss Trigger Issues

Troubleshooting based on Scene classification

We will conduct troubleshooting for missed triggers based on the classification of your camera usage scenarios. You can debug your camera according to the following instructions, hoping it will be helpful.

The Missed Trigger Target is Close to the Camera

Scene 1

- Detailed Description: The missed trigger target was very close to the camera and should have been triggered easily in normal circumstances, but no footage of the target in question was seen in past recorded video.
- Main Reason: The device is in power save mode at this time. Since the missed trigger target is very close to the camera in this scenario, it will often trigger the PIR, causing the PIR to enter a silence period of up to 1920s, (the silence period is 15s -> 30s -> 180s -> 960s -> 1960s as shown above). This causes the PIR to enter a silence period of up to 1920s, which then results in a missed trigger.
- Troubleshooting Method
 - Please try to reduce the PIR sensitivity to 2.
 - Please change the battery mode to optimal surveillance mode. This mode can be accompanied by problems such as the device discharges quickly, we suggest using it with external solar panels. Besides, You can search the knowledge base for troubleshooting articles on powering down quickly.

Scene 2

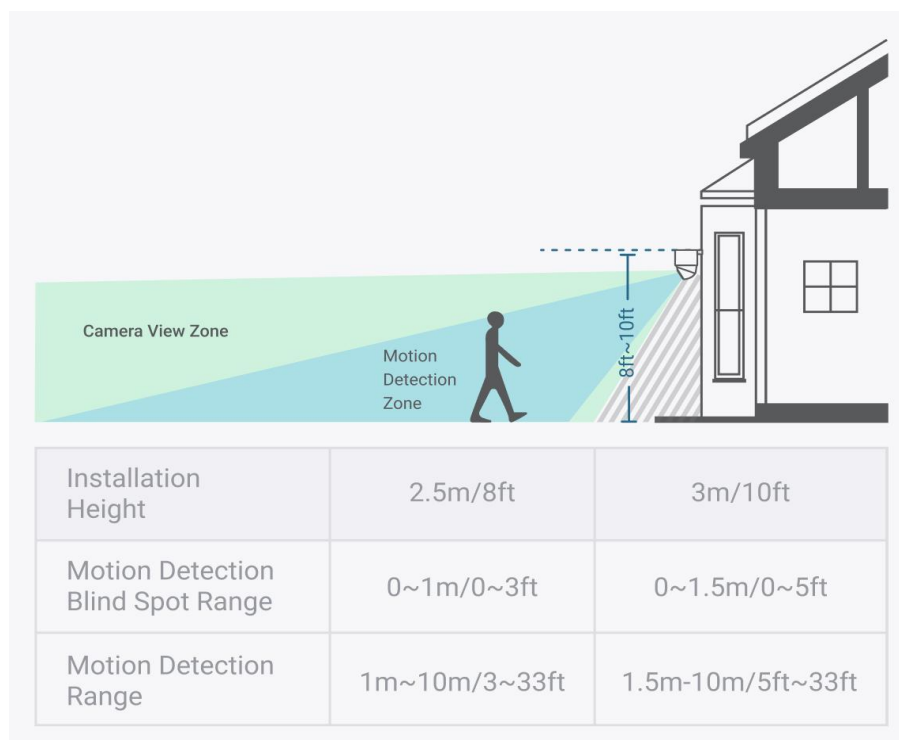
- Detailed Description: The missed trigger target is very close to the camera, but it appears in the camera's field of view for a very short time.
- Main Reason: The object passes through the camera triggering the PIR and disappears from within the frame very quickly. before the AI has time to react to the shot.
- Troubleshooting Method
 - Try to install the motion sensor in advance at the place where the subject passes by.
 - Try adjusting the camera screen and mounting position so that missed triggers can be captured by the AI earlier, allowing a lead time for the camera to turn on recording.

The Missed Trigger Target is Far from the Camera

Scene 1

Detailed Description: The missed trigger target is far from the camera, it can be seen in the camera's screen of view, but no footage of the target in question was seen in past recorded video.

Main Reason: The distance is too far and the trigger distance of the PIR is limited, resulting in no detection at a distance. (As shown in the figure below, if the target is far away from the Motion Detection Zone but within the Camera View Zone, this will result in a miss trigger.)



Troubleshooting Method

Please try to elevate the angle of the camera, this will extend the PIR trigger distance, thus allowing the target to be captured even at a distance from the camera.

Then please try to increase the motion detection sensitivity level.

Try to install the motion sensor in advance at the place where the subject passes by.

If the majority of the motion in your usage scenario involves objects moving directly toward the device, we recommend that you consider adjusting the installation angle of the device. The optimal installation height is 2.5m off the ground with a down tilt angle of 15°. By doing so, you can enhance the sensor's ability to detect motion and improve the overall triggering and recording performance of the equipment.

4. Why does my eufy device record events outside my activity zones? (#false-detections)

The Reason This Happens

Our system draws an invisible "bounding box" around detected objects that's slightly larger than the actual person/object. When someone walks near the edge of your activity zone, part of this box may enter the zone even if the person appears outside it.

How to Fix This:

1. **Resize your activity zone:**
 - Make the active area smaller than you think you need
 - Move the boundaries away from sidewalks or roads
2. **For wired doorbells:**
 - Set up "ignored zones" in problem areas
 - Note: Ignored zones can't be too large or you might miss real events
3. **Adjust sensitivity:**
 - Lower the detection sensitivity near zone edges
 - Combine with "Human Only" detection mode

5. How can I reduce false detections on my eufy camera? (#false-detections)

5.1 For eufyCam Series:

Turn Down the Sensitivity Level

In some cases, if the motion sensor's sensitivity is set too high, the camera will detect events outside of your property, resulting in excessive false alerts.

To avoid this, you should lower the sensitivity level by standing at the desired detection boundary and trying out the sensitivity according to the sensitivity setup guide. (My Devices > Device Tab > "... " Icon > Gear Icon > Camera Settings > Motion Detection> Detection Sensitivity)

Adjust the Activity Zone

If you haven't set the activity zone, you can set the activity zone to filter some of the false alerts.

If you stretch the activity zone, to avoid the false trigger, you should lower the sensitivity level at the same time. Tuning Motion Detection is a try-and-error process as the doorbell views are different from user to user. Thus, please find a balance between the activity zone and the sensitivity level according to the test result. (My Devices > Device Tab > "... " Icon > Gear Icon > Camera Settings > Activity Zone)

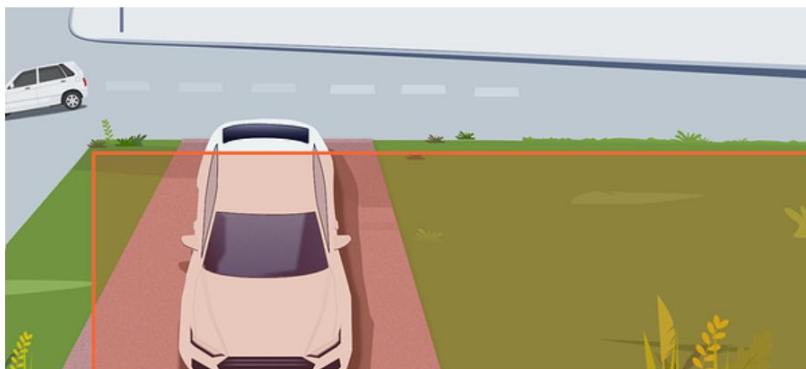
Try to Adjust the Camera Viewing Angle

The Motion Detection settings can be used to achieve battery efficiency while avoiding unnecessary triggering in these three simulated scenarios.

1. Front door

If you have your camera located at your front door facing your driveway, we recommend you consider the following:

- Draw an Activity Zone that excludes the areas outside of your driveway. Areas such as sidewalks or roads should be avoided. Refer to the picture below.
- If you are still receiving too many false alerts you can lower the sensitivity level to reduce triggers caused by passing vehicles or pedestrians. Another option is to switch the Camera Working Mode to "Optimal Battery Life" in this scenario.



2. Backyard

If you have your camera located at your backyard, facing your garden we recommend you consider the following:

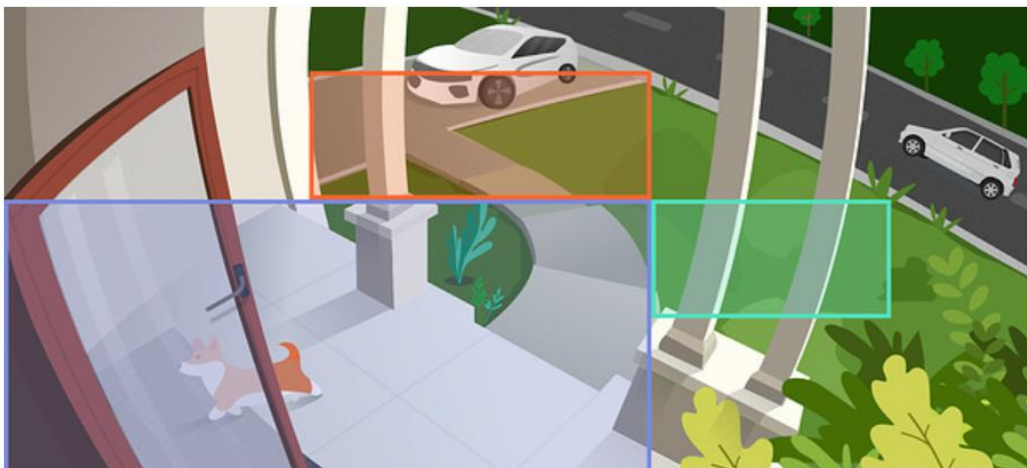
- Triggers may occur as a result of the movement of tree shadows. Avoid facing dense areas of trees when installing the camera.
- If you can't completely avoid these areas, set up an Activity Zone to exclude them. Refer to the picture below when drawing the area.
- Avoid leaves and branches in front of the camera. If there are hanging objects, we recommend trimming or cutting them back.



3. Porch

If you have your camera located at your porch we recommend you consider the following:

- In this scenario, we recommend changing the angle of the camera so that it is positioned in a corner rather than being face-on to the entrance path.
- Set up multiple Activity Zones to cover all the potential areas in which detection may be required. Exclude areas such as sidewalks or roads. Refer to the picture below.



Please check your camera's battery consumption level in all 3 scenarios:

If your camera is consuming power at a fast rate, we recommend lowering the sensitivity level.

- When set to "Human Only" the system's AI will analyze all motion captured. You will only receive a notification when the AI determines that a human is present. The footage captured that is determined not to contain a human will still impact power consumption.
- If you are still encountering power consumption issues or false alerts you can switch the Camera Working Mode to "Optimal Battery Life".

5.2 For SoloCams:

eufy SoloCam may sometimes trigger false motion activity based on several factors, please refer to the following factors that may lead to the camera triggering false motion activity and how to correct them.

1. **Cause:** In some cases, if the motion detection sensitivity of the camera is set too high, the camera will detect any minor movement, resulting in excessive motion triggering and unnecessary video recordings.

Solution: To minimize unnecessary motion detection, you can lower the sensitivity level by launching eufy app > Camera Settings > Motion Detection > adjust Detection Sensitivity accordingly. Additionally, the Motion Test Mode in the Motion Detection setting is also a great tool to utilize in order to determine an ideal motion sensitivity setting based on your environment and preferences.

2. **Cause:** By default, eufy SoloCam will detect all motions including humans and non-human objects, such as cars and animals. This may also lead to unnecessary and excessive motion detection, especially if the environment has a lot of motion activities resulting from passing cars in the camera's field of view.

Solution: To minimize unnecessary motion detection, you can set the type of motion that the camera detects to human motion only by launching eufy app > Camera Settings > Motion Detection > set it to Human Only. Additionally, you can also adjust the Detection Sensitivity setting to determine a suitable setting after the Detection Type has been set to Human Only.

3. **Cause:** eufy SoloCam will detect motion when motion activity occurs inside the camera's field of view. If the camera's field of view generally has a lot of activities, such as when the camera is facing a busy street, then the camera will most certainly trigger excessive motion detection as a result.

Solution: To minimize unnecessary motion detection, you can customize up to two activity zones on eufy SoloCam in order to only record motion activity that matters to you. Please launch eufy app > Camera Settings > Motion Detection > Activity Zone > add up to two activity zones to cover areas where you would like the camera to monitor.

5.3 For battery doorbells:

1. Set the Activity Zone.
2. Try to turn down the Sensitivity in eufy App.
3. Go to Motion Detection> Choose “Human only” instead of “All Motions”.

5.4 For wired doorbells:

Eufy wired doorbell does not have PIR sensors and it detects movement through pixel changes and AI algorithms. The mechanism of motion detection is that the movement of an object with temperature in the activity zone will be triggered.

If it is obviously being triggered by the same object or the doorbell faces a complex street (like car tires, pillars, chandeliers, shadows, roads, windows, etc.), please try the following tips.

Some Suggestions for Solving False Trigger

1. Set an ignored zone in the corresponding position.

Go to Motion Detection> Activity Zone to set up Ignored Zone. The blue zone is the activity zone, while the red zone is the ignored zone. The ignored zone cannot be enlarged as it may miss detection.

2. Try to turn down the Sensitivity in the eufy app.

Note: Tuning Motion Detection is a trial-and-error process as the doorbell views are different from user to user.

5.5 For Floodlight Cameras:

eufy Floodlight Cam may sometimes trigger false motion activity based on several factors, please refer to the following factors that may lead to the Floodlight Cam triggering false motion activity and how to correct them.

1. **Cause:** In some cases, if the motion detection sensitivity of the Floodlight Cam is set too high, the camera will detect any minor movement, resulting in excessive motion triggering and unnecessary video recordings.

Solution: To minimize unnecessary motion detection, you can lower the sensitivity level by launching eufySecurity app > Camera Settings > Motion Detection > adjust Detection Sensitivity accordingly. Additionally, the Motion Detection Test Mode in the Motion Detection setting of Floodlight Cam 1080p/2K/E 2K or the Detection Range setting of Floodlight Cam 2 Pro are also great tools to utilize in order to determine an ideal motion sensitivity setting based on your environment and preferences.

2. **Cause:** By default, eufy Floodlight Cam will detect all motions including humans and non-human objects, such as cars and animals. This may also lead to unnecessary and excessive motion detection, especially if the environment has a lot of motion activities resulting from passing cars in the camera's field of view.

Solution: To minimize unnecessary motion detection, you can set the type of motion that the camera detects to human motion only by launching eufySecurity app > Camera Settings > Motion Detection > set it to Human Only. Additionally, you can also adjust the Detection Sensitivity setting to determine a suitable setting after the Detection Type has been set to Human Only.

3. **Cause:** eufy Floodlight Cam will detect motion when motion activity occurs inside the Floodlight Cam's field of view. If the Floodlight Cam's field of view generally has a lot of activities, such as when the Floodlight Cam is facing a busy street, then the Floodlight Cam will most certainly trigger excessive motion detection as a result.

Solution: To minimize unnecessary motion detection, you can customize up to four activity zones on eufy Floodlight Cam 1080p/2K/E 2K or up to two activity zones on eufy Floodlight Cam 2 Pro in order to only record motion activity that matters to you. Please launch eufySecurity app > Camera Settings > Motion Detection > Activity Zone > create activity zones to cover areas where you would like the Floodlight Cam to monitor.

5.6 For IndoorCams:

eufy Indoor Cam may sometimes trigger false motion or sound activity based on several factors, please refer to the following factors that may lead to the Indoor Cam triggering false motion or sound activity and how to correct them.

1. **Cause:** In some cases, if the motion or sound detection sensitivity of the Indoor Cam is set too high, the camera will detect any minor motion movement or sound, resulting in excessive motion or sound detection and unnecessary video recordings.

Solution: To minimize unnecessary motion detection, you can lower motion detection sensitivity level by launching eufySecurity app > Camera Settings > Motion Detection > adjust the Sensitivity setting accordingly. Similarly, you can also lower sound detection sensitivity level by launching eufySecurity app > Camera Settings > Sound Detection > adjust the Sensitivity setting accordingly.

2. **Cause:** By default, eufy Indoor Cam will detect all motions and all sound, such as pets and noises. This may also lead to unnecessary and excessive motion or sound detection.

Solution: To minimize unnecessary motion detection, you can set the type of motion that the camera detects to human motion only by launching eufySecurity app > Camera Settings > Motion Detection > set it to Person only. Similarly, you can also set the type of sound that the camera detects by launching eufySecurity app > Camera Settings > Sound Detection > set it to Crying only if you are using the Indoor Cam as a baby monitor, or you can simply disable the Sound Detection feature for the camera to not trigger recording after detecting any sound.

3. **Cause:** eufy Indoor Cam will detect motion when motion activity occurs inside the Indoor Cam's field of view. If the Indoor Cam's field of view generally has a lot of activities, then the Indoor Cam will most certainly trigger excessive motion detection as a result.

Solution: To minimize unnecessary motion detection, you can customize up to two activity zones on eufy Indoor Cam in order to only record motion activity that matters to you. Please launch eufySecurity

app > Camera Settings > Motion Detection > Activity Zone > create activity zones to cover areas where you would like the Indoor Cam to monitor.

5.7 For Wall light cameras:

If you do not need the camera to detect any motion events except for people's movements, please choose Human mode for the type of event detection to effectively reduce the number of false motion detection events.

Please try decreasing the motion detection sensitivity level. In order to set a desired detection range, it is recommended to set your preferred sensitivity level according to the sensitivity setup guide in the eufy Security app.

Set up an activity zone to monitor only a specific area of interest and not the camera's entire field of view.

If possible, please try to avoid the following scenarios in the camera's field of view when installing your Wall Light Cam:

- Moving tree branches or flags.
- Sun in the sky.
- Vehicles or pedestrians in areas you do not need to monitor.

6. Why does my eufy battery device drain so quickly? (#battery-drain)

Battery life can vary greatly based on several factors, such as the frequency of motion detection events, the duration of recordings, and the temperature of the environment where the device is located.

Our security battery products, including your battery doorbell/camera, are designed and tested under specific conditions to estimate battery life. These conditions typically include:

- An ambient temperature of 68°F (20°C).
- An average of 10 motion detection events per day, with each event recorded for 30 seconds.
- The standby power consumption, which is the power the device uses even when it's not actively recording or detecting motion.

It's important to understand that every time your camera is triggered, it uses battery power—even if the video isn't saved or no notification is sent. This is because the device's Passive Infrared (PIR) sensor activates upon detecting motion, which then prompts the AI to evaluate whether to continue recording or dismiss the event as a false trigger. This evaluation process consumes power, even though it might not be immediately apparent to users.

The amount of all triggers can be found in doorbell/camera settings - Power Manager - detection statistics. If the doorbell/camera triggered much more than 10 times per day, we suggest reducing the sensitivity of the motion sensor and setting up activity zones in doorbell/camera settings - motion detection, and hard-wiring the doorbell (if possible).

Please try the following, as these steps normally help:

1. Keep the Optimal Battery Life Mode in Camera Settings > Power Manager> Working Mode.
2. Please check and make sure the signal strength between eufyCams and HomeBase 2 is strong. Please also check your Wifi signal.
3. Select "Human Only" instead of "All Motions".
4. Set up an Activity Zone to filter the false positives.
5. Please do not use third-party plug-ins, clients, and scripts. Some of these are incompatible with eufy products or not well developed, which might lead to faster power consumption.

Note: some devices do not support Homekit, so using Homekit-associated script may also drain a lot of power.

6. Keep the eufy app at the latest version for all users.

Please also keep in mind that even when a battery doorbell is hardwired (when supported), the battery is still in use. The transformer's role is to charge the battery at a steady rate (approximately 1% per hour). However, in instances of intensive use—such as frequent live-streaming, numerous daily triggers, or regular ringing—the battery level may still decline despite being wired. If the battery usage exceeds the charging rate, the device could eventually turn off if the battery capacity becomes insufficient.

7. Why does my eufy device keep going offline? (#offline-issues)

7.1 For eufyCams:

1. Check if the camera has gone out of battery. If yes, charge the battery.
2. Press and release the SYNC button quickly to check if the camera has switched off or turned off. If the LED does not light up, try to set the camera to ON in the camera settings or press and hold the camera for 2 seconds to boot up.
3. If you recently relocated the camera, try to move it closer to the HomeBase.
4. Remove the eufyCam that is offline on the Eufy App and then add it again to HomeBase by navigating to Main Page > Security > Add Device > Scan QR code.

7.2 For battery doorbells:

It is possible under certain circumstances for your eufy battery Video Doorbell offline. This article will detail the circumstances in which your battery doorbell can lose its connection and what to do if this occurs.

Why Do 2K Battery Doorbells Offline?

1. HomeBase is disconnected with Internet router or Wi-Fi.
2. HomeBase offline due to temporarily losing power.
3. You have changed your Wi-Fi network password.
4. Your doorbell loses connection with HomeBase.
5. Battery doorbell runs out of its battery.

What Can I Do When It's Offline?

1. Make sure that your HomeBase 2 is connected to the Internet and the Indicator LED is blue.
2. Press the SYNC button at the back of your battery Doorbell.
3. Make sure the HomeBase is not close to the wall/corner or ceiling.
4. Move the Battery doorbell closer to the HomeBase.
5. Make sure that your eufy battery Doorbell has enough battery.

Note: A small number of customers reported that the doorbell went offline or disappeared from the App when it was installed in the mounting bracket. It is very likely that the screw is too long to withstand the SYNC button. Please make sure if you use the original screws to install the battery doorbell in the package.

7.3 For SoloCams:

Why Is My SoloCam Offline?

1. SoloCam has a weak WiFi signal.
2. SoloCam's battery has completely drained.
3. You have changed your router's WiFi network name or password.
4. The router is disconnected from the Internet.

If your SoloCam goes offline, please check the following details:

1. Move the camera closer to the router to strengthen its WiFi signal.
2. Check if the camera has run out of battery. If yes, please charge the camera.

For SoloCam E20/ E40, please use the provided micro USB charging cable to charge the camera for 4-5 hours to fully charge your SoloCam.

For SoloCam L20/ L40/ S40, please use the provided USB-C charging cable to charge the camera for 8-10 hours to fully charge your SoloCam.

3. Please check if you have recently changed a new router or updated the WiFi network name or password.
4. Please check if your router is disconnected from the Internet. If yes, the SoloCam's LED indicator light will turn to solid red.
5. Press and hold the SYNC button on the SoloCam for at least 2 seconds until you hear a beep, then check if the LED indicator light flashes a blue light and proceed to pair the camera again using the eufySecurity app.

7.4 For IndoorCams:

Why Is My Indoor Cam Offline?

1. Indoor Cam's power adapter voltage is unstable.
2. Indoor Cam is not powered by its original adapter and cable.
3. Indoor Cam has a weak WiFi signal.
4. You have changed your router's WiFi network name or password.
5. The router is disconnected from the Internet.

If your Indoor Cam goes offline, please check the following details:

1. Please confirm whether the camera's LED indicator light is showing a solid blue light. If not:
Please make sure the camera is powered by its original adapter and cable.
Please try plugging the adapter into a different wall outlet.

2. Enable your phone's hotspot to connect your camera to the phone's hotspot.

If the camera can connect to your phone's hotspot but is unable to connect to your WiFi network, the issue may be related to the WiFi settings on your router. Please try the following troubleshooting steps:

- Confirm if your WiFi is encrypted by WPA-PSK or WPA2-PSK.
- Make sure the Indoor Cam is able to receive a strong WiFi signal from the router at its current location. A quick way to determine signal strength is to stand nearby the camera and check if your phone is able to connect to the 2.4GHz WiFi network and work without issues.
- If possible, move the router closer to the camera. In theory, the camera can be 10-12m (2 walls), 15-20m (1 wall) away from the router. In order to check the camera's WiFi signal strength, please launch the eufySecurity app and select the Indoor Cam Settings > General > WiFi Connection, if it shows "Great", then the camera should not have any WiFi signal issues.

If the issue still persists:

1. Please check if there are possible sources that could cause signal interferences in the surrounding environment, such as other electronic devices.
2. Download important videos in the eufySecurity app first and then delete the camera from the app, then try to re-add the camera using the app.
3. Reset the camera by pressing and holding the SYNC button on the camera for 10 seconds to verify if the problem can be resolved.

Note: If you proceed with the reset process, you will have to reconnect the camera to the eufySecurity app. Please make sure to save important videos before resetting your camera.