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› eufy Security SoloCam S340 and HomeBase S380 (HomeBase 3) User Manual

eufy Security SoloCam S340, HomeBase S380

eufy Security SoloCam S340 and HomeBase S380 (HomeBase 3) User Manual

Comprehensive Guide for Installation, Operation, and Maintenance

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your eufy Security SoloCam S340 wireless solar security camera system, integrated with the eufy Security HomeBase S380 (HomeBase 3). Please read this manual thoroughly before using the product to ensure correct installation and optimal performance.

2. PACKAGE CONTENTS

Verify that all items listed below are present in your package. If any items are missing or damaged, please contact eufy Security support.

- eufy Security SoloCam S340 Camera(s) with integrated solar panel
- eufy Security HomeBase S380 (HomeBase 3)
- Mounting Bracket(s) and Screw Kit(s)
- USB Charging Cable
- Ethernet Cable
- Power Adapter for HomeBase
- Quick Start Guide



Image 2.1: Overview of eufy Security SoloCam S340 and HomeBase S380 components. This image displays multiple SoloCam S340 units, each with an attached solar panel, alongside a single HomeBase S380 unit.

3. PRODUCT OVERVIEW

3.1 SoloCam S340 Camera

The SoloCam S340 is a wireless outdoor security camera featuring a dual-camera system and an integrated solar panel for continuous power. It offers comprehensive surveillance with advanced AI capabilities.

- **Dual Camera System:** Equipped with a 3K wide-angle lens (135° field of view, f/1.6 aperture) and a 2K telephoto lens (f/1.6 aperture) for up to 8x hybrid zoom.
- **SolarPlus™ Technology:** Integrated solar panel provides continuous power with just 2 hours of direct sunlight per day, ensuring all-day operation.
- **360° Pan & Tilt:** Offers full horizontal and vertical control to eliminate blind spots, allowing for comprehensive area coverage.
- **On-Device AI Tracking:** Utilizes AI to automatically track subjects, providing 95% alert accuracy.

Dual Cameras for Ultra-Clear Views at Up to 8× Zoom

3K

Wide-Angle Lens

135° Field of View

f/1.6 Aperture

8×

Hybrid Zoom

2K Telephoto Lens

f/1.6 Aperture



Image 3.1.1: Detail of the SoloCam S340's dual camera lenses. This image highlights the 3K wide-angle lens and the 2K telephoto lens, illustrating the camera's capability for ultra-clear views and up to 8x zoom.

A Single Install Lasts a Lifetime with SolarPlus™

2 Hours

of Sunshine Gives All-Day Power¹

Low-Light Charging

1.5×

Improvement in Solar Charging²

Charges While Obstructed

1 With optimal sunlight, the removable solar panel can collect and store 800 to 1,200 mAh per day. SoloCam S340 uses 100 to 200 mAh over a day and night of average use.
2 The solar panel converts up to 25% of available sunlight into energy, which is an enhancement of 51% compared to competitors, according to laboratory data.

Image 3.1.2: Illustration of the SoloCam S340's SolarPlus™ charging capability. The image shows the solar panel and text indicating that 2 hours of sunshine provide all-day power and 1.5x improvement in solar charging.

360° Guardian Leaves No Blindspots



Image 3.1.3: Visual representation of the SoloCam S340's 360° pan and tilt functionality. The camera is shown with arrows indicating its rotational movement, ensuring no blind spots in surveillance.

Always In Focus: On-Device AI-Powered Tracking



Image 3.1.4: Depiction of the SoloCam S340's on-device AI-powered tracking. A child on a bicycle is highlighted by a tracking box, indicating the camera's ability to keep subjects in focus with 95% alert accuracy.

3.2 HomeBase S380 (HomeBase 3)

The HomeBase S380 serves as the central hub for your eufy Security system, connecting all compatible devices and managing data storage and AI processing.

- **BionicMind™ AI:** Enhances security with 99.9% facial recognition accuracy, distinguishing between familiar faces and unknown individuals.

- **Expandable Local Storage:** Features 16GB of built-in storage, expandable via an HDD or SSD (not included) for extensive local video storage without monthly fees.
- **Seamless Ecosystem:** Integrates with other eufy Security devices through the eufy Security app for a unified home security experience.

HomeBase 3 Empowers Your Security Devices



Image 3.2.1: The HomeBase 3 as a central hub for multiple eufy security devices. This image shows the HomeBase 3 surrounded by other eufy security products, illustrating its role in empowering a comprehensive security ecosystem.

Terabytes of Expandable* Storage

HDD SSD

*16GB of storage built inside. Portable hard drive required for expandable storage. Not included.

Image 3.2.2: Demonstration of expandable storage for HomeBase 3. A hand is shown inserting an SSD into the HomeBase, with text indicating support for terabytes of expandable storage via HDD or SSD.

BioinicMind™ Facial Recognition



Image 3.2.3: Example of BioinicMind™ Facial Recognition in action. The image shows a person identified as 'Mom' by the system, demonstrating the HomeBase's advanced AI capabilities.

Local Security*, No Monthly Fee



4K Resolution



BionicMind™
Recognition



Built-In Storage



*If you choose to use cloud-based features such as cloud storage or push notifications with thumbnail previews, videos or thumbnail previews will be sent to the cloud as needed to provide your selected features.

Image 3.2.4: Features of local security with no monthly fee. This image highlights 4K resolution, BionicMind™ Recognition, and 16GB built-in storage, emphasizing the cost-effective security solution.

4. SETUP

4.1 Download the eufy Security App

Before beginning installation, download the eufy Security app from the App Store (iOS devices) or Google Play (Android devices). Create an account or log in if you already have one.

4.2 HomeBase S380 Installation

1. Connect the HomeBase S380 to power using the provided power adapter.
2. Connect the HomeBase S380 to your router using the provided Ethernet cable.
3. Wait for the LED indicator on the HomeBase to turn solid blue, indicating it is ready for setup.
4. Open the eufy Security app, tap 'Add Device', and follow the on-screen instructions to add your HomeBase.

4.3 SoloCam S340 Installation and Pairing

1. **Charging:** Fully charge the SoloCam S340 using the USB charging cable before initial installation.
2. **Mounting Location:** Choose a mounting location that provides optimal sunlight exposure for the solar panel and a clear view of the area you wish to monitor. Ensure the camera is within Wi-Fi range of your HomeBase.
3. **Mounting:** Use the provided mounting bracket and screws to securely attach the camera to a wall or ceiling. Adjust the camera angle for desired coverage.
4. **Pairing:** In the eufy Security app, tap 'Add Device', select SoloCam S340, and follow the instructions to pair it with your HomeBase S380. This typically involves pressing the SYNC button on the camera.
5. **Solar Panel Orientation:** Ensure the solar panel is oriented to receive maximum direct sunlight throughout the day for continuous charging.

5. OPERATING INSTRUCTIONS

5.1 Live View and Recording

- Open the eufy Security app and select your SoloCam S340 to access the live view.
- Use the on-screen controls to pan, tilt, and zoom the camera.
- Manually record video or take screenshots from the live view.

5.2 Motion Detection and Alerts

- Configure motion detection sensitivity and activity zones within the app settings for each camera.
- Enable push notifications to receive instant alerts on your smartphone when motion is detected.
- The SoloCam S340's AI tracking will follow detected subjects within its field of view.

5.3 BionicMind™ Facial Recognition

- Access the BionicMind™ settings in the eufy Security app.
- You can teach the system to recognize family members and friends by uploading photos or confirming identified faces from recorded events.
- Customize alerts to differentiate between recognized individuals and unknown persons.

5.4 Storage Management

- All recorded events are stored locally on the HomeBase S380's built-in 16GB storage.
- To expand storage, install a compatible 2.5-inch HDD or SSD into the HomeBase. Refer to the HomeBase S380 manual for specific installation instructions.
- View and manage recorded videos through the 'Events' tab in the eufy Security app.

6. MAINTENANCE

6.1 Cleaning

- Regularly clean the camera lenses and the solar panel with a soft, damp cloth to ensure optimal image quality and charging efficiency.
- Avoid using harsh chemicals or abrasive materials that could damage the surfaces.

6.2 Battery and Solar Charging

- Monitor the battery level of your SoloCam S340 via the eufy Security app.
- Ensure the solar panel is free from obstructions (e.g., leaves, dirt) to maximize charging.
- In periods of prolonged low sunlight, the camera may require manual charging via the USB port.

7. TROUBLESHOOTING

| Issue | Possible Cause | Solution |
|-----------------------------------|---|---|
| Camera not connecting to HomeBase | Out of range, HomeBase offline, pairing failed | Move camera closer to HomeBase. Check HomeBase internet connection. Re-attempt pairing via the app. |
| Poor video quality | Dirty lens, low light, weak Wi-Fi signal | Clean the camera lens. Ensure adequate lighting. Improve Wi-Fi signal strength or relocate camera. |
| Solar panel not charging | Insufficient sunlight, panel obstruction, faulty connection | Relocate camera/panel for direct sunlight. Clear any obstructions. Check cable connection. |
| False motion alerts | High sensitivity, environmental factors | Adjust motion detection sensitivity and activity zones in the app. Utilize AI detection features. |

8. SPECIFICATIONS

- **SoloCam S340 Resolution:** 3K (Wide-angle), 2K (Telephoto)
- **Zoom:** Up to 8x Hybrid Zoom
- **Field of View:** 135° (Wide-angle)
- **Pan & Tilt:** 360° Horizontal, 60° Vertical
- **Power:** Integrated Solar Panel, Rechargeable Battery
- **Night Vision:** Color Night Vision
- **AI Features:** On-Device AI Tracking, BionicMind™ Facial Recognition
- **HomeBase S380 Storage:** 16GB Built-in, Expandable via 2.5-inch HDD/SSD
- **Connectivity:** Wi-Fi (2.4 GHz only), Ethernet
- **Operating Temperature:** -4°F to 122°F (-20°C to 50°C)
- **Weather Resistance:** IP67 (SoloCam S340)

9. SAFETY INFORMATION

- Do not attempt to disassemble or repair the device yourself. Contact qualified service personnel for assistance.
- Avoid exposing the device to extreme temperatures, direct sunlight for prolonged periods (beyond normal operation), or corrosive environments.
- Ensure all cables are properly connected and secured to prevent tripping hazards or damage.
- Use only accessories specified by the manufacturer.

10. WARRANTY AND SUPPORT

eufy Security products typically come with a limited warranty. For detailed warranty information, product support, FAQs, and contact options, please visit the official eufy Security website or refer to the warranty card included with your product. You can also access support through the eufy Security app.

Online Support: support.eufylife.com