eufy Security C31

eufy Security Video Doorbell C31 with Add-on Chime - User Manual

Model: C31

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your eufy Security Video Doorbell C31 with Add-on Chime. The doorbell offers 2K Full HD video clarity, dual power options (battery or hardwire), and seamless communication features to enhance your home security.

The Video Doorbell C31 is designed for clear visuals of visitors, real-time communication, and flexible recording options. It is compatible with the eufy HomeBase S380 for expanded storage and system integration.

2. WHAT'S IN THE BOX

The eufy Security Video Doorbell C31 package includes the following components:

- eufy Security Video Doorbell C31 (with quick-release rechargeable 6500mAh battery)
- Add-on Chime
- Mounting Bracket
- 15-degree Offset Bracket (for angled installation)
- Mounting Screws and Wall Anchors
- USB Charging Cable
- Hardwire Connectors (for existing doorbell wiring)
- Positioning Sticker
- Quick Start Guide
- Security Sticker

Figure 2.1: eufy Security Video Doorbell C31 and Add-on Chime included in the package.

Figure 2.2: Close-up of the eufy Security Video Doorbell C31 unit.

Figure 2.3: Close-up of the eufy Security Add-on Chime unit.

Video 2.1: An overview of the eufy Video Doorbell C31, highlighting its battery or wired functionality.

3. SETUP AND INSTALLATION

3.1 Power Options

The eufy Security Video Doorbell C31 offers flexible power options:

- **Battery Powered:** Utilizes a quick-release rechargeable 6500mAh battery for easy setup and mobility.
- **Hardwire Powered:** Connects to existing doorbell wiring for continuous 24/7 recording and 5-second pre-roll for motion-activated events. This option provides enhanced security and peace of mind.
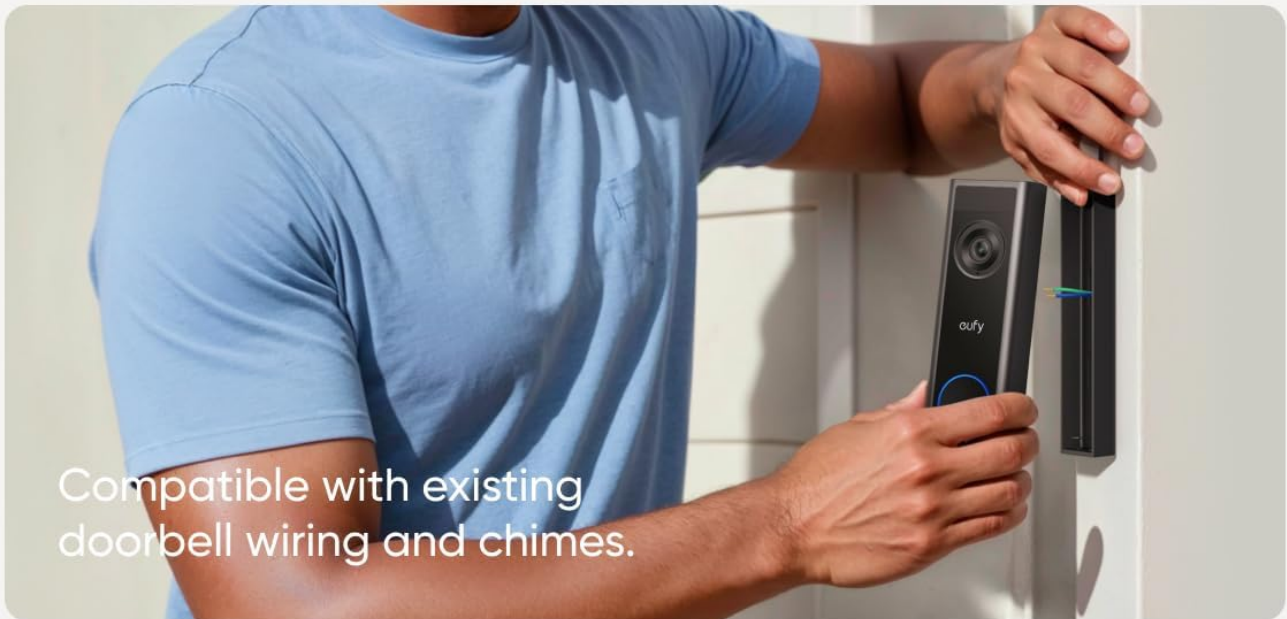

Figure 3.1: The doorbell can be hardwired to existing doorbell wiring for continuous power.

Quick-Release Battery Pack with 6,500 mAh Capacity

Figure 3.2: The quick-release battery pack provides a convenient wireless power option.

3.2 Mounting the Doorbell

1. Choose a suitable location near your front door. Use the provided positioning sticker to mark drill holes accurately.
2. Drill holes and insert wall anchors if necessary.
3. Attach the mounting bracket to the wall using the provided screws. If an angled view is desired, first attach the 15-degree offset bracket to the wall, then attach the mounting bracket to the offset bracket.

4. For hardwire installation, connect your existing doorbell wires to the terminals on the back of the doorbell unit.

5. Secure the eufy Video Doorbell C31 onto the mounting bracket.

3.3 Initial Setup with the eufy Security App

Download the eufy Security app from your device's app store. Follow the in-app instructions to add your new Video Doorbell C31 and connect it to your Wi-Fi network. This process typically involves scanning a QR code on the device.

4. OPERATING INSTRUCTIONS

4.1 Live Video and Communication

When someone rings the doorbell, a pop-up video call will appear on your phone. You can answer to engage in two-way audio communication with your visitor. If you are unavailable, you can use quick responses or allow visitors to leave voice messages.

Figure 4.1: Live video call interface on the eufy Security app.

4.2 Motion Detection

The doorbell features human and motion detection. You can customize detection types and sensitivity levels within the eufy Security app. Set up activity zones to focus detection on specific areas.

4.3 Recording and Storage

The doorbell supports local storage via a microSD card (up to 128 GB, not included). This ensures your video footage is

protected even if the doorbell is damaged or lost. Hardwired installations allow for continuous 24/7 recording.

4.4 Indoor Chime

The included add-on chime ensures you hear the doorbell throughout your home. You will also receive real-time notifications on your phone when the doorbell is pressed or motion is detected.

5. MAINTENANCE

5.1 Battery Charging

If using battery power, periodically remove the quick-release battery pack and charge it using the provided USB charging cable. The eufy Security app will indicate the battery level.

5.2 MicroSD Card Management

To manage stored footage, access the microSD card slot on the doorbell unit. Ensure the doorbell is powered off before inserting or removing the card.

6. TROUBLESHOOTING

For common issues, refer to the troubleshooting section within the eufy Security app or the comprehensive online support resources available on the eufy Security website.

- **Connectivity Issues:** Ensure your Wi-Fi network is stable and the doorbell is within range. Restarting your router or the doorbell may resolve temporary connection problems.
- **Battery Drain:** Adjust motion detection sensitivity and recording length settings in the app to optimize battery life.
- **No Notifications:** Check app notification settings on your smartphone and ensure the doorbell is properly connected to your network.

7. SPECIFICATIONS

Feature	Specification
Brand	eufy Security
Model	C31
Video Resolution	2K FHD
Power Source	Battery Powered (6500mAh rechargeable) or Hardwire Powered
Special Feature	Motion Sensor, 4:3 View
Local Storage	Supports microSD card up to 128 GB (not included)
Compatibility	HomeBase S380 Compatible

8. WARRANTY AND SUPPORT

For warranty information, product registration, and technical support, please visit the official eufy Security website or contact their customer service. Details can typically be found in the product packaging or the Quick Start Guide.

Related Documents - C31

	[eufy Security Video Doorbell 2K (Battery-Powered) Set Quick Start Guide](#) This guide provides essential instructions for setting up and installing the eufy Security Video Doorbell 2K (Battery-Powered) Set, covering components like the T8210 doorbell and HomeBase 2, connection, app setup, power options, and mounting.
	[eufy Video Doorbell 2K (Battery-Powered) Quick Start Guide](#) A comprehensive quick start guide for the eufy Video Doorbell 2K (Battery-Powered) Set, covering setup, installation, and troubleshooting steps.
	[eufy Video Doorbell Dual (Battery) Quick Start Guide](#) Get started quickly with the eufy Video Doorbell Dual (Battery). This guide provides essential setup and installation instructions for your smart doorbell and HomeBase 2. Visit eufy.com for more support.
	[eufy Video Doorbell Slim (1080p, Battery-Powered) Quick Start Guide](#) This quick start guide provides essential instructions for setting up and installing the eufy Video Doorbell Slim (1080p, Battery-Powered), including product overview, system setup, mounting, and charging.
	[eufy Video Doorbell Slim (1080p, Battery-Powered) Quick Start Guide](#) This guide provides instructions for setting up, installing, and charging the eufy Video Doorbell Slim (1080p, Battery-Powered) and its accompanying Wi-Fi Doorbell Chime.
	[eufy Security Video Doorbell 2K (Battery-Powered) Quick Start Guide](#) This guide provides step-by-step instructions for setting up and installing the eufy Security Video Doorbell 2K (Battery-Powered) Set, including connecting the HomeBase, mounting the doorbell, and troubleshooting common issues.