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eufy Security T8E00

eufy 4K NVR Security Camera System S4 Max User Manual

Model: T8E00

Brand: eufy Security

INTRODUCTION

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your eufy 4K NVR Security Camera System S4 Max. Please read this manual thoroughly before using the product to ensure proper setup and optimal performance.

WHAT'S IN THE BOX

The eufy 4K NVR Security Camera System S4 Max package includes the following components:

- 1 x Network Video Recorder S4
- 4 x PoE Cam S4
- 4 x 59ft/18m Ethernet Cable, 1 x 3.3ft/1m Ethernet Cable, 1 x HDMI Cable
- 1 x Power Adapter, 1 x USB Mouse, 4 x Waterproof Cover Pack
- 4 x Mounting Bracket, 4 x Screw Pack, 1 x Quick Start Guide



The image displays the complete eufy 4K NVR Security Camera System S4 Max package, featuring the Network Video Recorder (NVR), four PoE Bullet-PTZ cameras, and a 2TB Hard Disk Drive. Essential accessories like Ethernet cables, power adapter, USB mouse, waterproof covers, mounting brackets, and screw packs are also included.

SETUP AND INSTALLATION

Before You Begin

Ensure you have all necessary components and tools. Refer to the "What's in the Box" section for a complete list.

Choosing the Perfect Location

Select a location that provides optimal coverage for your desired monitoring area. Consider both the camera's field of view and the routing of the Ethernet cable.

24/7 All-In-One Local Security



Local AI Agent



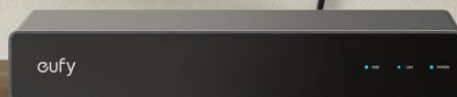
Plug and Play



24/7 Recording



Live View via App,
Web, and Display



Note: 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.

This diagram illustrates recommended camera placement on the exterior of a house. For optimal coverage, install the camera 7-10 feet (2-3 meters) above the ground. This height helps capture a broad view while maintaining detail.

One Device, Versatile Coverage

From sweeping overviews to precise close-ups, the bullet-PTZ cam adapts to cover multiple zones, easily meeting all your security demands with a single device.



The image demonstrates the versatile mounting options for the eufy cameras, including wall, corner, and ceiling mounts. Each option provides different perspectives, such as full yard view, front yard, side yard, outside driveway, and inside garage, allowing for tailored surveillance.

Mounting the Camera

1. **Prepare the Mounting Surface:** Use the provided positioning sticker as a template to mark screw positions. Drill holes as marked. For indoor wiring, drill an additional cable hole.
2. **Insert Screw Anchors:** If mounting onto a non-wooden surface, insert the screw anchors into the drilled holes.
3. **Attach Mounting Base:** Secure the mounting base to the wall using the provided screws.
4. **Install the Camera:** Screw the camera onto the mounting base and lock the spring screws to secure it.

Your browser does not support the video tag.

This official video from eufy Home provides a comprehensive guide on setting up and installing your PoE Cam S4. It covers preparing the installation site, choosing the optimal location, mounting the camera securely, connecting it to the NVR, and adjusting the camera's field of view for effective surveillance.

Connecting to the NVR

Ensure the Ethernet cable is securely connected to the NVR. If the cable connector is exposed outside, route the cable through the cable notch and ensure the connector is positioned downward to prevent water intrusion. Install the waterproof cover.

Auto-Framing Up to 164 ft Away



Bullet-to-PTZ
Tracking



Locks-On and
Tracks Subjects



8x Hybrid Zoom



Group Tracking



The image displays the rear panel of the eufy Network Video Recorder, highlighting the various ports for connectivity. This includes multiple Ethernet ports for camera connections, USB ports for peripherals, and video output ports for display.

Adjusting the Camera's Field of View

Rotate the camera to the optimal angle. Use the eufy app to check the camera's view and make any necessary adjustments.

Up to 16 Channels & 16TB Storage NVR



8-Port PoE

This image shows a smartphone screen with the eufy app open, displaying live feeds from multiple security cameras. Users can monitor different areas simultaneously and adjust camera settings directly from the app.

OPERATING YOUR SYSTEM

16 MP Triple-Lens Bullet-PTZ Camera

The system features a unique triple-lens design. The upper 4K wide-angle camera provides a 122° fixed view, while the lower 2K PTZ camera offers 8x auto-zoom and 360° pan for comprehensive coverage.

2-in-1 Bullet-PTZ PoE Cam

Full Picture. Clear Details.

Bullet Cam

4K UHD
Surveillance

122° FOV

180°

30°

PTZ Cam

Dual 2K PTZ

360° Pan

70° Tilt

360°

70°

Note: The 16 MP total resolution is achieved by combining the pixel counts of the three individual lenses.

This image provides a close-up of the eufy 2-in-1 Bullet-PTZ PoE Camera, detailing its dual functionality. The upper section features a 4K UHD Bullet Cam with a 122° field of view, while the lower section houses a Dual 2K PTZ Cam capable of 360° pan and 70° tilt, offering comprehensive surveillance.

Live Cross-Cam Tracking

All cameras work in sync to track movement in real-time. When a subject moves out of one camera's range, another camera seamlessly takes over, ensuring continuous, uninterrupted coverage.

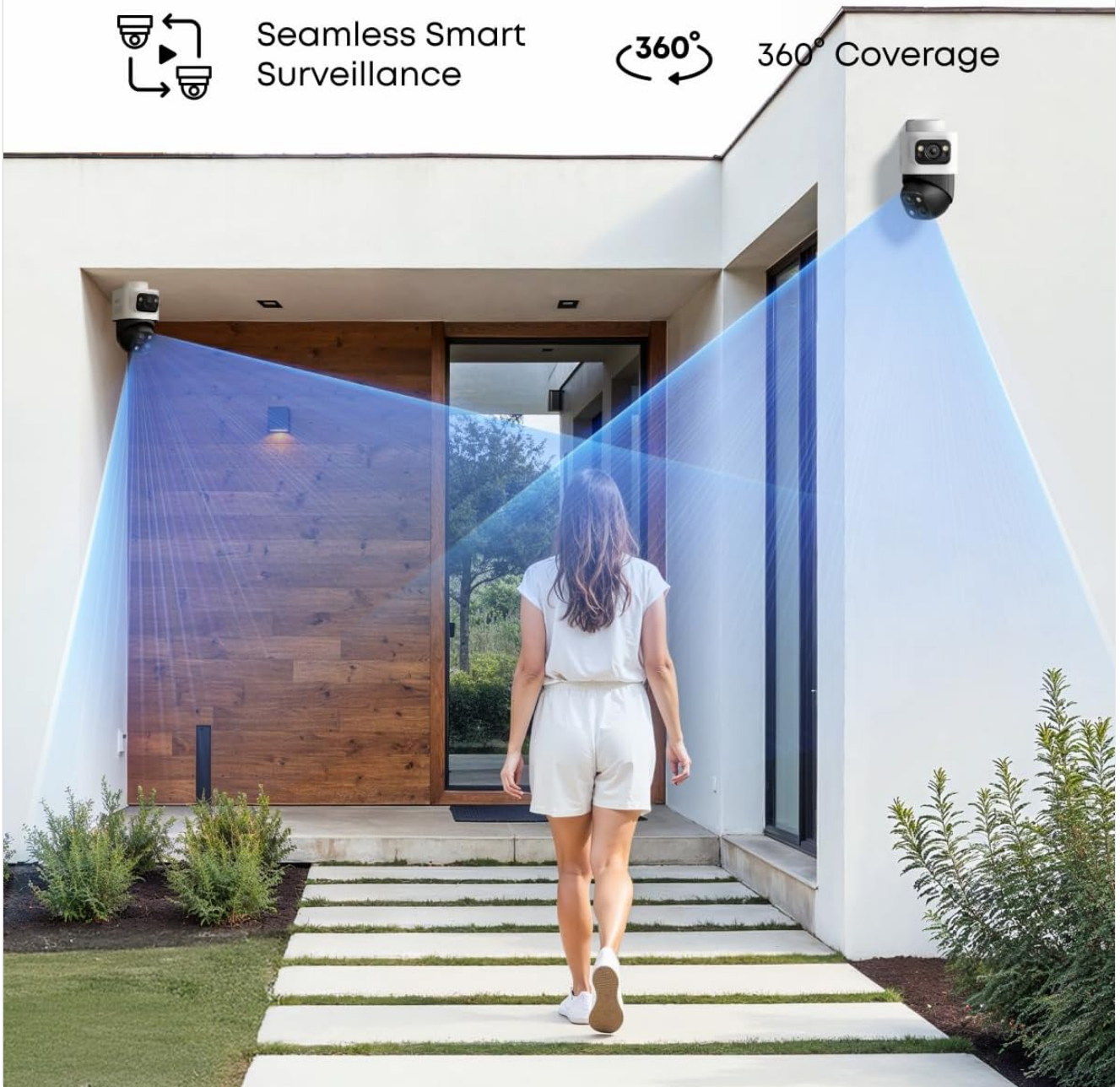
Live Cross-Cam Tracking



Seamless Smart Surveillance



360° Coverage



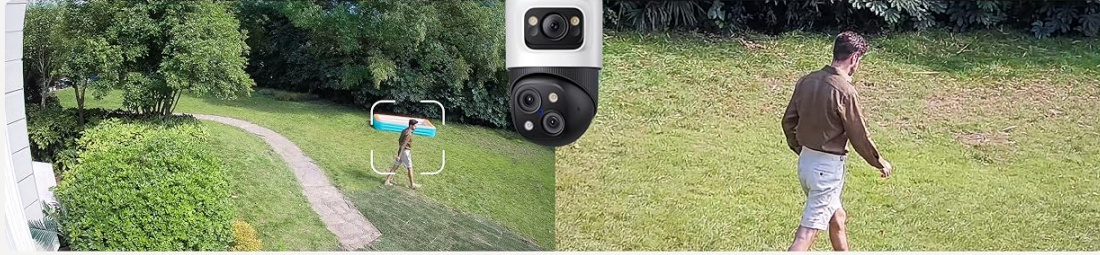
The image illustrates the Live Cross-Cam Tracking feature, where multiple eufy cameras work together to provide seamless surveillance. As a person moves across the monitored area, the system intelligently switches tracking between cameras to maintain continuous coverage without blind spots.

Local AI Agent

The system incorporates a local AI agent powered by 6T/8-Core processing for instant analysis and genuine threat identification. This allows for customized no-go zones and alerts, ensuring tailored responses to detected events.

Auto-Framing Up to 164 ft Away

When the upper camera detects a subject, the lower PTZ camera locks on, automatically tracking and framing them with sharp, centered close-ups and 8x auto zoom—even from 164 ft (50 m) away.
Group Tracking: Automatically adjusts zoom to keep all subjects in frame, even if they move, until one exits the field of view.



This image highlights the local AI agent integrated into the eufy NVR, showcasing its advanced processing capabilities with 6T computing power and an 8-core processor. This local AI enables real-time analysis for proactive security, identifying threats directly on the device.

Auto-Framing and Group Tracking

When the bullet camera detects a subject, the PTZ camera automatically locks on and tracks them, providing sharp, centered close-ups from up to 164 ft away. Auto-zoom keeps moving subjects framed until they exit the view.

Versatile Mounting Options



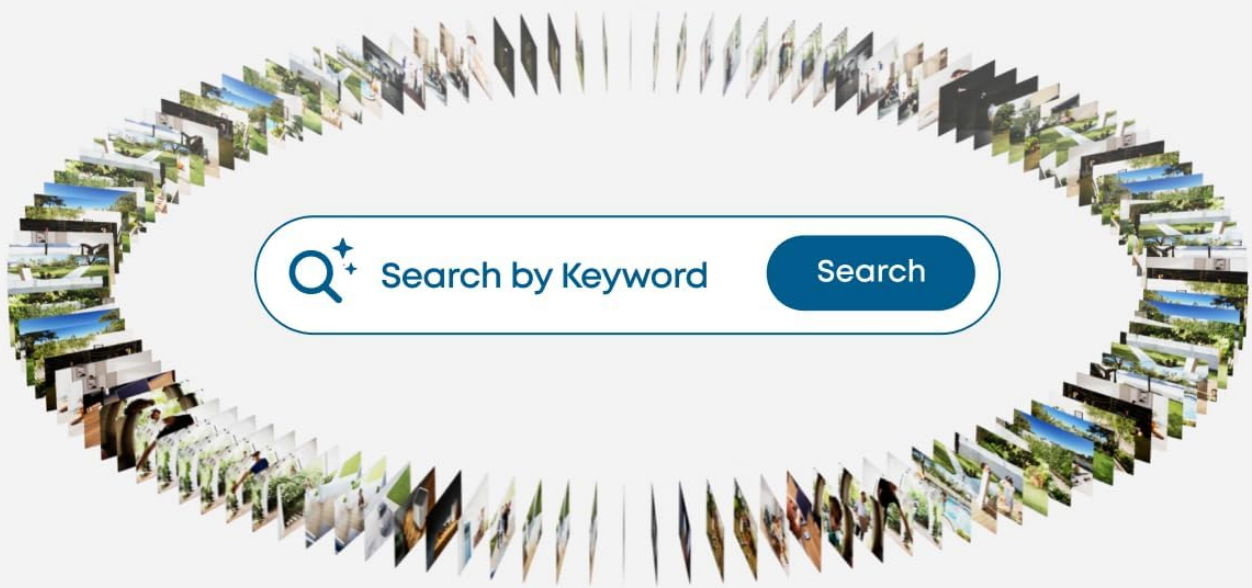
The image demonstrates the Auto-Framing and Group Tracking features. The camera automatically zooms in and keeps moving subjects centered in the frame, even from distances up to 164 feet, ensuring clear and continuous monitoring of individuals or groups.

Smart Video Search

Instead of manually scrolling through hours of footage, use keywords to instantly find specific events or recordings.

Smart Video Search

Instead of scrolling for hours, use keywords
to locate videos fast



This image illustrates the Smart Video Search function, allowing users to quickly locate specific video segments by searching with keywords. This eliminates the need to manually review extensive footage, streamlining the process of finding relevant events.

24/7 Recording and Storage

The system includes a pre-installed 2 TB HDD for continuous 24/7 recording, expandable up to 16 TB.

Customize Your Security



Custom Zones
and Schedules



Human, Vehicle,
and Pet Recognition



Red and Blue
Warning Light



The image highlights the storage capabilities of the eufy NVR, which comes with a pre-installed 2TB hard drive. It also emphasizes the system's expandability, allowing users to upgrade storage up to 16TB for extended 24/7 recording.

Night Vision

The cameras offer multiple modes for ultra-clear night vision, including Streetlight Vision, Spotlight Vision, and Infrared Vision, ensuring visibility up to 65 feet in low-light conditions.

Seamless Live Cross-Camera Tracking

All cameras work in sync to track movement in real-time. When one camera reaches its limit, another takes over instantly, ensuring continuous, uninterrupted coverage—all under your control.



This image compares the various night vision capabilities of the eufy cameras, including Human Vision, Starlight Color Night Vision for low-light color, Infrared Night Vision for crisp black-and-white, and Spotlight Color Night Vision for achieving colorful images at night.

Two-Way Talk

Engage in crystal-clear, distraction-free two-way communication thanks to AI noise reduction.



The image depicts the two-way talk feature, showing a child and an adult communicating through the eufy camera system. This highlights the ability to interact verbally with individuals near the camera, enhancing security and convenience.

MAINTENANCE

Cleaning

Regularly wipe the camera lenses and housing with a soft, damp cloth to remove dust and debris. Avoid abrasive cleaners.

Firmware Updates

Ensure your eufy app is updated to the latest version (V5.0.71 or above) to receive smooth operation and access to new features. Firmware updates for the NVR and cameras are typically managed through the eufy app.

Weather Resistance

The cameras are IP65 weatherproof, designed to withstand various weather conditions. Ensure all connections are properly sealed, especially the waterproof cover for exposed Ethernet cables.



This image shows a eufy camera mounted outdoors during rainfall, illustrating its robust IP65 weatherproofing. This feature ensures reliable operation and durability in various environmental conditions.

TROUBLESHOOTING

Common Issues and Solutions

- **No Notifications:** If you are not receiving notifications, ensure your eufy app is up to date and check the notification settings within the app. Also, verify that the NVR and cameras have a stable internet connection.
- **Camera Offline:** Check the Ethernet cable connection to both the camera and the NVR. Ensure the NVR is powered on and functioning correctly. Restarting the NVR may resolve connectivity issues.
- **Poor Image Quality:** Ensure the camera lens is clean. Check for any obstructions in the camera's field of view. Verify that the camera is installed at the recommended height (7-10 ft) for optimal coverage.
- **PTZ Tracking Issues:** Ensure there are no significant obstructions (e.g., dense foliage) that might temporarily block the camera's view and disrupt tracking. Adjust the camera's position if necessary.

SPECIFICATIONS

Technical Details

Feature	Detail
Connectivity Technology	Wired
Video Capture Resolution	4K UHD
Special Feature	AI-powered, PTZ Control, Two-Way Audio
Number of Channels	16
Memory Storage Capacity	2 TB
Color	white + black + silver
Power Source	Corded Electric
Item dimensions L x W x H	13.5 x 7.13 x 17.42 inches
Operating System	App Operating System Android IOS, Web Operating System Windows macOS
Recommended Uses For Product	Outdoor
Compatible Devices	Laptops, Personal Computers, Smartphones, TV, Tablets
Signal Format	Digital
Other camera features	Front, Rear
Low light technology	Streetlight Vision, Spotlight Vision, Infrared Vision
Night Vision Range	65 Feet
Frame Rate	15fps/20fps
Recording Mode	24*7 Recording, Motion Recording, Schedule Recording
Optical Sensor Technology	CMOS
Total USB Ports	3
Hardware Interface	Ethernet
Lens Type	Fixed + Zoom
Video Input	RJ45
Viewing Angle	122 Degrees

WARRANTY AND SUPPORT

Warranty Information

Your eufy product is covered by a 3-year after-sales support. Please refer to the official eufy website or your purchase documentation for full warranty terms and conditions.

Contact Support

For any questions or technical assistance, please feel free to contact eufy support atsupport@eufy.com.