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eufy Security T8172

eufy Security eufyCam S4 Outdoor WiFi Surveillance Camera User Manual

Model: T8172

Brand: eufy Security

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your eufy Security eufyCam S4 outdoor WiFi surveillance camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety.

PRODUCT OVERVIEW

The eufyCam S4 is a revolutionary Bullet-PTZ camera featuring a triple-lens design for comprehensive outdoor surveillance. It offers 4K UHD resolution, 360° panorama, auto-tracking, 8x hybrid zoom, and advanced night vision capabilities.

Key Features

- **Revolutionary Triple-Lens Bullet-PTZ Camera:** Combines a fixed 4K Bullet lens (130° view) with a dual 2K PTZ lens for intelligent 360° tracking and zoom.
- **Bullet-to-PTZ Tracking and Auto-Framing:** The PTZ camera automatically tracks and zooms up to 50m when the Bullet camera detects a subject, ensuring detailed monitoring. It auto-zooms out for full visibility if multiple subjects appear.
- **Powerful Solar Charging with SolarPlus 2.0:** A 5.5W solar panel and SolarPlus 2.0 technology provide continuous power with just 1 hour of daily sunlight exposure. The detachable panel allows for versatile installation.
- **Standalone Operation:** The eufyCam S4 can function independently without a HomeBase, featuring integrated AI for intelligent detection of people, vehicles, and pets. Includes 32GB built-in storage, expandable up to 256GB via microSD (not included).
- **Enhanced with HomeBase S380:** For advanced features like BionicMind AI (differentiating family from strangers) and 16GB integrated storage, connect to a HomeBase S380. Ensure HomeBase S380 firmware is V3.7.2.6 or later and use the latest eufy app version for continuous recording and snapshots.

PACKAGE CONTENTS

Please ensure all items are present in your package:

- eufyCam S4 Camera (Model T8172)
- Solar Panel
- Solar Panel Mounting Bracket
- Camera Mounting Bracket
- USB-C Cable (3m)
- USB-C Cable
- Screw Kit (x2)
- Positioning Sticker
- User Manual

SETUP AND INSTALLATION

Tools Required

- Phillips Head Screwdriver (#1 or #2)
- Power Drill

Choosing an Installation Location

For optimal performance, install the camera 2-3 meters (7-10 feet) above the ground. Position the camera at an angle rather than directly facing the surveillance area to improve detection and avoid blind spots.

Installation Options

You have two primary installation options:

Option 1: Separate Installation (Camera and Solar Panel Installed Separately)

This option is ideal for areas where direct sunlight is not consistently available at the camera's mounting point.

1. Use the provided positioning sticker to mark the drill holes for the camera mounting bracket. Drill holes using a 5.95 mm drill bit, then insert the wall anchors.
2. Align the screw holes of the camera mounting bracket with the wall anchors and secure it firmly.
3. Fix the camera securely onto the mounting bracket. Ensure it is properly seated and stable.
4. For the solar panel, install its mounting bracket in a suitable location that receives maximum direct sunlight. Ideally, angle the panel between 20-30 degrees for optimal light absorption.
5. Connect the solar panel to the camera using the provided USB-C extension cable.

Conception durable et fiable

Fixez la caméra au plafond ou au mur. Grâce au panneau solaire détachable, profitez d'un maximum de soleil.



Image: Separate installation of eufyCam S4 camera and solar panel.

Option 2: Grouped Installation (Camera and Solar Panel Installed Together)

This option is suitable for locations with direct sunlight where the camera and panel can be mounted as a single unit.

1. Attach the solar panel mounting support directly to the top of the camera using two screws.
2. Securely screw the solar panel onto the support until it is firmly fixed.
3. Connect the USB-C cable from the solar panel to the camera.
4. Use the positioning sticker to mark the drill holes for the camera mounting bracket. Drill holes using a 5.95 mm drill bit, then insert the wall anchors.
5. Align the screw holes of the camera mounting bracket with the wall anchors and secure it firmly.
6. Fix the combined camera and solar panel unit securely onto the mounting bracket.

La caméra Bullet-PTZ révolutionnaire

Conception triple objectif

Caméra Bullet 4K

4K UHD

Grand angle fixe 130°

Ouverture f/1.6

30°

180°

Caméra PTZ 2K

Double objectif 2K

Suivi automatique 360°

Cadrage automatique

Zoom hybride x 8

70°

355°

Image: Grouped installation of eufyCam S4 camera and solar panel.

Important Installation Notes

- Ensure the camera is securely fixed to prevent accidental falls.
- Avoid installing the camera in locations with excessive vibrations or direct exposure to extreme weather conditions beyond its IP65 rating.
- For HomeBase S380 users, update the HomeBase firmware to V3.7.2.6 or later and use the latest eufy app version for full functionality.

OPERATING INSTRUCTIONS

Initial Setup with eufy Security App

1. Download the "eufy Security" app from your smartphone's app store (iOS or Android).
2. Create an account or log in.
3. Follow the in-app instructions to add your eufyCam S4. This typically involves scanning a QR code on the camera.
4. Configure Wi-Fi settings and connect the camera to your network. The camera supports 2.4GHz Wi-Fi.

Camera Features and Usage

Triple-Lens System

The camera features a fixed 4K Bullet lens for a wide 130° overview and a 2K PTZ lens for detailed tracking.



Image: eufyCam S4 Triple-Lens System.

Auto-Tracking and Zoom

When motion is detected by the Bullet camera, the PTZ camera automatically tracks the subject and zooms in for clear details up to 50 meters. If multiple subjects are detected, it will zoom out to maintain a comprehensive view.

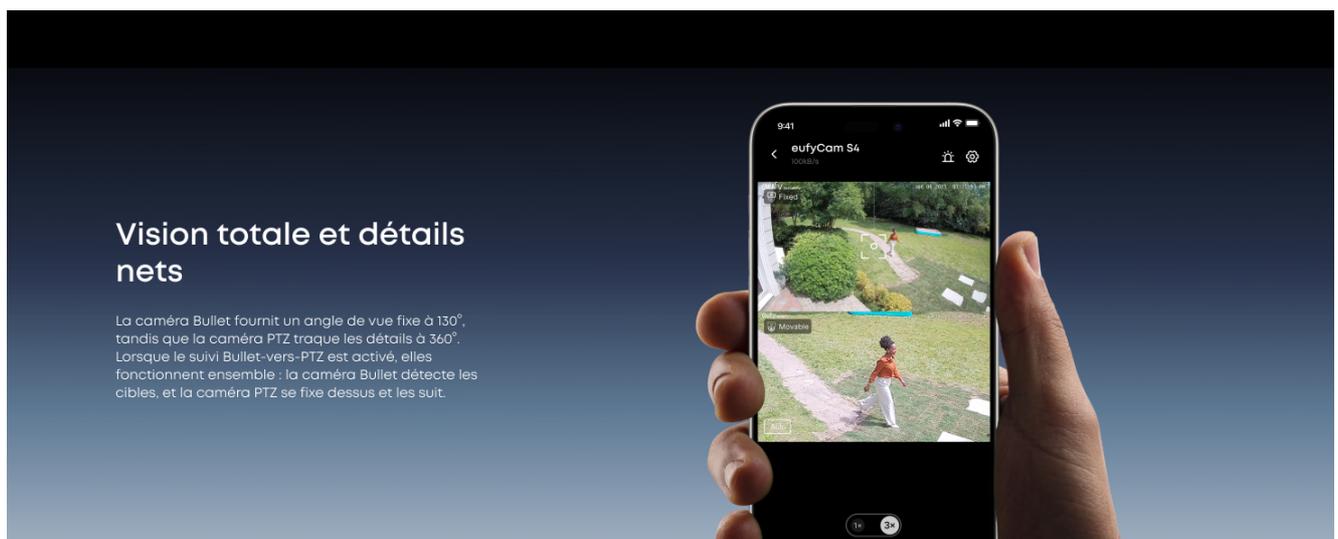


Image: Auto-Tracking and Zoom in action.

Night Vision

The eufyCam S4 offers advanced night vision, including color night vision (Starlight) for clear, detailed images even in low-light conditions.

Une sécurité nocturne fiable

L'IA optimisée d'eufy fournit des images en couleur, même la nuit.



Vision nocturne en couleur Starlight



Vision humaine

Image: Night Vision comparison.

AI Detection

Integrated AI intelligently detects and differentiates between people, vehicles, and pets, reducing false alarms. When paired with HomeBase S380, BionicMind AI can recognize family members.



Image: AI Detection capabilities.

Storage

The camera has 32GB of built-in storage. This can be expanded up to 256GB using a microSD card (not included).

Un seul appareil, couverture versatile

Grâce à ses angles de vue flexibles, la caméra eufyCam S4 surveille plusieurs zones de votre domicile. Un seul appareil suffit à tout observer.



Gauche et droite



Avant et arrière



Vue complète détaillée
Cible une zone prioritaire.



Avant et arrière

Image: MicroSD card slot for storage expansion.

Connectivity

The eufyCam S4 connects via Wi-Fi. For optimal performance and extended features, it is recommended to connect it to a HomeBase S380.

Deux modes de connexion

Branchez la eufyCam S4 à un routeur Wi-Fi, ou, pour des performances optimales, à la station HomeBase S380.



Routeur Wi-Fi
Installation simple

HomeBase S380
Fonctionnalités étendues et contrôle central

Image: Connectivity options for eufyCam S4.

Two-Way Audio

The camera supports two-way audio with AI noise reduction for clear communication.

Audio bilatéral avec réduction de bruit IA

Le système de réduction de bruit optimisé par IA filtre les bruits de fond. Parfait pour des discussions claires et fluides.



Image: Two-Way Audio with AI Noise Reduction.

Smart Home Integration

Compatible with Alexa and Google Assistant for hands-free control and seamless integration into your smart home ecosystem.

Pour les foyers intelligents

Compatible avec Alexa et Google Assistant pour un contrôle mains libres et une intégration parfaite à votre écosystème.



Image: Smart Home Integration.

MAINTENANCE

Cleaning the Camera and Solar Panel

- Regularly wipe the camera lens and solar panel with a soft, damp cloth to remove dust and debris. This ensures optimal image clarity and charging efficiency.
- Avoid using harsh chemicals or abrasive materials that could damage the lenses or surfaces.

Battery Management

- The camera features a quick-change battery system. If the battery needs replacement, follow the instructions in the app.
- Ensure the solar panel is positioned to receive adequate sunlight to maintain continuous charge.

Firmware Updates

- Keep your camera and HomeBase S380 (if applicable) firmware updated through the eufy Security app to ensure the latest features and security enhancements.

TROUBLESHOOTING

Common Issues and Solutions

Camera Not Connecting to Wi-Fi

- Ensure your Wi-Fi network is 2.4GHz.
- Check the Wi-Fi signal strength at the camera's location using the eufy Security app.
- Restart your Wi-Fi router and the camera.
- If using HomeBase S380, ensure it is connected to the internet and its firmware is up to date.

Poor Image Quality

- Clean the camera lens.
- Ensure there are no obstructions in the camera's field of view.
- Check your internet connection speed.

Solar Panel Not Charging

- Ensure the solar panel is clean and free of debris.
- Verify the solar panel is positioned to receive direct sunlight for at least 1 hour daily.
- Check the connection cable between the solar panel and the camera.

False Alarms

- Adjust motion detection sensitivity in the eufy Security app.
- Configure activity zones to monitor specific areas and exclude irrelevant ones.
- Utilize AI detection settings to filter for people, vehicles, or pets.

SPECIFICATIONS

Feature	Specification
Model Name	T8172
Video Recording Resolution	4K (Bullet), 2K (PTZ)
Connectivity Technology	Wireless (Wi-Fi 2.4GHz)
Special Feature	Night Vision (Color), Auto-Tracking, AI Detection
Indoor/Outdoor Use	Outdoor
Mounting Type	Wall Mount
Power Source	Solar Powered (5.5W Solar Panel)
Dimensions (L x W x H)	30 x 20 x 15 cm
Weight	2.05 kilograms
Storage	32GB Built-in, expandable up to 256GB (microSD)
Color	Black+White

WARRANTY AND SUPPORT

For warranty information, technical support, or further assistance, please visit the official eufy Security website or contact their customer service.

Product support and updates are available through the eufy Security app.