



eufy T8960C21 Security Alarm Keypad User Manual

[Home](#) » [Eufy](#) » eufy T8960C21 Security Alarm Keypad User Manual 

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Contents

- 1 WHAT'S INCLUDED
- 2 PRODUCT OVERVIEW
- 3 ADDING THE KEYPAD TO THE SYSTEM
- 4 MOUNTING YOUR KEYPAD
- 5 USING THE KEYPAD
 - 5.1 Device Bypass
 - 5.2 Panic Alarm
 - 5.3 LED Indication
 - 5.4 Buzzer Indication
- 6 OPERATING ON THE EUFY SECURITY APP
- 7 CHARGING YOUR KEYPAD
- 8 OTA UPDATE
- 9 RESETTING YOUR KEYPAD
- 10 SPECIFICATION
- 11 TROUBLESHOOTING
- 12 NOTICE
- 13 CUSTOMER SERVICE
- 14 Documents / Resources
 - 14.1 References
- 15 Related Posts

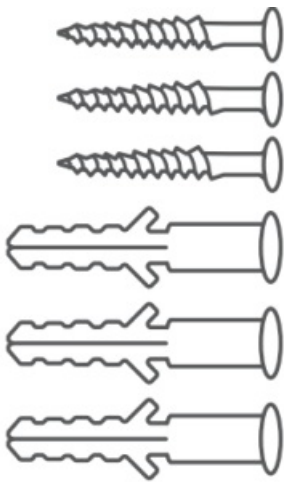
WHAT'S INCLUDED

For Keypad Installation

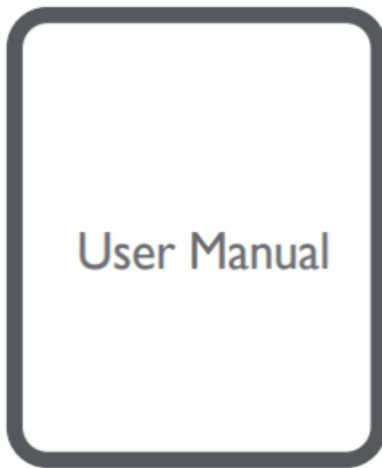
- Keypad T8960



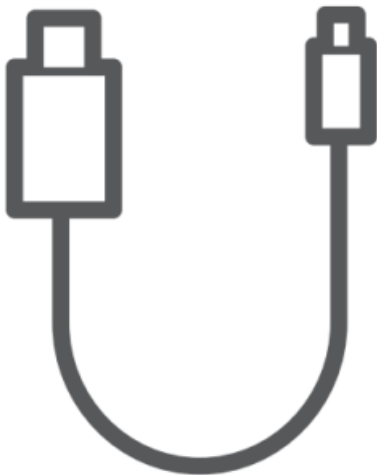
- Mounting Screws



- User Manual



- Charging Cable



- 3M Adhesive Sticker * 2

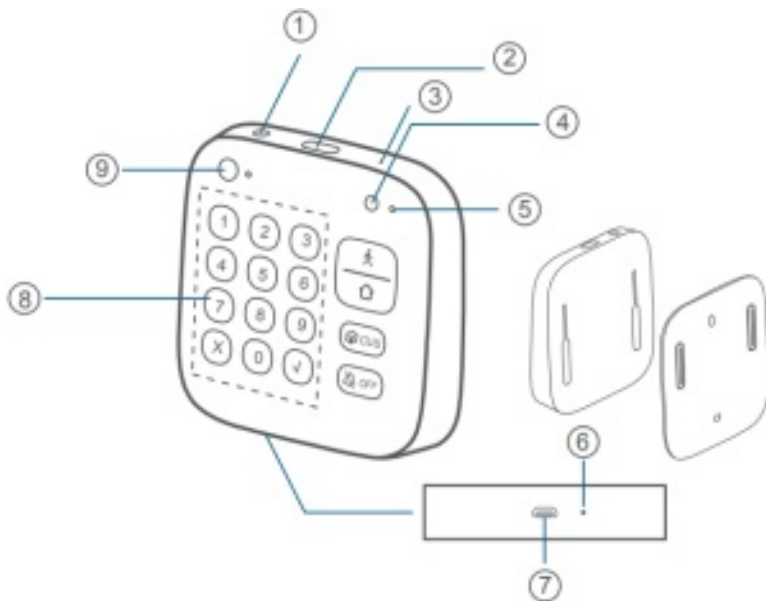


- Welcome Car



PRODUCT OVERVIEW

Keypad



1. Panic Button
 - Press and hold for 3 seconds to trigger the alarm
2. SYNC Button

- Press and hold for 2 seconds to pair with HomeBase

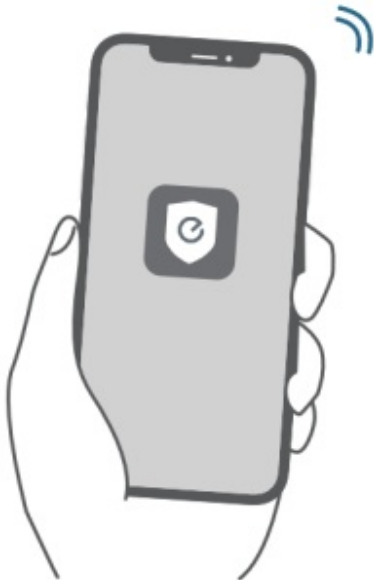
3. Reset
4. LED Indicator
5. Buzzer
6. Power Indicator
7. Micro-USB Charging Port
8. Keypad Buttons
9. Motion Sensor

ADDING THE KEYPAD TO THE SYSTEM

Note:

- Make sure you've first completed the setup of your eufy Security HomeBase.
- Make sure the keypad is fully charged. A fully-charged keypad's battery can last for 6 months per charge.

1. Go to Add Device, and then select Keypad to add it to your system.



2. Press and hold the SYNC button for 2 seconds until the LED indicator blinks blue. This indicates that The Keypad is waiting to pair.
 - The LED indicator turns solid blue for 5 seconds to indicate the pairing is completed.
3. Follow the on-screen instructions to complete the setup process.

Note: You can add up to 3 keypads to your HomeBase.

LED Indicator	Description
Blinking blue	Pairing to HomeBase
Solid blue	Paired with HomeBase
Blinking red	Not connected to HomeBase
Off	Standby or pairing failed

MOUNTING YOUR KEYPAD

Mount the Keypad

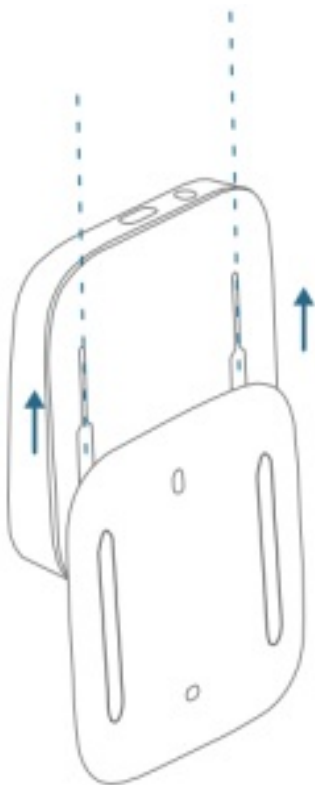
To mount the keypad:

Option 1: Use the adhesive strips

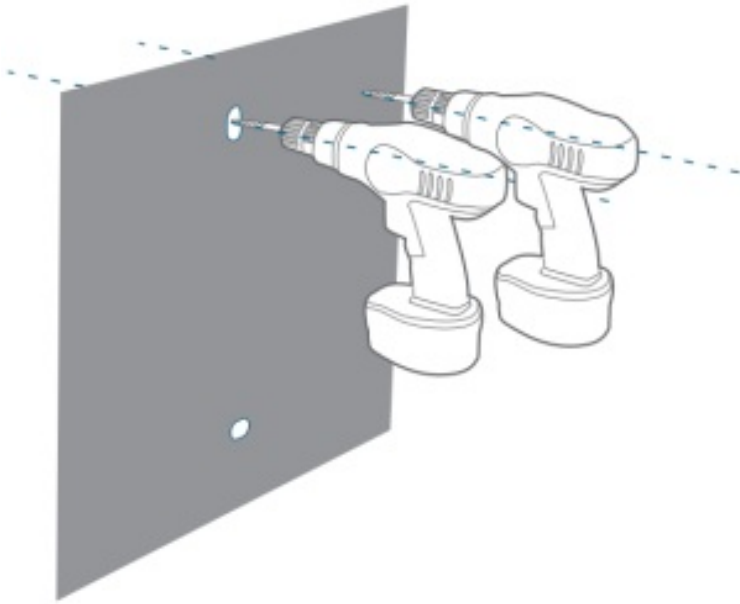
1. Stick the adhesive strips on the keypad, and then tear off the removable film.
2. Stick the keypad onto the wall.

Option 2: Use the mounting screws

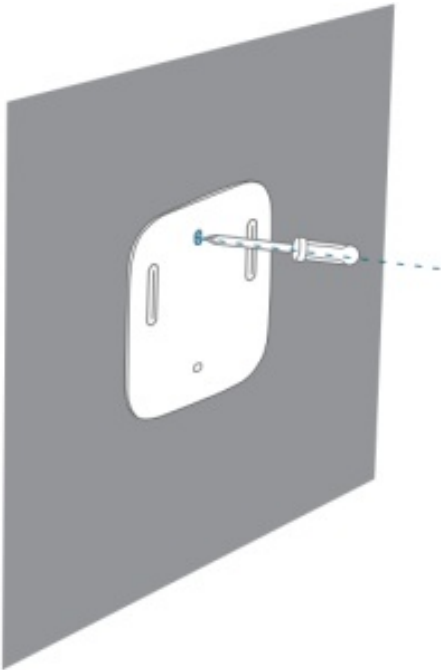
1. Slide the mounting bracket off.



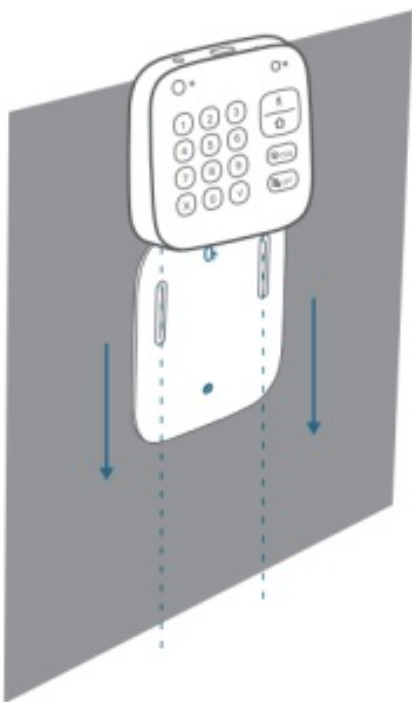
2. Place the mounting plate against the wall, matching UP and Down as indicated on the back of the mounting bracket. Push a pencil tip through the holes on the mounting bracket to mark the location for mounting the keypad.
3. Drill holes with a drill bit (15/64" / 6 mm) at each marking



4. Insert anchors into the holes, and fix the mounting bracket onto the wall with the provided screws. No anchors are needed on wooden walls.







5. Slide the keypad down until it snaps perfectly onto the mounting bracket.



USING THE KEYPAD

Keypad Mode Introduction

The Keypad features four modes: Away, Home, Customized and OFF, which are associated with four Keypad buttons respectively.


	<p>Away mode: All sensors will be activated and your house will be monitored. The system is armed. Any movement will be detected and an alarm will be triggered. Recommended using when you are away from home.</p>
	<p>Home mode: Interior sensors are disabled, while the exterior sensors are activated. Recommended using when you are at home and want to be alerted about any break-ins outside the house.</p>
	<p>Customized mode: Recommended if you feel a customized security mode is needed to match your specific life requirements.</p>
	<p>OFF mode: No sensors are activated, while the camera is set to ON by default.</p>


- Arm, Disarm and Turn off an Alarm
- To arm the system, enter the access code and press the button.

- To disarm all the sensors, enter the access code and press the button.
- To turn off an alarm, enter the access code and press √. The on-going alarm will be turned off with the device's security mode unchanged. When you turn off the alarm, the alarms of all the devices connected to HomeBase will be turned off.





Set Customized Security Mode

To set a customized security mode using the eufy Security app:

1. Open the App homepage.
2. Tap the "Security" tab.
3. Tap the "Modes" tab and then tap "Customize" to add your personalized settings.
4. Follow the on-screen instructions to define the actions of sensors. When the customized mode is activated, the sensors will act as defined in the app.
5. Go to the Keypad homepage, tap "Button Allocation" and assign the customized mode to the  **cus** button.

For example, you could customize a "Sleep Mode" in which only certain sensors are monitored and alarms are triggered. When you press the  button, "Sleep Mode" will be activated.

Switch between Away / Home / Customized / OFF modes To switch between Away / Home / Customized / OFF modes:

1. Enter the access code, which is an optional setting on the eufy Security app.
2. Press  /  /  **cus** /  **OFF** to switch to the corresponding mode.

Note: Access code is recommended to use when you switch from Away to Off mode, while it is not necessary otherwise.

Device Bypass

Device bypass means that the system will ignore faulty sensors for a specific time while the system is armed.

When you switch to Home, Away or any customized security mode, the system will check if there are any issues with all your devices. You may need to bypass a particular sensor in the following scenarios:

- You want to leave a sensor off while the system is armed.
 - **Example:** You arm the system but want to leave a window open.
 - You are sleeping at home and want the room to be unmonitored.
- A sensor malfunctions and you don't have time to deal with it.
- A sensor is not connected to the HomeBase and cannot be detected.

If any issues are detected, the × and √ keypad buttons will flash simultaneously. You may need to:

- Select √ to bypass faulty devices. Then you can switch to the desired mode.

- Select ✕ to cancel the operation. Then you cannot switch the current security mode.

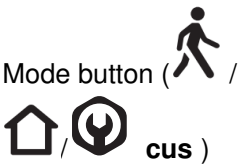



Note:

- Each time you switch the security mode, the system will re-check whether your devices are working properly.
- Make sure there is at least one active sensor in a mode that can arm the system, or you cannot switch the security mode.

Panic Alarm

The Panic alarm can be used in the case of an emergency. To trigger an emergency alarm, press and hold the Panic button for 3 seconds. Once the emergency alarm is triggered, the LED indicator blinks red quickly for 3 seconds, the alarm coming from HomeBase will be heard, and text notifications will be sent to you/the administrator via the eufy Security app and email.

LED Indication

LED indicator	Status	Description
Numeric keypad area	Keypad indicator blinks white 3 times	Access code error
	Only ✕ and ⏻ buttons blink white for 5s	Device faults detected that must be dealt with to switch to a certain mode
 Mode button ( /  /  CUS)	Solid blue	The current mode is active
	Blinking blue	The current mode is active and the countdown has started for you to leave the house.
	Solid white	Device faults detected that must be dealt with to switch to a certain mode
	Blinking white	Failed to switch mode

Note: When the Away ()/ Home ()/CUS ( CUS) buttons blink blue simultaneously, it indicates that the current security mode is not associated with these buttons or specified on the app.

Buzzer Indication

Scenario	Buzzer Description
Press any key on the keypad	Buzzes once
Operation error (access code / Mode switch error)	Buzzes three times
Countdown reminder	Buzzes continuously until the end
Waiting to bypass devices	Buzzes for 5s
Press Panic button for 3s	Buzzes quickly for 3s

OPERATING ON THE EUFY SECURITY APP

All operations, such as mode switch, alarm on / off, device bypass, OTA update can be performed on the eufy Security app

Keypad Settings

On the eufy Security app, you can create the following settings:

- Set Away, Home, Customized, and Off security modes. Make sure the mode associates to the Keypad button accordingly.
- Change access code
- Create access codes for other family members or guests. Up to 6 access codes are supported. The access code should be 4 digits to 8 digits by default.
- Name the device
- Set emergency code. After entering the set code, the alarm will be disabled. A specified message will be sent to emergency contacts via the app.
- Synchronize the Keypad status: Connected, disconnected, charging, factory default.

Access Code Management

The eufy Security app allows you to assign an access code to your family members, friends or visitors.

To assign the access code to them, open the eufy Security app, go to the Keypad's Device page, enter the user name and assign a new access code.

You can set an expiration date for each access code. Access codes beyond the expiration date are invalid. This may be suitable for temporary visitors.

Note: Up to 6 access codes can be added on one HomeBase.

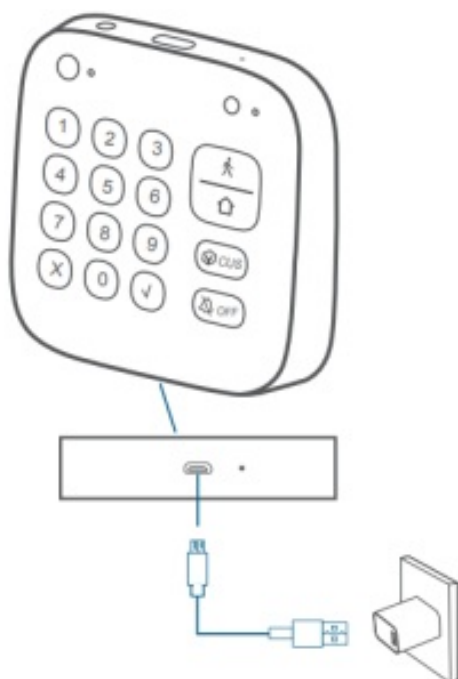
CHARGING YOUR KEYPAD

Before charging your keypad, check whether the Keypad power is low.

When the Keypad power is low:

The Keypad's LED indicator will flash red for 5 seconds when movement is detected nearby. On the eufy Security app, the Keypad power level icon will turn red.

To charge your Keypad, use the micro USB cable and charger (not provided).



Charging indicator	Solid red	Charging
	Solid blue	Fully charged

OTA UPDATE

In some cases, the system may push OTA updates automatically. When the OTA update begins, the LED indicator keeps flashing red until the process is completed.

To make sure the software is always the latest version, check your software updates and follow the on-screen instructions to update the firmware manually

RESETTING YOUR KEYPAD

When a keypad malfunction occurs, use a sharp-pointed object (such as SIM card opener) to reset the keypad.

SPECIFICATION

- **Radio Frequency(SUB-1G):** 866~866.8MHz (For EU); 920~920.8MHz (For US)
- **Cell Capacity:** 2600 mAh
- **USB-A input:** 5V 1A

- **Working temperaure:** -10°C – 50°C / 14°F – 104°F
- **Store temperature:** -20°C – 60°C / -4°F – 140°F

TROUBLESHOOTING

The keypad keeps blinking red.

This indicates the keypad is disconnected from the HomeBase.

- Check whether the HomeBase is charged.
- Reset the keypad
- Check whether there is wireless interference nearby.
- Take the keypad closer to the HomeBase

For troubleshooting, check the FAQ section in the eufy Security app.

NOTICE

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: **(1)** this device may not cause harmful interference, and **(2)** this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio / TV technician for help.

FCC Radio Frequency Exposure Statement

The device has been evaluated to meet general RF exposure requirements. The device can be used in fixed/mobile exposure condition. The min separation distance is 20cm

Notice: Shielded cables

All connections to other computing devices must be made using shielded cables to maintain compliance with FCC regulation.

The following importer is the responsible party:

Company Name: POWER MOBILE LIFE, LLC

Address: 400 108th Ave NE Ste 400, Bellevue, WA 98004-5541

Telephone: 1-800-988-7973



This product complies with the radio interference requirements of the European Community.

Declaration of Conformity

Hereby, Anker Innovations Limited declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. For the declaration of conformity, visit www.eufylife.com

Do not use the Device in the environment at too high or too low temperature, never expose the Device under strong sunshine or too wet environment.

The suitable temperature for the product and accessories is -10°C-50°C.

RF exposure information: The Maximum Permissible Exposure (MPE) level has been calculated based on a distance of d=20 cm between the device and the human body.

To maintain compliance with RF exposure requirement, use product that maintain a 20cm distance between the device and the human body.

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

SUB-1G Frequency range: 866 ~ 866.8MHz

Max Output Power: 11.746dBm

Anker Innovations Deutschland GmbH | Georg-Muche-Strasse 3-5, 80807 Munich, Germany Anker Technology (UK) Ltd | Suite B, Fairgate House, 205 Kings Road, Tyseley, Birmingham, B11 2AA, United Kingdom



This product is designed and manufactured with high quality materials and components, which can be recycled and reused.



■ This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device."

IC RF Statement:

When using the product, maintain a distance of 20cm from the body to ensure compliance with RF exposure requirements.

FCC ID: 2AOKB-T8960 IC: 23451-T8960

Anker Innovations Limited

Room 1318-19, Hollywood Plaza, 610 Nathan Road, Mongkok, Kowloon, Hong Kong.

CUSTOMER SERVICE

Warranty: 12-month limited warranty

Tel:


+1 (800) 988 7973 Mon-Fri 9AM-5PM (PT)

+44 (0) 1604 936 200 Mon-Fri 6AM-11AM (GMT)

+49 (0) 69 9579 7960 Mon-Fri 6:00-11:00

Customer Support: support@eufylife.com

Documents / Resources

	eufy T8960C21 Security Alarm Keypad [pdf] User Manual T8960C21, Security Alarm Keypad
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References

- [eufy | Smart Home Simplified](#)