eufy SoloCam S220 (2-Cam) FAQ

[SoloCam S220](#)

We have summarized frequently asked questions from our valued customers regarding eufy S220 SoloCam, please refer to the following list of questions and answers.

What are the differences between eufy SoloCam S220 and other eufy SoloCam models?

Please visit [Differences Between eufy SoloCams](#) for detailed information to learn about the differences between eufy SoloCam 220 and other eufy SoloCam models.

Does eufy S220 SoloCam have a built-in spotlight?

No. eufy S220 SoloCam does not have a built-in spotlight.

Does eufy S220 SoloCam have color night vision?

No. eufy S220 SoloCam utilizes infrared sensors to provide crystal clear images at night, but it does not have color night vision.

Can eufy S220 SoloCam connect to eufy HomeBase?

Yes. eufy S220 SoloCam can be connected to eufy HomeBase 3 in order to expand its video storage capacity. However, please note that eufy S220 SoloCam is compatible with HomeBase 3 only.

Does eufy S220 SoloCam have a waterproof IP rating since it is designed for outdoors?

Yes. eufy S220 SoloCam has a waterproof IP rating of IP67. An IP67 rated product is designed to withstand weather conditions such as heavy rain and snow, and it is also 100% protected against dust and sand.

What type of battery does eufy S220 SoloCam use?

eufy S220 SoloCam is equipped with a built-in 6,500mAh lithium-ion rechargeable battery.

Can the battery on eufy S220 SoloCam be replaced?

No. eufy S220 SoloCam's built-in battery is rechargeable but it is not replaceable or removable.

What is the operating temperature of eufy S220 SoloCam?

The operating temperature of eufy S220 SoloCam is -4°F to 122°F / -20°C to 50°C.

How does the built-in solar panel on eufy S220 SoloCam work?

Please make sure the solar panel is exposed to direct sunlight for at least two hours per day in order to sufficiently charge your eufy S220 SoloCam based on normal camera usage.

Is there a monthly fee to use eufy S220 SoloCam on the eufy Security app?

No! Both eufy S220 SoloCam and the eufy Security app do not require a monthly fee.

Can eufy S220 SoloCam work on a 5GHz WiFi network?

No. Please note that eufy S220 SoloCam works on a 2.4GHz WiFi network only.

Can eufy S220 SoloCam record continuously 24/7?

No. eufy S220 SoloCam records when the camera detects motion and it does not have the ability to record continuously 24/7.

Does eufy S220 SoloCam use a microSD card to store videos? Is the storage capacity upgradable?

No. eufy S220 SoloCam uses a built-in 8GB eMMC memory card to store video recordings. However, you have the option to connect the camera to your eufy HomeBase 3 if you would like to expand the video storage capacity.

Does eufy S220 SoloCam still record videos when its internal memory card is full?

Yes. eufy S220 SoloCam will continue to function normally and it will overwrite the oldest video recordings when it records new videos.

Does eufy S220 SoloCam have a pre-buffer recording that is similar to eufy wired Video Doorbell 2K Pro?

No. eufy S220 SoloCam does not have a pre-buffer recording. However, eufy S220 SoloCam will start recording as soon as it detects motion.

Does eufy S220 SoloCam work with Apple HomeKit?

No. eufy S220 SoloCam does not support Apple HomeKit.

Does eufy S220 SoloCam support Amazon Alexa?

Yes. eufy S220 SoloCam works with Alexa devices with a display.

Does eufy S220 SoloCam support Google Voice Assistant?

Yes. eufy S220 SoloCam works with Google Voice Assistant.

Does eufy S220 SoloCam support IFTTT?

No. eufy S220 SoloCam does not support IFTTT.

Does eufy S220 SoloCam have an Ethernet port or is it WiFi only?

No. eufy S220 SoloCam does not have an Ethernet port and it is connected to your router via WiFi only.

Can I use eufy S220 SoloCam to detect motion through a glass window?

Please note that a glass window's reflection will impact the accuracy of AI detection; therefore, it is not recommended to use eufy S220 SoloCam to detect motion through a glass window.

How often does eufy S220 SoloCam need to be charged?

The battery life on eufy S220 SoloCam lasts up to 90 days based on normal usage. However, if the camera's integrated solar panel is exposed to direct sunlight for at least two hours per day, it could recharge the camera without the user having to remove the camera to manually recharge the camera.

Does eufy S220 SoloCam provide instant notifications?

Yes. eufy S220 SoloCam will send push notifications to the user's phone or tablet as soon as motion is detected.

Is eufy S220 SoloCam compatible with eufy Solar Panel?

Yes. eufy S220 SoloCam works with eufy Solar Panel. However, please note that eufy S220 SoloCam cannot be charged by using its integrated solar panel and another external eufy Solar Panel at the same time.

Does eufy S220 SoloCam support geofencing?

No. eufy S220 SoloCam does not support geofencing.

Does eufy S220 SoloCam have built-in AI features to differentiate between humans and non-human objects?

Yes. eufy S220 SoloCam has built-in AI features and the user is able to set the camera to detect either all motions or humans only.

Does eufy S220 SoloCam support using NAS?

No. eufy S220 SoloCam does not support using NAS.

Does eufy S220 SoloCam support using eufy Cloud storage?

No. eufy S220 SoloCam is not compatible with eufy Cloud storage.

Does eufy S220 SoloCam support two-way audio?

Yes. eufy S220 SoloCam supports half-duplex two-way audio. An example of a half-duplex device is a walkie-talkie.

Does eufy S220 SoloCam have an anti-theft alert feature to sound an alarm when someone is physically tampering with the camera?

No. eufy S220 SoloCam does not have a built-in anti-theft alert feature.

If you have any further questions regarding eufy S220 SoloCam, please contact [eufy support engineers](#) for assistance.

How to Find Out if You Have 2.4 GHz or 5 GHz WiFi Network

Most routers come with "dual-band" WiFi, which means they support both 2.4G and 5G WiFi frequency bands. Sometimes they use the same SSID (SSID = network name), sometimes they have a unique SSID, such as "YourWifi" and "YourWifi_5G". Since all eufySecurity devices work on 2.4GHz WiFi network frequency only, this article will guide you to connect your eufySecurity device to the correct 2.4GHz WiFi.

Look at Your Available Networks

1. Open up your WiFi menu on your phone or computer, and check if there are multiple options with your WiFi's name. For example: "**home_wifi**" and "**home_wifi_5G**", "**home_wifi 2.4G**" and "**home_wifi**", etc.

If there are multiple similar names, choose the one with either 2.4G or nothing extra in the Wi-Fi name. Please do not pick the one with 5G or 5GHz in the Wi-Fi name.

If you can't find the above scenarios on your phone or computer, follow the methods below to check the Wi-Fi channels and network band.

For Android Phone – Check the Frequency Band in the Wi-Fi Setting

If you have an Android phone, you can confirm whether the network is 2.4G or 5G through the Wi-Fi frequency band. Steps are as follows.

1. Use your Android phone to connect to the Wi-Fi network.

2. Go to Settings > Wi-Fi > Select the connected network to see the Wi-Fi details. Note:

Different Android phones might have different settings.

3. Read the frequency band setting. See pictures below about 2.4GHz Wi-Fi and 5GHz

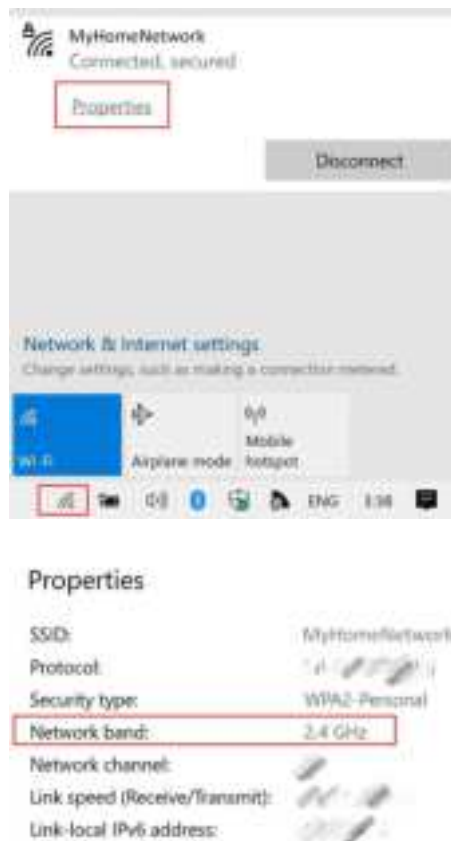Wi-Fi.

For iPhone – Install a WiFi Analyzer App

There is no information on iOS regarding the network band, so we recommend you check

your network by using a computer. See the instructions listed below for Apple or Windows

computers.

If you don't have a computer, here are some options for finding out your network band on

an iOS, you can install a WiFi Analyzer app for further analysis.

For Windows Computer – Check the Network Band in Wi-Fi Properties

1. Connect to the WiFi network and open your network panel from your taskbar (Click the

Wi-Fi icon on the bottom right corner of your computer screen).

2. Click on Properties of your connected network.

3. In the new window that opens, scroll down to the properties section.

4. The Network Band will be 2.4GHz or 5GHz.

For MacBook Computers – Find Out the Channel Information of Your Wi-Fi

1. Connect to the Wi-Fi network.

2. Hold the "Option" button on the computer keyboard and click the Wi-Fi icon for

detailed information in grey about your Wi-Fi. In the middle it will show which channel your

Wi-Fi is using.

3. "Channel" will either say in the brackets 2.4GHz or 5GHz.

If you still have questions regarding the Wi-Fi network band in your house, please contact

eufy customer support for further assistance.