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ABOUT YOUR INDOOR CAMERA

What’s in the Box

Indoor Camera    USB Cable    USB Adapter    Mounting Bracket

Screw Pack    Quick Start Guide
Product Overview

Indoor Camera features advanced AI technology which enables your camera to detect the motion of people or pets. Once movement is detected, you will be notified of alerts or messages via your phone. The live video stream can be viewed via the eufy Security app. The camera is compatible with Apple Homekit, the Google Assistant, and Alexa to offer voice control functionality.

Indoor Camera

① Microphone
② Lens
③ Status LED
④ microSD card slot
⑤ Speaker
⑥ SYNC button
⑦ Power input

LED Indicator Guide

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flashing blue</td>
<td>Ready for setup</td>
</tr>
<tr>
<td>Solid blue</td>
<td>Powered on and working properly</td>
</tr>
</tbody>
</table>
### GETTING STARTED

**Power on Indoor Camera**

Connect Indoor Camera to the power outlet by using the provided cable and adapter (5V/1A) to power it on.

<table>
<thead>
<tr>
<th>Blinking red slowly</th>
<th>Disconnected from the internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinking red once</td>
<td>Motion or sound detected</td>
</tr>
<tr>
<td>Solid red</td>
<td>Working properly with someone viewing the live stream or recording event</td>
</tr>
<tr>
<td>Solid bluish violet</td>
<td>System is initializing</td>
</tr>
<tr>
<td>Flashing blue and red alternately</td>
<td>Firmware upgrade in progress</td>
</tr>
</tbody>
</table>
Set up the System

1. Download the eufy Security app from the App Store (iOS devices) or Google Play (Android devices).

2. Create an Account

① Sign up for a eufy Security account. Go to the app homepage.
② Tap Add Device and add Indoor Cam to your system.

3. Follow the on-screen instructions to complete the Wi-Fi setup.
① Scan the QR code on the bottom of the Indoor Cam. Tap Next.
② Press the SETUP button on the camera until you hear a beep.
③ If yes, tap “Heard the beep”, you will be prompted to select the Wi-Fi and enter the Wi-Fi password. The Indoor Camera will be connected to Wi-Fi.

④ When the prompt “Setup successful” is heard and the LED indicator turns solid blue, it indicates the setup is successful. This process may take a few seconds.

MOUNTING THE INDOOR CAMERA

Select a Location and Height for Mounting

The Indoor Camera can be placed on a table, shelf, or can be mounted on a wall or ceiling. Before mounting the Indoor Camera, select a location and height where you can get the desired view, and can reach a power outlet easily, and avoid overheating:

- Use the indoor camera in temperatures between 32°F to 104°F / 0°C to 40°C.
- Use indoors only and avoid direct sunlight.
- The indoor camera can not be exposed to rain.

When the Indoor Camera is placed on a table:

- Keep the Indoor Camera at least 0.7 ft / 20 cm away from walls or anything that may obstruct the view. Do this to avoid infrared reflection which can have a negative impact on the night vision performance.
When the Indoor Camera is mounted on the wall:

Install the Indoor Camera no higher than 10 ft / 3 m above the ground. This height maximizes the detection range of the motion sensor of your Indoor Camera.

Note:
- Disconnect the Indoor Camera from the power outlet before mounting.
Mount the Indoor Camera

Note: Before you mount the Indoor Camera, make sure you prepare a drill bit (not provided), a Phillips-head screwdriver (not provided), mounting screws, and the positioning card.

To mount the Indoor Camera on the wall, follow the steps below:

1. Place the positioning card against the ceiling or wall and then mark the points at which drilling will be required.

2. Drill holes with a 5/16” (8 mm) drill bit.

3. Align the holes on the mounting plate with those on the wall, matching the direction as UP and Down indicate.
4. Insert the anchors into the holes; anchors are necessary for walls that are made out of hard materials such as concrete, brick, or stucco. There is no need to use anchors for wooden walls. Fix the screws with a Phillips-head screwdriver to fasten the mounting plate to the wall.

5. Align the grooves with the mounting plate and rotate the Indoor Camera clockwise until it clicks into place.

The Indoor Camera can also be installed on the ceiling.
**Restore Power to the Indoor Camera**

After the Indoor Camera is mounted, re-connect it to the power outlet. After being powered on, the Indoor Camera will be connected to the system. When it is successfully connected, the status LED will turn solid blue.

**OPTIMIZING THE CAMERA FIELD OF VIEW**

Rotate the Indoor Camera to adjust the view and check it using the live stream which you can access in the eufy Security app.

To get a better field of view, consider the following factors when installing the Indoor Camera.

1. Determine the area you need camera coverage. A 30° angle between the lens and the horizontal direction is recommended for a wider surveillance range and more accurate AI detection.

2. Make sure you install the Indoor Camera no higher than 3m / 118 in from the ground.

You are now all set to use your Indoor Camera.
RESETTING YOUR INDOOR CAMERA

Press and hold the SETUP/SYNC button for 10 seconds until two beeps are heard. The Indoor Camera will restore its default settings.

USING YOUR EUFY SECURITY APP

Use the Devices Page

View the Devices Page

After the Indoor Camera is successfully set up, the Devices page displays the live video captured by the Indoor Camera as below:
<table>
<thead>
<tr>
<th>Camera Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WiFi</td>
<td>Shows whether the Wi-Fi is connected or not</td>
</tr>
<tr>
<td></td>
<td>Allows you to set snooze duration: You won’t receive alerts during the specified period. Recording will continue.</td>
</tr>
<tr>
<td>Settings</td>
<td>Camera Settings</td>
</tr>
<tr>
<td></td>
<td>Tap to enter Events page</td>
</tr>
</tbody>
</table>

Tap 🎥 on the camera video image to enter the camera page.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📹</td>
<td>Tap to start recording the current live stream</td>
</tr>
<tr>
<td>🔪</td>
<td>Tap to capture a screenshot</td>
</tr>
<tr>
<td>🎤</td>
<td>Press and hold to activate two-way audio</td>
</tr>
<tr>
<td>🚨</td>
<td>Tap to manually trigger an alarm</td>
</tr>
<tr>
<td>🔔</td>
<td>Mute or unmute the live stream audio playing</td>
</tr>
<tr>
<td>⌚️</td>
<td>Tap to go to the Events page</td>
</tr>
<tr>
<td>😊</td>
<td>Tap to enable or disable Auto Night Vision</td>
</tr>
</tbody>
</table>

**View Live Feeds**

You can view live feeds on the eufy Security app anytime.

On the Devices page, tap 🎥 on the camera video image to view live feeds.

Note: When the camera is turned off, the camera is offline. No live feeds can be viewed.
**Record Video Clips**

To record video clips:
Tap in the camera feed image to start recording live video. The video clips will be saved in your photo album.

**Take a Screenshot from Live Video**

To take a screenshot from the live video:

1. On the Devices page, tap in the camera video image to play the live video.
2. Tap ➢.
   ➢ The screenshot will be saved in your photo album.

**Activate Two-Way Audio**

This function is designed to allow you to speak to people on the camera side.

To activate two-way audio:

1. On the Devices page, tap in the camera video image to play the live video.
2. Hold and speak. Your voice will be heard from the camera in real-time.

**Camera Settings**

On the Devices page, press to enter the Camera Settings page.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Camera On</strong></td>
<td>Enable or disable “Camera On”. When Camera On is disabled, the camera will stop recording video or notifying you. Camera settings are disabled either.</td>
</tr>
<tr>
<td><strong>Status LED</strong></td>
<td>Enable or disable Status LED.</td>
</tr>
<tr>
<td><strong>Auto Night Vision</strong></td>
<td>Enable or disable auto night vision.</td>
</tr>
</tbody>
</table>
Name Your Camera

To name your camera:

1. Go to the Devices page. Tap 📷 to enter the Camera Settings page.
2. Tap Name and edit the name in the Camera Name’s field.
3. Tap Save. Your settings will be saved.

Motion Detection

Indoor Camera detects motion and sends you an alert once motion is detected.

By default, the Motion Detection option is set to enabled and only human will be detected. You can select the type of object you want to detect and choose from Person / Pet / All other motion. You can also set the motion sensitivity as needed. When the Motion Detection option is disabled, the camera will stop detecting any motion, recording video and pushing notifications.

Set an activity zone

You can define a specific area for detection as an activity zone. To set an activity zone:

1. On the Camera Settings page, tap Motion Detection.
   ➢ The Motion Detection page displays the detailed options.
2. Tap Activity Zone. You will be prompted to create an activity zone.
3. Tap + button to create a hexagon zone.
4. Drag each point of each side to cover the desired zone.
5. Tap ✔️. Your edited activity zone will be saved.
6. To remove the Activity Zone, tap 🗑️. Tap 🧹 to edit the existing activity zone.

Sound Detection

Designed for people who need to be alerted when sound is detected.
You can define your detection preferences and set the sound sensitivity level. If you choose “All sound”, you will be notified when any sound is detected. When the Indoor Camera is used in your baby’s room to keep tabs on your baby, you can select “Crying” and will be notified if your baby is crying.

Note: Sound detection accuracy may be affected by external noises and other elements.

**Pet Command**

When Pet Command is set to On, your camera will play the command when a pet is detected in the activity zone even if no activity zone is set. The command can also be customized.

To enable pet command function, you need to set an activity zone and Auto Respond first.

To enable pet command:
1. On the **Camera Settings** page, tap **Pet Command**.
   ➢ The **Pet Command** page displays the options.
2. Set **Pet Command** to On.
   ➢ The Activity zone and Auto Respond options will display.

To set an activity zone:
1. Tap **Activity zone**.
   ➢ The **Setting an Activity Zone** page is displayed.
2. Drag the hexagon to set the desired activity zone.

To set Auto Respond:
1. Tap **Auto Respond**.
   ➢ The **Auto Respond** page is displayed.
2. Tap **Customized response**.
   ➢ The Customized response page is displayed.
3. Enter the title of the quick response. Tap **Continue**.
4. Hold to record your command. The duration should be no more than 10 seconds.
5. Tap **Save**. Your command will be saved.

Note:
- If no activity zone is set, the current recording will be displayed. If no response is set, the default recording will be displayed.
- This activity zone is synced with the activity zone set in the Motion Detection page.
Continuous Recording

Continuous recording works when a formatted microSD card is inserted. All video will be recorded in 1080p to make room for SD card storage.

<table>
<thead>
<tr>
<th>Capacity</th>
<th>16G</th>
<th>32G</th>
<th>64G</th>
<th>128G</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Storage Duration</td>
<td>36 Hours</td>
<td>72 Hours</td>
<td>144 Hours (6 days)</td>
<td>288 Hours (12 days)</td>
</tr>
</tbody>
</table>

Video Quality

You can set streaming and local recording quality on the eufy Security app.

To change the video quality:

1. Go to Camera Settings > Video Quality.
   ➢ The Video Quality page is displayed.
2. Tap the icon on the right to enter the Streaming Quality page.
3. Tap Auto, High, Medium or Low. Auto is by default and recommended.
   ➢ Your selection will be saved.

The camera supports 2K recording by default for local storage. To change the recording quality:

1. Go to Camera Settings > Recording Quality.
   ➢ The Recording Quality page is displayed.
2. Tap the icon on the right to enter the Recording Quality page.
3. Tap 2K HD or Full HD.
   ➢ Your selection will be saved.

Note: Cloud storage recording resolution is 1080p and cannot be changed.

Audio Settings

The Microphone, Audio Recording, and Speaker are set to On by default. If you choose to change audio settings:

1. Go to Camera Settings > Audio Settings.
   ➢ The Audio Settings page is displayed.
2. Select the Microphone or Speaker you want to enable or disable.
   - If the Microphone is disabled, the audio recording will be disabled automatically. And the talk-back, live video sound, audio recording, and sound detection features will be disabled.
   - If the Speaker is disabled, many features including talk-back, alarm and pet command will be disabled.

**Notification**

When motion or sound is detected, a notification will be sent to you via your phone. All types of subjects will be notified without intervals by default. But you can select the type you want to be notified and set an interval between event notification and recording.

To select the detection you want to be notified:

1. Go to **Camera Settings > Notification**.
   - The Notification page is displayed.
2. Select the type you want to be notified.

Interval range is from 0 to 5 min. You can also select how the notification is pushed to you.

**Storage Option**

There are three options to store your video feeds: local, cloud, and NAS.

- **Local Storage**

Local storage allows you to record and store the camera video on your device. To store video feeds locally or record video continuously, a formatted microSD card is required.

To insert / remove a microSD card:

1. Insert a microSD card into the Indoor Camera. Push the card until it clicks into place. Make sure it is inserted correctly.
2. To remove the card, gently push its top edge inward until it clicks, and then pull it out of the slot.

To continuously record video in 1080p, the estimated storage duration shows as below:
<table>
<thead>
<tr>
<th>Capacity</th>
<th>16G</th>
<th>32G</th>
<th>64G</th>
<th>128G</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated Storage Duration</td>
<td>36 Hours</td>
<td>72 Hours</td>
<td>144 Hours</td>
<td>288 Hours</td>
</tr>
</tbody>
</table>

Note: To get a better experience, use a microSD card with a capacity range from 16G to 128G. Format the microSD card before using. Do not remove or insert a microSD card when the Indoor Camera is powered on, as this may damage the card.

- **Cloud Storage**

Cloud storage allows you to store the events over the cloud so that all the event recordings can be accessed from the eufy Security app or via the website. They are encrypted and cannot be accessed by others without your permission. The video resolution for cloud storage should be 1080p.

If you choose Cloud Storage, we offer a 30-day free trial for your Indoor Camera. Each video uploaded to the cloud will be kept for 30 days.

If you decide to subscribe to the paid service:
  - For iOS users, subscribe via the website: [https://mysecurity.eufylife.com](https://mysecurity.eufylife.com)
  - For Android users, subscribe from the link on the eufy Security app: **Device Settings** > **Storage** > **Cloud Storage**.

- **NAS Storage**

Video recordings stored to NAS can be accessed via the NAS app only and cannot be viewed via the eufy Security app. If NAS storage is used, triggered event recording or continuous recordings will be saved to your NAS device.

Follow the on-screen instructions to complete the NAS setup.

**Add Indoor Camera to Home**

To add Indoor Camera to Home:

1. Go to **Camera Settings** > **Homekit Portal**.
   - The Add to “Home” page is displayed.
2. Tap **Add Now** to add the accessory.
   ➢ The **Attention** page is displayed.

3. Tap **Got it**.
   ➢ The “Request Data Access” page pops up, prompting you to set permissions to access your Home Data.

4. Tap **Go Set**. You will be guided to your phone’s **Settings** page.

5. On your phone’s **Settings** page, enable “Home Data”.


7. Tap “Continue” to add cameras.

8. An “**Add Accessories**” prompt is displayed, requesting to add accessories.
   ➢ The eufy Security app will search for accessories.

This process may take seconds. Make sure your accessory is powered on and connected to your home router via the internet.

**Firmware Update**

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

To make sure the software is always the latest version, go to **Camera Settings > About Device** page, check your software updates and follow the on-screen instructions to update the firmware manually.

**Restart or Remove a Device**

To restart or remove a device:

1. On the Devices page, tap 🔄 to enter the **Camera Settings** page.
2. Scroll down to the bottom of the page and tap “**Restart Device**” or “**Remove Device**”.
   ➢ The device will be removed from your account.

Note: If you select “Remove Device”, the device will be deleted from your account. You need to set up the device again.
Use the Events Page

View Recordings

You can choose to view recordings using the filter and calendar.

To view recordings using the filter:

1. Go to the Events page. Tap in the upper right corner of the page.
   ➢ The filter page is displayed.
2. Select the desired filter options.
3. Tap Confirm. Your choice will be saved.

To use the calendar:

1. Tap the date shown on the Events page.
   ➢ The calendar will display.
2. Select the date you want to view recordings.
   ➢ All the recordings that match your selections will display.
3. Tap to view the recordings.

Download Recordings

To download recordings:

1. Go to the Events page.
   ➢ The page displays a list of events.
2. Play a video.
3. Tap “Download”. The selected video will be downloaded and saved to your photo album.
   Downloading may take a few seconds depending on the capacity of your video.

Share Recordings

To share recordings:

1. Go to the Events page.
   ➢ The page displays a list of events.
2. Play a video.
3. Tap “Share”. The selected video will be downloaded and saved to your photo album.
4. A page pops up, prompting you to share the video to other apps, such as Gmail, Facebook, and Twitter.

**Donate Recordings**

You can give permissions to the eufy Security team to use a selected recording for research purposes.

To donate a recording:

1. Go to the Events page.
   ➢ The page displays a list of events.
2. Play a video.
3. Tap “Donate” and “Confirm”. The selected video will be sent to the eufy Security team.

**Delete Recordings**

To delete recordings:

1. Go to the Events page.
   ➢ The page displays a list of events.
2. Select the video you want to delete.
3. Tap “Delete” and “Confirm”. The selected video or screenshot will be deleted.

Note: If the video is stored on the microSD card and to the cloud, it will be deleted completely from both.

**Batch Delete All Recordings**

All videos can be deleted by batch with one tap.

To delete all recordings once a time:

1. Tap 📺.
   ➢ A list of recordings will be displayed.
2. Select many or all the videos you want to delete and tap “Deselect”.
   ➢ The selected videos will be deleted.
Security Modes

Security Modes

Security modes give you hands-on control over how the camera responds to motion or sound in different situations. For example, when you are at home, you don’t need the camera to push notifications while you relax and spend time with your family. While you are away on a vacation, you may want to keep your house monitored, remain notified and alert of any events happening in the house.

The eufy Security system provides the following security modes to choose from: Home, Away, Disarmed, Customized, Geofencing, and Schedule.

Home mode
When you set the camera to Home mode, the camera will keep recording, and notifications or alerts will be sent to you when motion or sound is detected by default. While no alarm will be triggered. Recommended using when you are at home.

Away mode
If you arm your camera in Away mode, any human or entry will be detected and an alarm will be triggered. Recording will be activated, and notifications will be sent to you via your phone. Recommended using when you are away from home.

Disarmed
If you disarm your camera, all detection functions will be disabled. No sensors are activated and no alarm alerts will be sent.

Customized mode
Customized mode is recommended if you feel a customized security mode is needed to match your specific life requirements. For example, when you are sleeping, you may want the video recorded but do not want to receive any notifications, you can choose to turn off these options and customize your own mode.

Geofencing
Geofencing is a location-based service that allows certain actions to be triggered if you enter or leave a specific area specified on your eufy Security app. With geofencing, camera mode will be switched automatically when you are in or out of the predefined area.
Schedule
Security modes can be switched automatically based on the schedule you set. For example, you select “Away” mode from 7 am to 5 pm every workday (from Monday to Friday), then the security mode will be switched to Away at 7 am automatically every workday and the mode will be kept till 5 pm.

Rules

There are several rules in each mode that define the actions that will be triggered if this mode is chosen. You have three options to choose from: Record Video, Push Notifications, Camera Alarm.

<table>
<thead>
<tr>
<th>Action</th>
<th>Home mode</th>
<th>Away mode</th>
<th>Disarmed mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record Video</td>
<td>✓</td>
<td>✓</td>
<td>❌</td>
</tr>
<tr>
<td>Push Notifications</td>
<td>✓</td>
<td>✓</td>
<td>❌</td>
</tr>
<tr>
<td>Camera Alarm</td>
<td>❌</td>
<td>✓</td>
<td>❌</td>
</tr>
</tbody>
</table>

When Record Video is selected, the eufy Security app will keep recording video when motion or sound is triggered, or the camera will not record any video.

When Push Notification is selected, you will be notified with messages or alerts via your phone, or no notifications will be received.

When Camera Alarm is selected, the alarm will be triggered once motion or sound is detected, or the alarm will not be triggered.

You can also choose to customize your mode using these options.

Note: Home and Away modes can be set, but Disarmed mode cannot be set.

Set a Security Mode Manually

When you choose a security mode, your camera will respond to motion or sound as specified in the eufy Security app. By default, your camera will be set to Home mode.

To set a security mode:

1. Go to the app page, tap “Security” in the bottom bar.
➢ The Security page is displayed.

2. Select the camera you want to set a security mode.
   ➢ That camera’s security mode page is displayed.

3. Tap a mode.
   ➢ The mode you selected will be activated. The mode stays active until it has been changed.

4. Tap ▼ in the right corner to view the device rules.

Set a Geofencing Mode

When using the Geofencing mode, make sure you enable Wi-Fi and always allow the eufy Security app to use your location so that the eufy Security app can locate your device; or Geofencing mode is unavailable.

To set a Geofencing mode:

1. Go to the app homepage, tap “Security” in the bottom bar.
   ➢ The Security page is displayed.
2. Select the camera you want to set a security mode.
   ➢ That camera’s security mode page is displayed.
3. Tap Geofencing.
   ➢ A prompt requesting to use your location is displayed.
4. Tap Go Set.
   ➢ The eufy Security App Permissions page is displayed.
5. Tap Location Service and set to “Always”.
   For users who have set location permissions to Always, skip step 4 and 5.
6. Go back to the Geofencing page. Your location is located. Tap the Address field to change your location for more accuracy if needed. Tap Save.
   ➢ The address will be saved.
7. Tap the Radius in the lower-left corner and select Small / Medium / Large as needed. Tap Next.
8. Enter a name for your location and tap Next.
   A list of available modes is displayed. Away mode is by default. This means when you are leaving the specified area, motion or sound detection is triggered.
9. Select a mode for the time when you are away from your home and tap Next.
   When you are out of the specified area, your device will be set to the mode you select automatically.
10. Select a mode for the time when you are at home and tap Next.
    When you are in the specified area, your device will be set to the mode you select automatically.
11. Select the devices that you will utilize Geofencing. Tap **Next**.
12. Tap **Save**.
   ➢ Your settings will be saved. The setup Summary page displays the details.

- **Use Geofencing with Your Friends**

When you share your camera permissions with your family or friends, you can also collaborate with them using geofencing. To do that, make sure the following criteria are met:

- Your friends’ mobile phones are added to your contact
- Your geofencing function is enabled
- Your friend has logged on to the eufy Security app
- You grant your friend Admin permission

To enable Geofencing to your family or friends:

1. Go to the app page, tap “Security” in the bottom bar.
   ➢ The **Security** page is displayed.
2. Select the camera you want to set a security mode.
   ➢ That camera’s security mode page is displayed.
3. Tap **Geofencing**.
   ➢ The **Geofencing** page is displayed.
4. Tap **Enabled Devices**.
   ➢ The **Enabled Devices** page is displayed.
5. Choose the mobile devices you want to share geofencing with.
   ➢ The selected devices will display in the Enabled Devices list.

The geofencing is enabled after the request is accepted.

To disable geofencing, tap the mobile devices to remove it from the enabled device list.

When geofencing mode is active and shared with your friends, even if one person is in the specified area, the mobile device will switch to Home mode automatically. When everyone is out of the area, the mobile device will switch to Away mode.

- **Geofencing Accuracy**

Geofencing accuracy may be affected by the following factors:

- The location accuracy of your phone
- Battery saving strategy may result in delay (20 seconds to 6 minutes)

To make geofencing more accurate, follow the steps below:
1. Update your phone’s system and Map version to the latest version.
2. Keep your operating system updated.
3. Do not turn on your phone’s battery saver.
4. Keep your location updated.

**Schedule Your Mode**

You can choose to activate or deactivate your devices in the scheduled period you set. The period can be repeated weekly, which means the mode stays active on that day every week until changed.

To add a schedule:
1. Go to the app homepage, tap “Security” in the bottom bar.
   ➢ The Security page is displayed.
2. Select the camera you want to set a security mode.
   ➢ That camera’s security mode page is displayed.
3. Tap Schedule. Tap 🌃.
   ➢ The Schedule page is displayed.
4. Tap +.
   ➢ The Add Schedule page is displayed.
5. Select a mode, the activation time, and the period you want to repeat. Tap Save.
   ➢ The Schedule page will display the schedules you set.

The schedules can be edited. Follow the steps above to edit or change the schedule if needed.

Note: If the duration is not set to a specified mode, the mode will be set to Disarm mode by default.

**Set a Customized Mode**

To set a customized security mode using the eufy Security app:
1. Go to the app homepage, tap “Security” in the bottom bar.
   ➢ The Security page is displayed.
2. Select the camera you want to set a security mode.
   ➢ That camera’s security mode page is displayed.
3. Tap +.
   ➢ The Create Security Mode page is displayed.
4. Enter the name and select the icon for your customized mode. Tap Next.
5. Define the actions of the camera sensor. When the customized mode is activated, the sensors will act as defined in the app.

**App Settings**

On the eufy Security app, you can customize your settings and grant access permissions to your family members or friends.

**Personalize Your Account**

You can change your nickname and password. When your account settings are changed, you will enter the eufy Security app with a new profile.

To change your Nickname:
1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap your profile.
   ➢ The **Account Settings** page is displayed.
3. Tap Nickname.
   The **Change Nickname** page is displayed.
4. Enter a new nickname.
5. Tap Save. The nickname will be saved.

To delete your account:
1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap your profile.
   ➢ The **Account Settings** page is displayed.
3. Tap Email. The **Email** page is displayed.
4. Tap **Delete Account**.
   ➢ A warning pops up.
5. Tap Continue.
   ➢ You are instructed to remove all of the devices.
6. Tap OK.
   ➢ Your account will be deleted.

Note: If you choose to delete your account, all the data involved will be deleted. You need to sign up a new account.
To change your password:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap your profile.
   ➢ The Account Settings page is displayed.
3. Tap Password. The Change Password page is displayed.
4. Enter the new password and confirm.
   ➢ The password will be changed successfully.
You can log on to the system using the new password next time.

Note: Changing your password may not be successful under the following conditions:

- You do not input the correct password
- You input different passwords twice
- You do not follow the password rules

To use Touch ID:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap your profile.
   ➢ The Account Settings page is displayed.
3. Tap Touch ID.
   ➢ The Touch ID page is displayed.
4. Enable Touch ID. A prompt “Press Home Button to Verify” is displayed.
5. Press your phone’s Home Button to verify. The setting is saved. You can log in to your account using Touch ID.

To turn off push news and product updates:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap your profile.
   ➢ The Account Settings page is displayed.
3. Tap “Receive News and Product Updates”.
   ➢ The Subscription page is displayed.
4. Turn off the subscription option.
   ➢ The eufy Security app will stop sending you alerts or product updates.

Share Device to Family & Guests

You can share access to the device with your family or friends and grant them admin or guest permissions. Different roles are granted with different permissions. The following table lists the permission comparisons.
<table>
<thead>
<tr>
<th>Permission</th>
<th>Guest</th>
<th>Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record and view live video feed</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Speak to visitors</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manually activate alarms</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mute speakers</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Take Screenshots</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Receive notifications or push alerts</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Play and download recordings</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Delete recordings</td>
<td>❌</td>
<td>✓</td>
</tr>
<tr>
<td>View alarm status</td>
<td>❌</td>
<td>✓</td>
</tr>
<tr>
<td>Access and change security modes</td>
<td>❌</td>
<td>✓</td>
</tr>
<tr>
<td>Access and change Settings</td>
<td>❌</td>
<td>✓</td>
</tr>
<tr>
<td>Check the status of all cameras</td>
<td>❌</td>
<td>✓</td>
</tr>
<tr>
<td>Camera on / off</td>
<td>❌</td>
<td>✓</td>
</tr>
</tbody>
</table>

To grant permissions to your family or friends:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap **Family & Guests**.
   - The **Invite** page is displayed.
3. Tap **Invite**.
4. Select the permission you want to grant to your family or friends.
5. Tap **Next**. Select the device you want to share.
6. Tap **Next**. Enter the email address you want to share.
7. Tap **Confirm**. An invitation will be sent to the person you want to share with. When the invitation is accepted, you can share device permissions with your friends.

Note:
- You can invite up to 5 users once.
- If the invitation is denied, check whether the email address is valid.
App Permissions

To use the eufy Security app, the following permissions must be granted:

- Location permission is needed to select a server in your country so that your data is stored locally. Geofencing only works when your location can be accessed always.
- Photo permission is needed for video recording and screenshots.
- Local network is needed so the camera can be detected.
- Bluetooth permission is needed in the setup process. You will be prompted to enable this permission if your Bluetooth is disabled.
- Microphone permission is needed for two-way audio.
- Camera permission is needed for scanning a QR code in the setup process.
- For iOS users, the Home Data is needed only when Homekit is used.
- Notification should be permitted if you need to receive notifications.
- Cellular Data is needed when your phone’s Wi-Fi is not available.

Change the Device Display Order

To change the device display order:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap Settings.
   ➢ The Settings page is displayed.
3. Tap Device Display Order.
   ➢ A list of your devices is displayed in the order in which they were added.
4. Drag the icon on the right and place it to the desired position.
5. Tap Save.
   ➢ The setting will be saved.

Customize the Screenshot Popup

To customize the Screenshot Popup:

1. On the Devices page, tap in the sidebar. Your profile will be displayed.
2. Tap Settings.
   ➢ The Settings page is displayed.
3. Enable or disable the Screenshot Popup.
If the Screenshot Popup is disabled, the eufy Security app will stop pushing the screenshot feedback window.

Note: The Screenshot popup is used when there is a need to feedback your comments. It is set to On by default.

FAQ

1. **AI detection failure.**
   - Check the activity zone (don’t draw it too low and ensure the head and shoulder are in the activity zone)
   - Check sensitivity settings
   - If the Indoor Camera is set to Face Detection and people turn their back against the Indoor Camera, some events may be missed. To avoid such situations, the sensitivity is set to Figure.

2. **I received too many notifications.**
   - Lower the sensitivity of Motion Detection and Sound Detection
   - Check the non-target Detect Object
   - Add activity zone filtering
   - Use Security Mode and set Home/Away/Schedule as required

3. **The Indoor Camera cannot work offline.**

There are several situations:
   A. The Indoor Camera is connected to the router but disconnected from the internet. The device keeps restarting.

   Solution:
   Check whether RTSP or Homekit functions are enabled. If not, you have to enable the RTSP (Android/iOS) or Homekit (iOS) function to view live streams or recordings.

   B. The Indoor Camera is connected to the router but disconnected from the internet. Video streaming and recording are disabled.
For iOS users, check whether you add the Indoor Camera to your router’s blacklist. If yes, the camera cannot be connected to your router. Homekit, RTSP-supported NAS or other servers have no access to your Indoor Camera, so video streaming and recording are disabled.

For Android users, check whether you add the Indoor Camera to your router’s blacklist. If yes, the camera cannot be connected to your router. RTSP-supported NAS or other servers have no access to your Indoor Camera, so video streaming and recording are disabled.

Solution:
Remove the Indoor Camera from your router’s blacklist.

4. **Can the Indoor Camera connect to the HomeBase?**

   Indoor Camera doesn’t support HomeBase for now, so you cannot connect the Indoor Camera to the HomeBase.

**Tip:** For more troubleshooting, check Help on the Eufy Security app.