eufy Wired Cam C31 User Guide

1. Which eufy devices can be connected to HomeBase Mini?
2. Why is my SD card not being detected?
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5. Which voice assistants are supported?
6. Which eufy HomeBase models are supported by C31?

FAQ

1. Which eufy devices can be connected to HomeBase Mini?

Note: This list of compatible devices is continuously expanding. More eufy Security products will be supported through upcoming firmware updates. For the latest information, please contact **eufy Customer Support**.

PN	Product Name	Minimum Required Firmware Version
T8110	eufyCam C35	V1.1.0.7
T817L	eufy Wired Cam C31	V2.0.8.5
T8134	SoloCam C20	V3.3.2.3
T8224	Video Doorbell C30	V3.4.5.8
T8170	eufy SoloCam S340	V3.2.5.3
T8416	4K Indoor Cam Dual	V1.5.2.4
T8417	Indoor Cam Pan&Tilt 4K	V1.2.0.3
T8425	Floodlight Cam 3K	V1.5.9.6
T8426	Floodlight Cam 2K	V1.1.9.2
T8214	Video Doorbell E340	V3.1.2.4
T8223	Video Doorbell C31	V3.3.5.8
T8910	Motion Sensor	All versions are available for use
T8900	Entry Sensor	All versions are available for use

2. Why is my SD card not being detected?

1. **Verify SD Card Capacity**
    - **eufy Wired Cam C31** supports microSD cards up to **256GB**.
    - **HomeBase Mini** supports microSD cards up to **1TB**.
2. **Format the SD Card in the App**
    - Before use, the SD card must be formatted through the eufy app.
    - If the card still cannot be used after formatting, please try a **eufy-recommended microSD brand** or contact **eufy Customer Support** for further assistance.

Note:

- Insert the MicroSD card into the camera to enable video recording when using the camera alone.
- When the camera is connected with the HomeBase, insert the MicroSD card into the HomeBase.

Brand	Speed Class
SAMSUNG	Class 10
SanDisk	Class 10
Kingston	Class 10
Toshiba	Class 10
PNY	Class 10
Longsys	Class 10

3. How do I install the Mutli-Functional Mount Bracket?

① View the eufy Wired Cam C31 User Guide

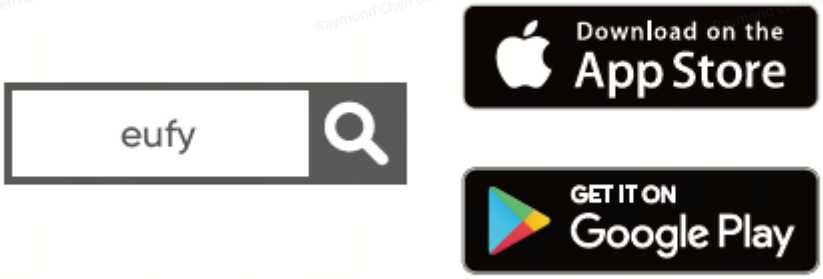
② Watch the Installation Video

4. How do I add the device?

Step 1

① Download the latest version of eufy app.

② Open the eufy app, scan the QR code on the camera. Follow the in-app instructions to add the device.

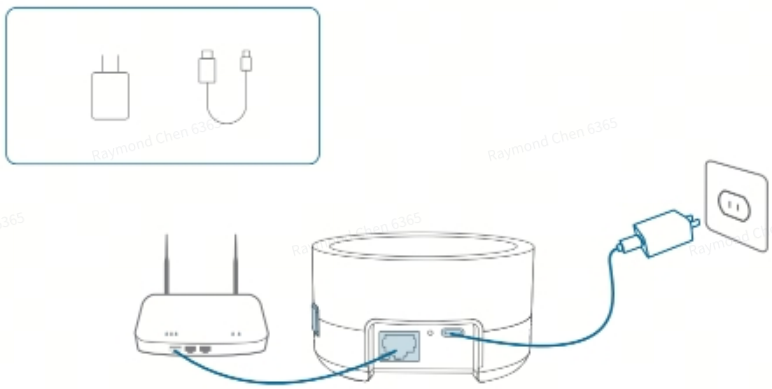


Step 2

Option 1: Add HomeBase Mini （To use the eufy Wired Cam C31 with a HomeBase, add the HomeBase first, then add the camera.）

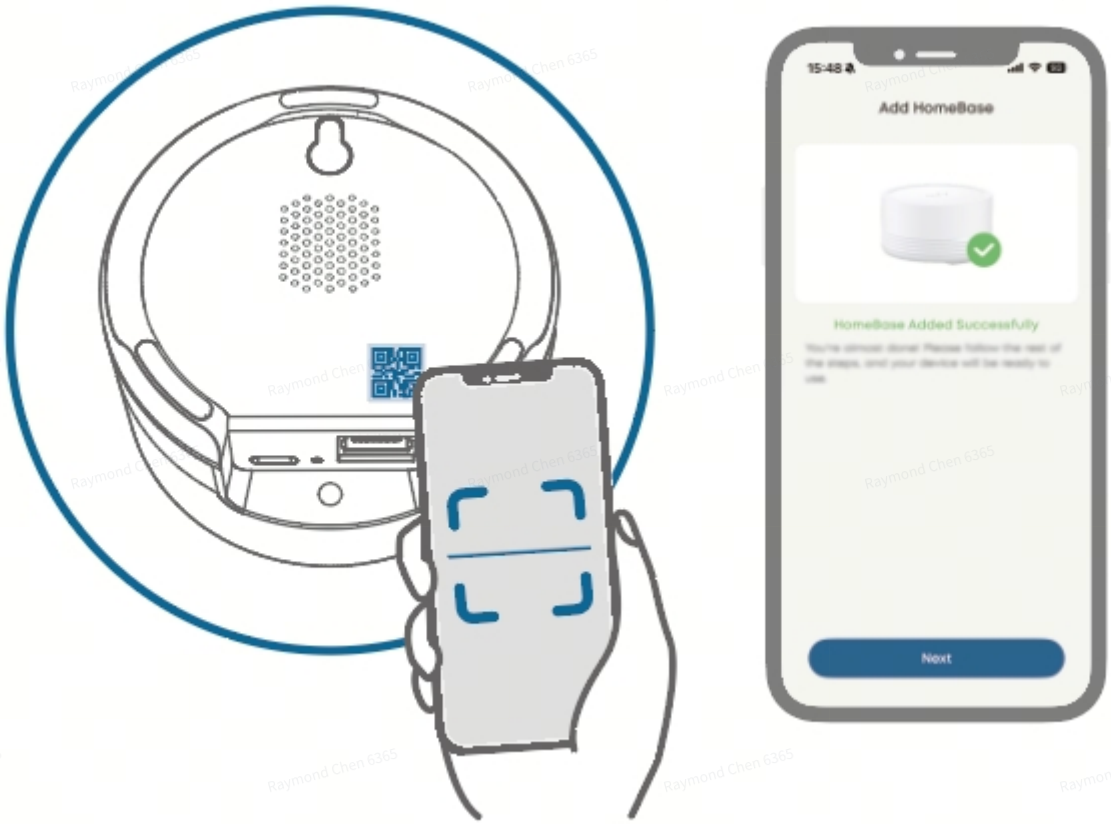
① Power the HomeBase Mini with the included 5V/2A power adapter and then connect it to your router. Wait about one minute for the blue light to blink slowly.

👍 To ensure proper operation, use only the included original power adapter. If a non-original adapter must be used, it must be rated at 5V/2A or higher to avoid insufficient power supply.



② Open the eufy app, scan the QR code on the HomeBase Mini. Then follow the in-app instructions to add the device.

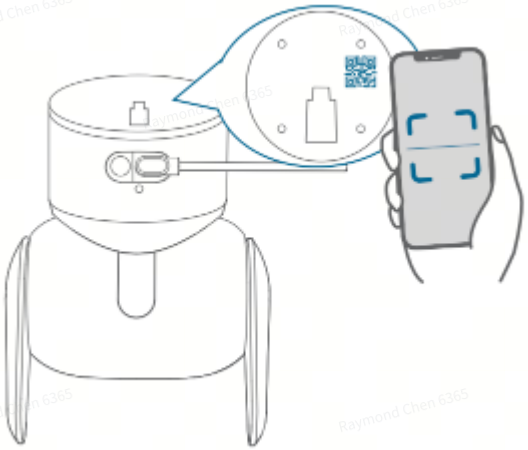
👍 During this process, ensure the network is stable and the HomeBase is powered on. A solid blue light indicates a successful binding.



LED Indicator	Description
Red Light Blinks Slowly	Powered on, not connected to network
Blue Light Blinks Slowly	Connected to the network successfully but has not been set up
Solid Blue light	Successfully bound； Connected to the network successfully
Solid Red light	HomeBase Mini offline / network disconnected

Option 2: Add the Camera

Open the eufy app, scan the QR code on the camera. Then follow the in-app instructions to add the device.



（1）IF you want to Connect to your Router (Without HomeBase Mini)

The device only supports 2.4GHz Wi-Fi networks.

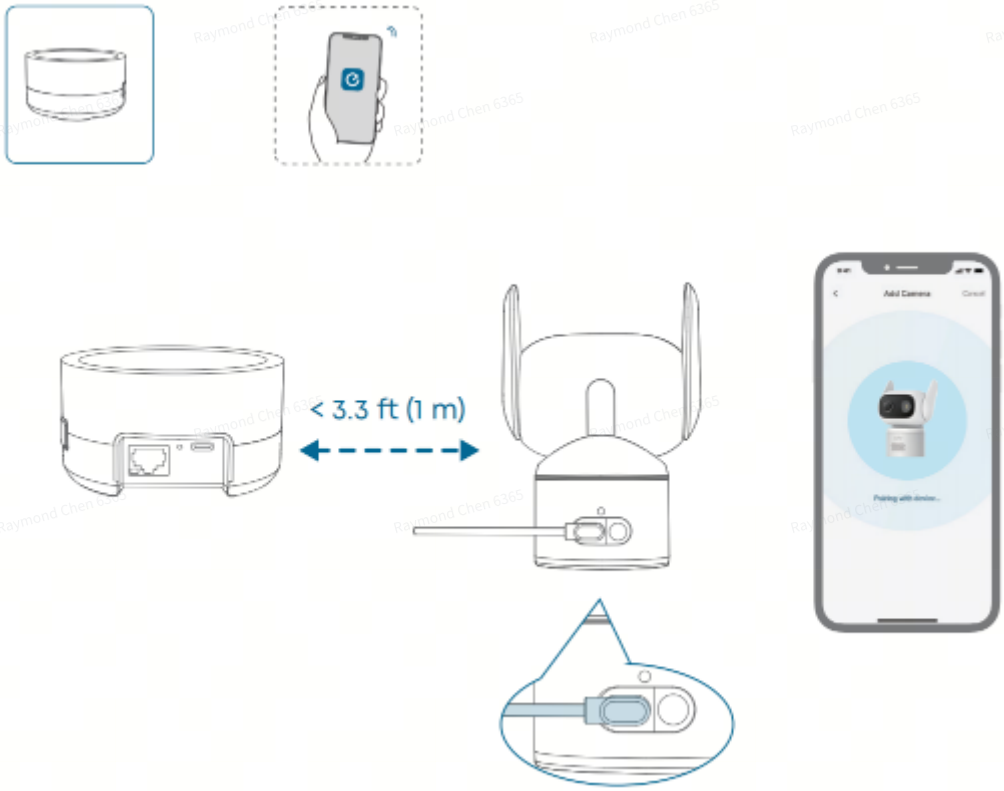
① Tap Connect to Router and then follow the in-app instructions.

（2）IF you want to Connect to your HomeBase

👍 Some features, e.g., local bionic self-learning facial recognition, storage management, and cross-camera tacking, require your eufyCam to be connected to the HomeBase.

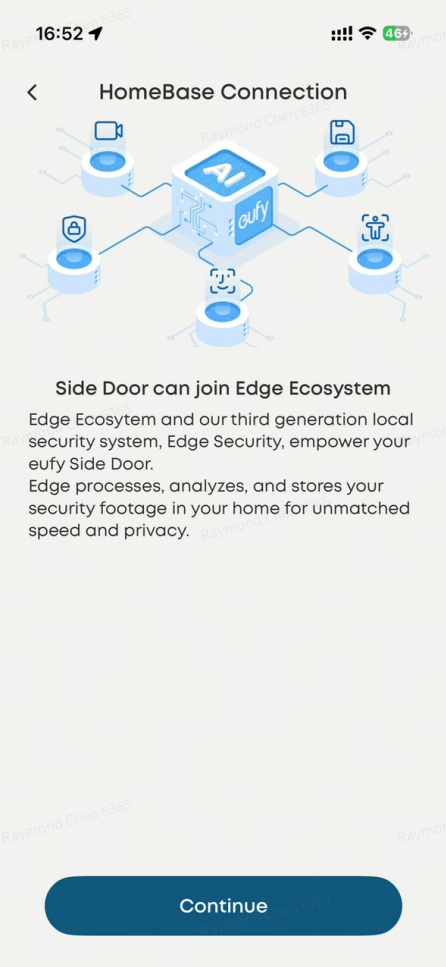
① Tap Connect to HomeBase.

② Press and hold the camera's SYNC button for about 2 seconds until the blue light blinks slowly with a beep. Then follow the in-app instructions to complete pairing.

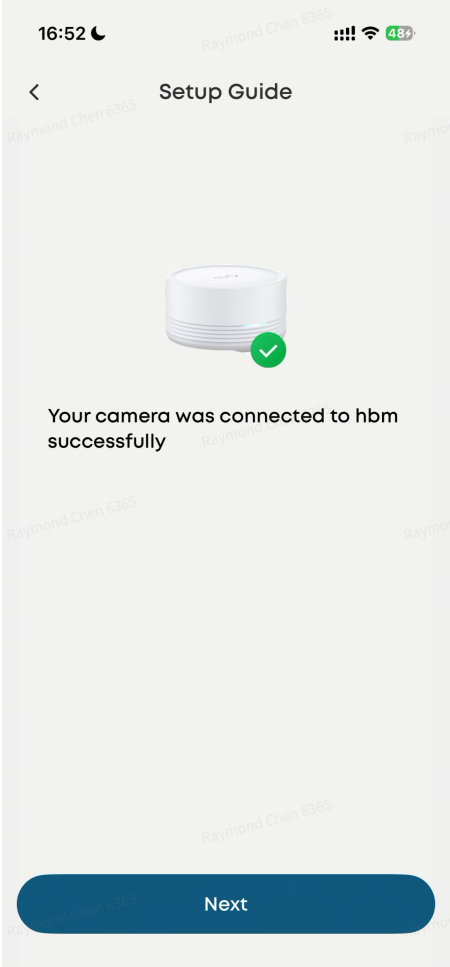


Option 3: Switch from Router Mode to HomeBase Mini Mode

Go to **C31 Settings > HomeBase Connection > Continue**, and wait for the connection to complete.







5. Which voice assistants are supported?

The device supports **Amazon Alexa** and **Google Assistant**.
Apple HomeKit is not supported.

6. Which eufy HomeBase models are supported by C31?

eufy Wired Cam C31 supports connection to **eufy HomeBase Mini (T8025)** and **eufy HomeBase 3 (T8030)** only.

It is not compatible with eufy HomeBase 2 (T8010).

FAQ

About installation	
1	Where can I find detailed setup instructions and full compatibility information?
	For full guidance, please see the "User Guide" in the "Safety Documents" section below. It details compatible devices, installation options, and how to connect the camera to HomeBase Mini or your router.

2	Can the C31 be used outdoors?
	Yes. The product is IP66-rated for dust and water resistance, including when installed upside down. The main unit is specially sealed for weatherproofing, including charging ports, SD card slot, and cables.
Storage、microSD card & Continuous Recording	
3	How does storage work, and do I need to buy a microSD card?
	eufy Wired Cam C31 has no built-in storage. Use a microSD card (up to 256GB, sold separately) in the camera, or HomeBase Mini with 64GB eMMC (expandable to 1TB). The 64GB eMMC has less usable space due to firmware. **TIPS：Format the SD Card in the App** ◦ Before use, the SD card must be formatted through the eufy app. ◦ If the card still cannot be used after formatting, please try a **eufy-recommended microSD brand** or contact **eufy Customer Support** for further assistance. **Note**: • Insert the MicroSD card into the camera to enable video recording when using the camera alone. • When the camera is connected with the HomeBase, insert the MicroSD card into the HomeBase.
4	Are there any precautions for using the SD card?
	• Pay attention to the insertion direction. Do not insert or remove the SD card while the device is powered on. • Do not hot-swap microSD cards. Insert/remove only when the device is off. Format the card before use, or the video may not save, and continuous recording may fail.
5	Can the C31 support 24/7 continuous recording?
	Yes. Insert an SD card to enable 24/7 continuous recording, and footage will be saved locally on the SD card. There are two ways to enable 24/7 recording: • **Option 1: Use the C31 independently** Insert an SD card into the camera, and the C31 will support 24/7 continuous recording. • **Option 2: Use the C31 with HomeBase** Bind the C31 to HomeBase, and 24/7 recording will also be enabled.
HomeBase & Homekit	
6	Is the C31 compatible with HomeBase & Homekit?
	• C31 is compatible with HomeBase 3 and HomeBase Mini, but not with HomeBase 2.

	• Connection to HomeKit is not supported
7	How do I set up and add my devices to HomeBase Mini?
	Step 1（If you’ ve already linked the HomeBase in the eufy app, please skip this step） To use the eufy Wired Cam C31 with a HomeBase, add the HomeBase first, then add the camera. 1、Update and open the eufy app. Power on HomeBase Mini /Homebase 3 with the original adapter and connect the network cable. 2、In the app, scan the code on HomeBase Mini /Homebase 3 to add it. Step 2: 1、Open the eufy app, scan the QR code on the camera. Then follow the in-app instructions to add the device. 2、Tap Connect to HomeBase. 3、Press and hold the camera's SYNC button for about 2 seconds until the blue light blinks slowly with a beep. Then follow the in-app instructions to complete pairing.