

How to Update the Firmware of Your Baby Monitor

You must first identify which version of our video baby monitor you own :

1. Version one is our T8321 720P Video Baby Monitor (see picture below) that doesn't support the pan & tilt function.



2. Version 2 is our T8300 SpaceView baby monitor (see picture below) that does support the pan & tilt function.



Please Note: The 720P Video Baby **camera** (Version 1) can be connected to T8300 SpaceView baby **monitor** (Version 2).

In the same way, the SpaceView **camera** (Version 2) can be connected to the T8321 720P Video Baby **monitor** (Version 1). In this case the pan & tilt function can be added (see image below).



Please make sure that the new camera purchased with your existing baby monitor and camera in the same software version to ensure they work together smoothly.

If they're not in the same software version, please follow the instructions below to update the firmware of your eufy.

1. Follow the link below to find the latest available firmware version:

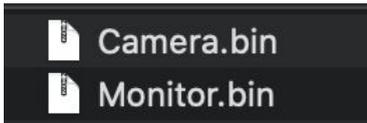
<https://www.eufylife.com/support/5505/spaceview-baby-monitor>

Firmware Updates



Type	Date	Size	File
software	2020-07-16	3.89M	T8300 Spaceview V3.4.0 EN & ES
software	2020-07-16	4.11M	T8300 Spaceview V3.4.0 DE & FR & ES
software	2020-07-16	4.11M	T8321 Video Baby Monitor 720P V3.4.0 DE & FR & ES
software	2020-07-16	3.89M	T8321 Video Baby Monitor 720P V3.4.0 EN & ES

2. The page will display the available updates for both the T8300 SpaceView and T8321 720P Video Baby Monitor. Click on the appropriate file link and unzip the folder. The folder will contain 2 files named Camera.bin and Monitor.bin. For Macbook it will show as follows:



For Windows it will show as follows:

Name	Date modified	Type	Size
Monitor.bin	6/6/2019 11:10 AM	BIN File	32,452 KB
Camera.bin	6/6/2019 11:10 AM	BIN File	2,272 KB
.DS_Store	6/24/2019 6:11 PM	DS_STORE File	7 KB

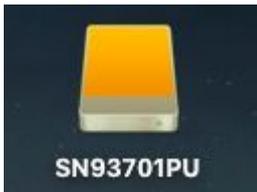
Note: T8300 is the model name for “SpaceView”, T8321 is the model name for “720P Video Baby Monitor”.

After unzipping the file you will see a __MACOSX folder, DS_Store file, or both.

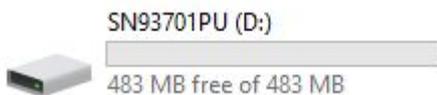
3. Upgrade the monitor:

Connect the monitor to your computer via the data cable*. There will be a hard drive named “SN93701PU” displayed on your desktop.

For Macbook:



For Windows:



*Note:

1. For T8321, please use the provided 1M cable to connect to your computer.
2. For T8300, please do not use the provided data cable as it may not support data transmission. If necessary, contact customer

service for information regarding the correct data transmission cables. Customer Service: support@eufylife.com

Open the "SN93701PU" hard drive. If you are using a Windows computer there will be a file named "01.00.01.040" or "01.00.01.34b" (as below). There is no such file on the Mac.

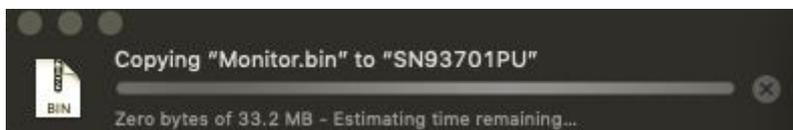


Note:

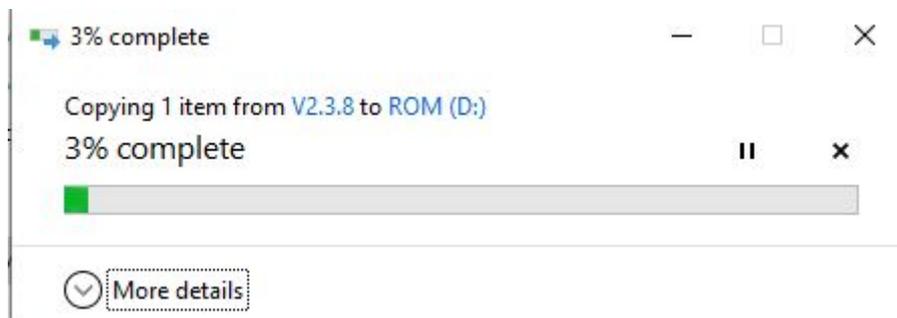
Please keep the monitor screen on during the entire connection process while the monitor pairs with your computer. If the monitor screen turns off, the connection will be broken.

Copy the downloaded file named Monitor.bin and transfer it to the "SN93701PU" hard drive. There will be an icon referring to the file transmission on the monitor. The transfer process takes 5-6 mins.

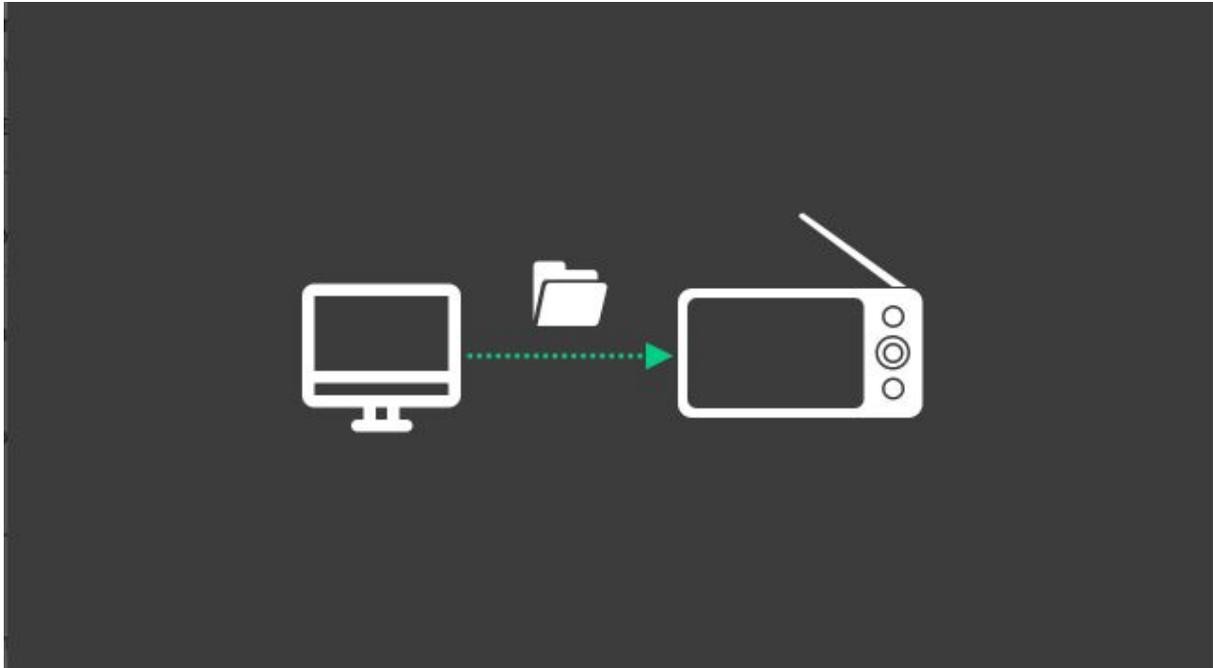
For Macbook:



For Windows:



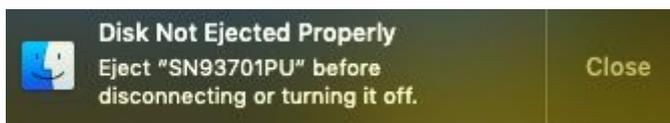
The monitor will display the following:



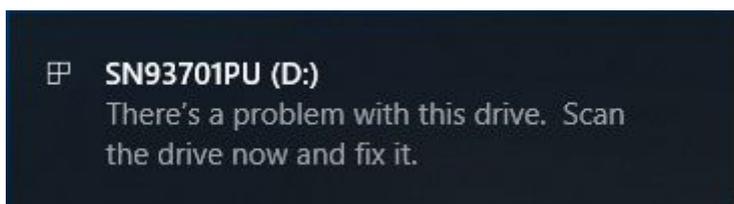
Note: Please ensure that the camera/monitor is connected to the computer for the entire transfer process.

After the file transfer is completed, the monitor will automatically restart. If the monitor restarts, this indicates that monitor.bin file transfer was successful. When it is complete you will see the following:

For MacBook:



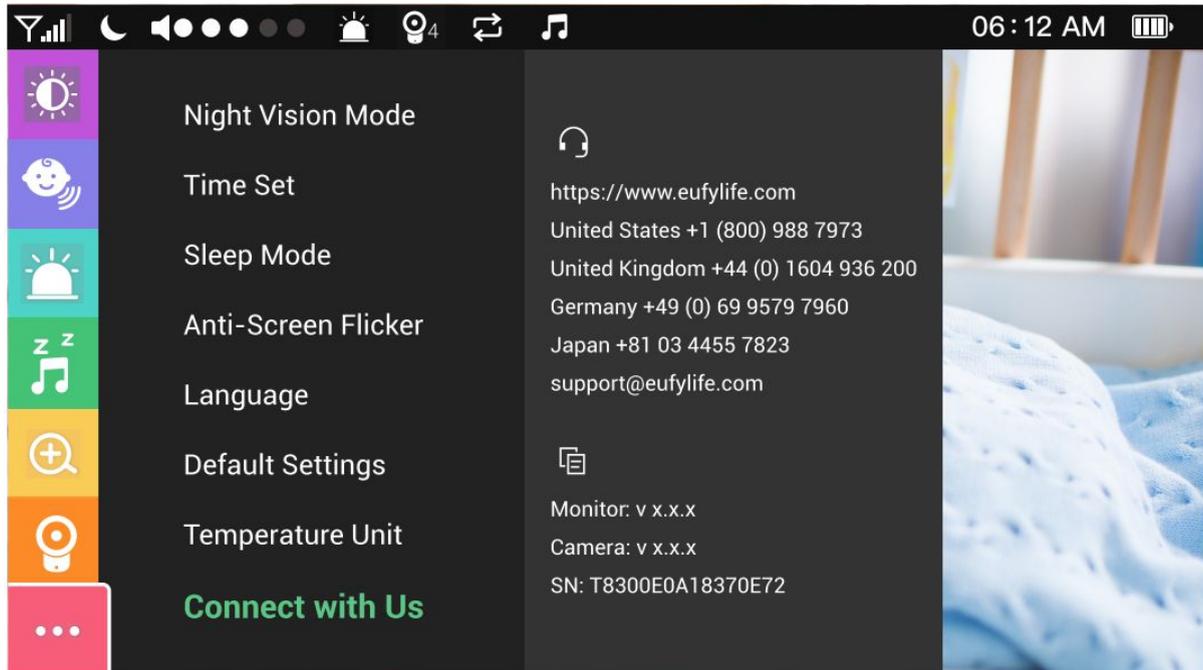
For Windows:



5. Upgrade verification

You can check that your monitor has been upgraded to the latest version by going to "... " and then "Connect with Us" on the monitor menu.

Make sure that the monitor's version number is consistent with the version you downloaded.



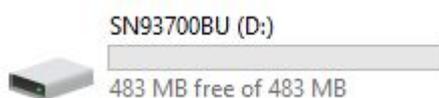
6. Upgrade the camera:

Connect the camera to your computer via your data cable. You will see a hard drive named "SN93700BU" on your desktop.

For Macbook:



For Windows:

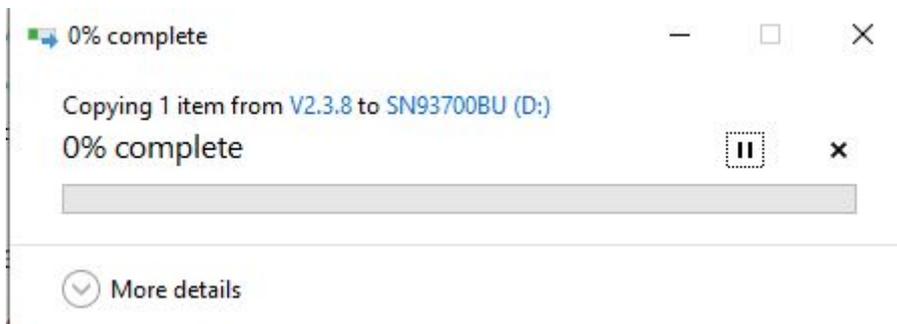


Open the "SN93700BU" hard drive and transfer the downloaded files named Camera.bin to the "SN93700BU" hard drive. The transmission process takes 20-30s.

For Macbook:



For Windows:

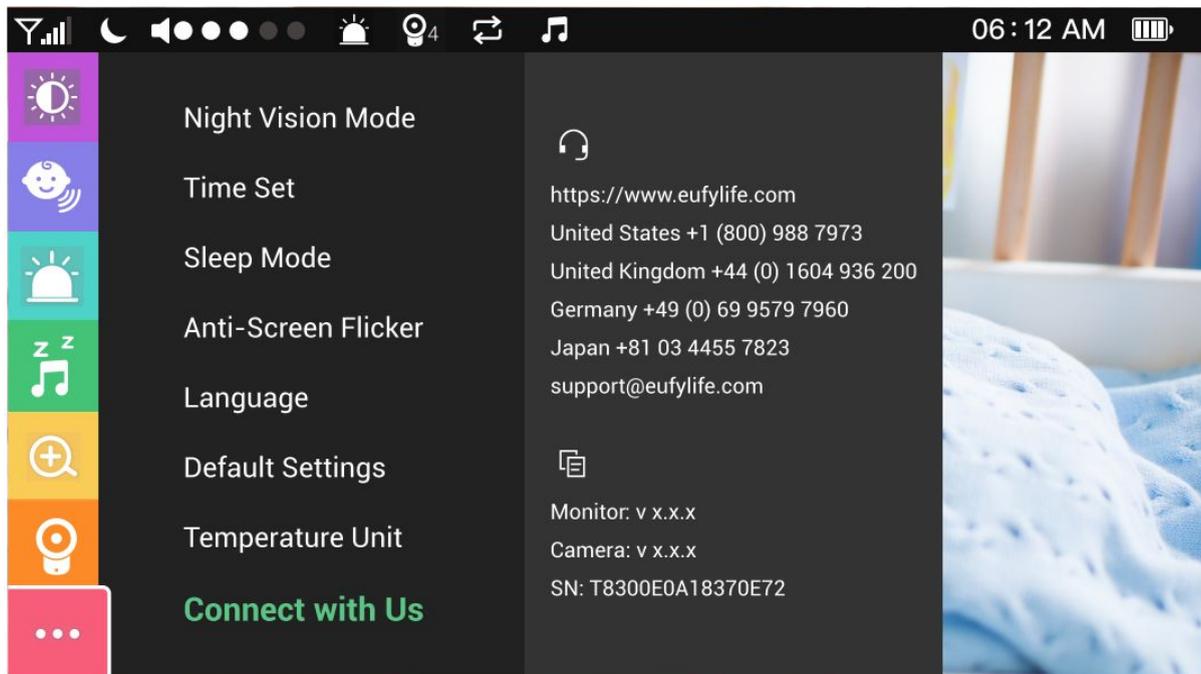


Note: Please ensure that the camera is connected to your computer for the entire transfer process.

After the file transfer is completed, the camera will automatically restart. If the camera restarts, this indicates that Camera.bin file transfer was successful.

7. Upgrade verification.

You can check that your camera has been upgraded to the latest version by going to "... " and then "Connect with Us" on the monitor menu. Make sure that the monitor's version number is consistent with the version you downloaded.



Note: Please ensure that the camera/monitor is connected to your computer for the entire transfer process.

The following situation indicating that the upgrade has failed:

1. Monitor menu is not complete or out of order.
2. The monitor cannot be displayed. When connected to the PC, the hard drive appears as "ROM" rather than "SN93701PU". Make sure the file transfer is complete, and then manually restart the device/**Monitor**.
3. After the camera upgrade is completed, it cannot be paired with the monitor. When connected to the PC, the hard drive appears as "ROM" rather than "SN93700BU". Make sure the file transfer is complete, and then manually restart the device.
4. If the monitor does not turn on, please try to press the reset button, and reconnect monitor with the computer to update the firmware.
5. If the monitor is connected with the computer but no hard drive appears, press the reset button on the monitor, and reconnect to your computer.

If the upgrade still does not work, please contact customer service.