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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ ™ website (http://www.ezviz.com).

Revision Record

New release – January, 2024

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Overview

1. Package Contents



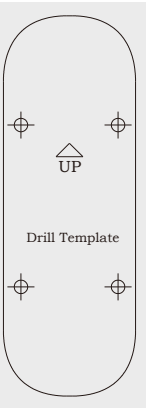
Doorbell (x1)



Plate Foam (x1)



Mounting Plate (x1)



Drill Template (x1)



Chime (x1)



Pin (x1)



Screw Kit (x1)



Power Cable (x1)



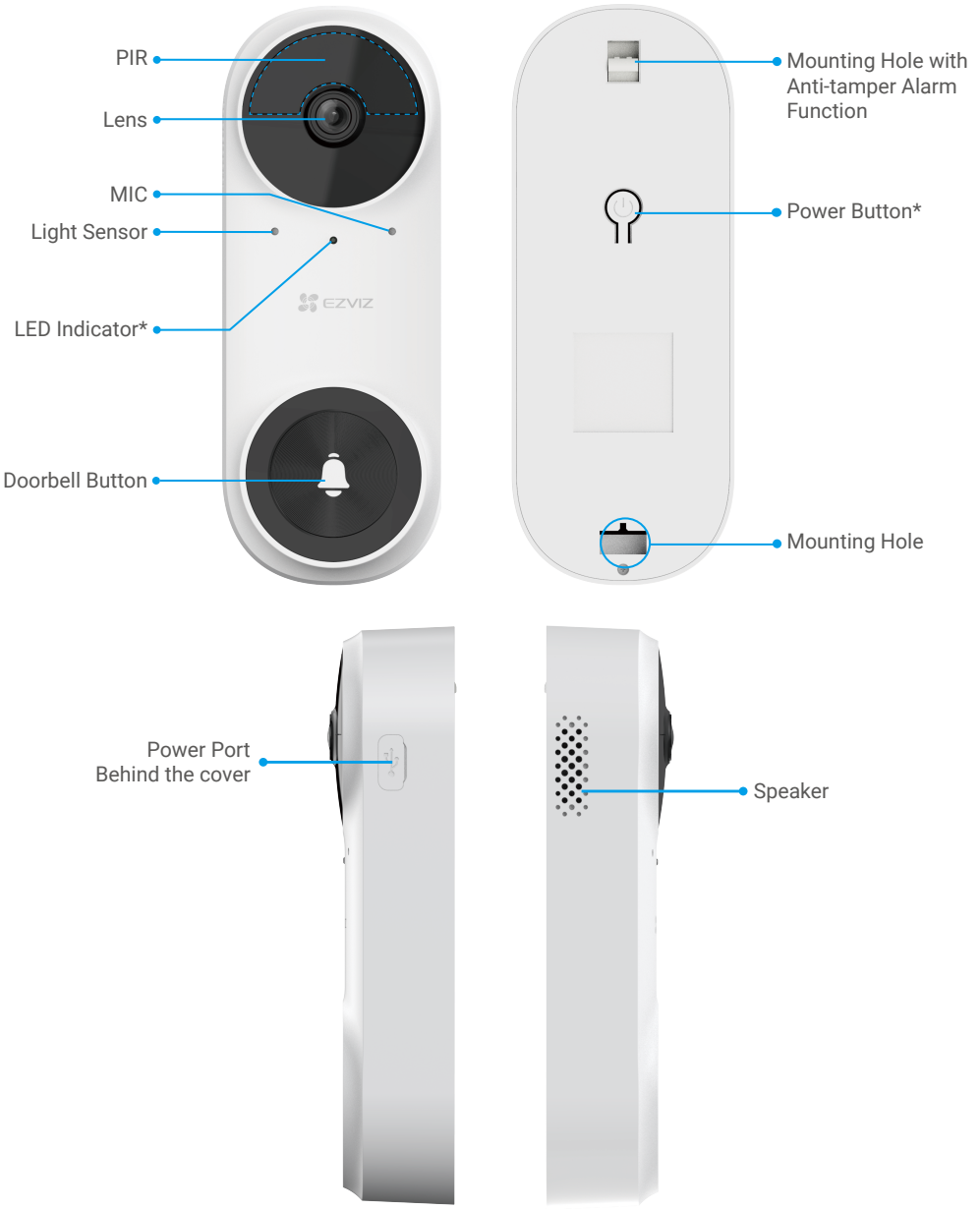
Regulatory Information (x2)



Quick Start Guide (x1)

2. Basics

Doorbell

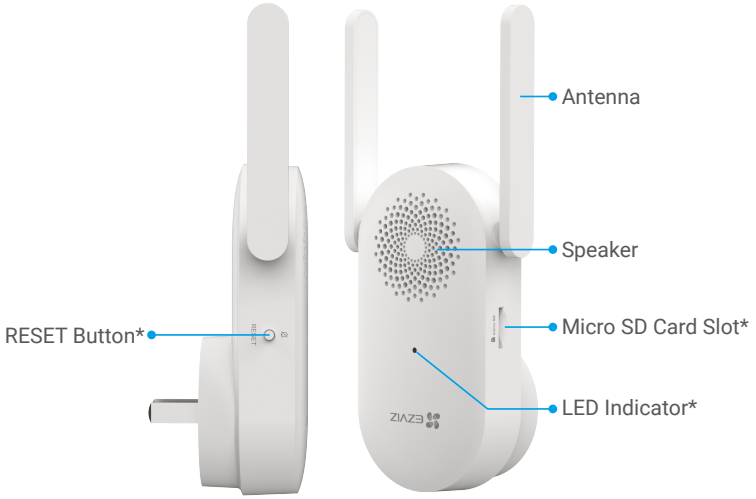




Dismantle Hole
Insert the pin into it to disassemble the doorbell

Name	Description	
LED Indicator		Slow-flashing Red: Charging.
		Solid Red for 3s and off: Battery power below 20% and the doorbell is awoken.
		Solid Blue: Fully charged but still connected to the power adapter.
		Solid Blue for 3s and off: Battery power above 20% and the doorbell is awoken.
Power Button	• Power on: Press and hold for 2s in shutdown state, the LED indicator is solid blue for 3s and then goes out, then the device emits a beep sound as a prompt of successfully powering on. • Power off: Press and hold for 5s in startup state, the LED indicator flashes red for 3 times and then goes out, then the device emits a beep sound as a prompt as a prompt of successfully powering off.	

Chime



Name	Description	
Micro SD Card (sold separately)	It is recommended to install a micro SD card, which should be purchased separately: • Initialize the card in the EZVIZ app before using it. • Recommended compatibility: Class 10, maximum space 512GB.	
LED Indicator	Solid Red: Device is starting up/resetting.	
	Fast-flashing Red: Disconnected with the doorbell or the micro SD card malfunction.	
	Slow-flashing Red: Network disconnected.	
	Solid Blue: Wi-Fi configuration successful.	
	Fast-flashing Blue: Ready for Wi-Fi configuration/Wi-Fi configuring.	
RESET Button	• RESET the Chime: Hold for 5 seconds to restart and all parameters are RESET to default. • One-click mute: Press the Button once to mute the chime.	
Power Input	100 to 240 VAC, 50/60Hz	

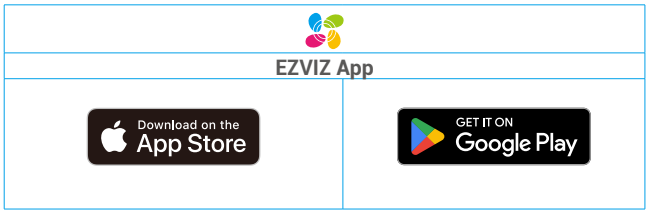
Setup

Follow the steps to set your doorbell:

1. Get the EZVIZ app, and log in to your EZVIZ app account.
2. Power on your chime.
3. Add your chime to EZVIZ.
4. Link your doorbell with chime.
5. Install your doorbell.

1. Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi using your 2.4GHz network.
2. Download and install the EZVIZ app by searching “EZVIZ” in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.



If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for EZVIZ.

Charge the Chime

Connect the chime to an indoor power source. When the indicator light fast-flashes blue, it means the chime is ready for Wi-Fi configuration. Use the EZVIZ app for Wi-Fi configuration (refer to the next section "Adding to the EZVIZ" for details).



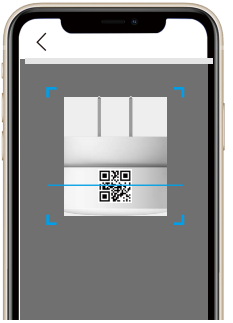
Please install the chime on the power outlet closest to the location where the doorbell is to be installed, in order to avoid doorbell and chime connection failure due to distance. The installation effect is shown in the following figure.



Add Chime to EZVIZ

1. Log in to your EZVIZ account.
2. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
3. Scan the QR code on the Quick Start Guide cover or on the top of the chime.





4. Follow the EZVIZ app wizard to finish Wi-Fi configuration.

What if you failed to add the chime to EZVIZ?

Situation 1



LED Indicator fast-flashing blue and the chime emits a long beep sound three times.

Wrong Wi-Fi password

Please confirm the Wi-Fi password is correct, then repeat the three steps above to add the chime again.

Situation 2



LED Indicator fast-flashing blue and the chime emits an urgent beep sound twice.

Wi-Fi configuration failed

The network signal chime received is weak due to poor placement, signal blockage caused by a wall, or distance from the router, etc. Please confirm that the Wi-Fi signal is good, and then repeat the three steps above to add the chime again.

Situation 3



LED Indicator slow-flashing red and the device is offline in the EZVIZ app.

Wi-Fi disconnected

Please confirm the Wi-Fi signal is good. Press the RESET button to reset the device and add the chime again.

Situation 4



LED Indicator solid blue and the chime emits an urgent beep sound twice.

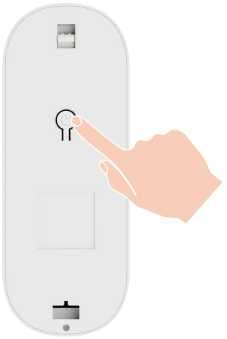
Not registered on EZVIZ

Please follow the EZVIZ app wizard to start Wi-Fi configuration again.

Link Doorbell with Chime

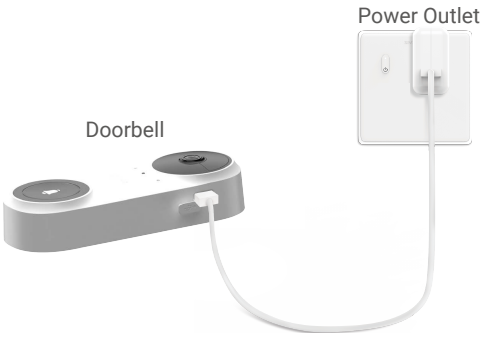
1. Power on the Doorbell

1. Press and hold the power button for 2s in shutdown state, the LED indicator is solid blue for 3s and then goes out, then the device emits a beep sound.



2. When the doorbell is powered on successfully, it will be linked with the chime automatically.

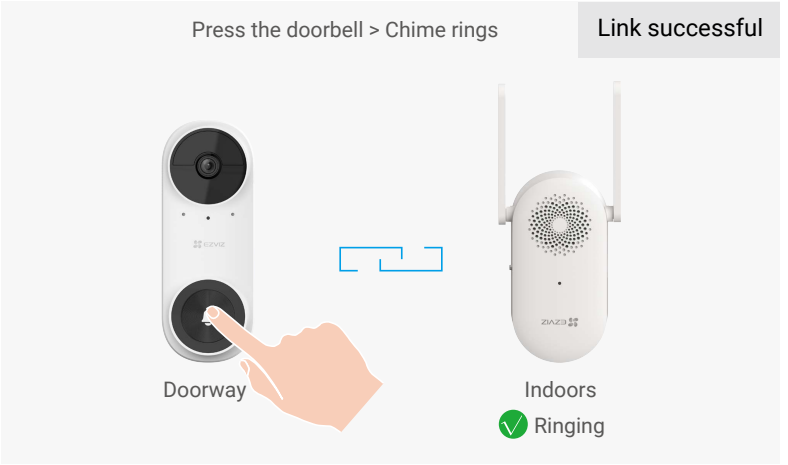
3. If the doorbell is out of battery, connect it to power outlet with the power adapter (5V 2A, purchase separately) for charging. It is recommended to fully charge the doorbell before you use it for the first time.



- When charging, the doorbell will automatically turn on.
- If you use a 5V 2A adapter to charge the doorbell, it will take about 5 hours to fully charge.
- When charging the doorbell, make sure the lens faces upward to avoid fraying the lens.
- The power outlet shall be installed near the power adapter and shall be easily accessible.

2. Check the Linkage

1. Please press the doorbell to check the linkage situation between the doorbell and chime.

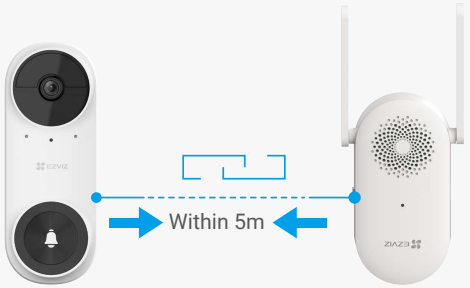


Press the doorbell > Chime doesn't ring

Link failed



What to do?

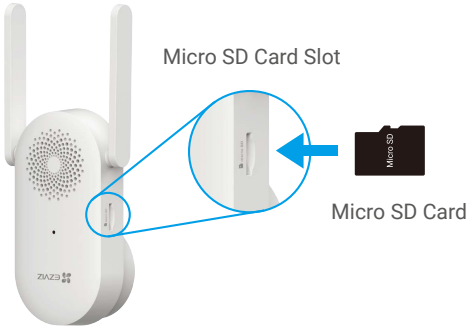


Please install the doorbell and chime as close as possible, with the recommended distance being within 5m.

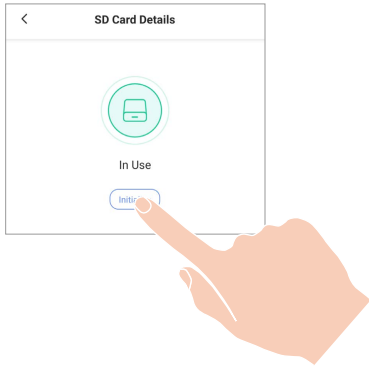
Installation

1. Install Micro SD Card

1. Insert a Micro SD card (sold separately) into the SD card slot as shown in the figure below.



2. After installing the Micro SD card, you should go to Record List in the Device Settings interface of chime to initialize the card in the EZVIZ app before using it.

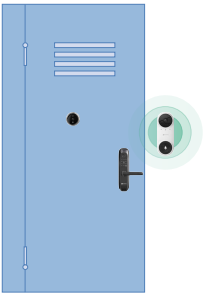


3. The status will then change to Normal and then videos can be stored.

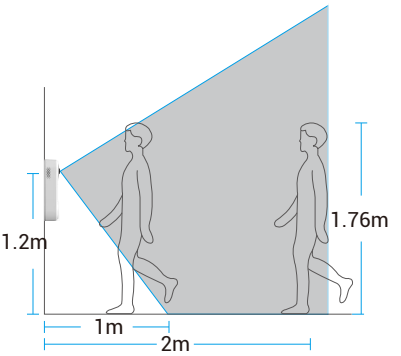
2. Choose the Installation Location

Before installing the doorbell, please make sure that the chime has completed Wi-Fi configuration. After confirming the installation location of the doorbell, press the doorbell to confirm whether the doorbell has successfully linked with the chime.

1. Recommended installation location:
   On the wall outside the door, on the side close to the doorknob as shown below.



2. Recommended installation height: 1.2m to 1.5m.



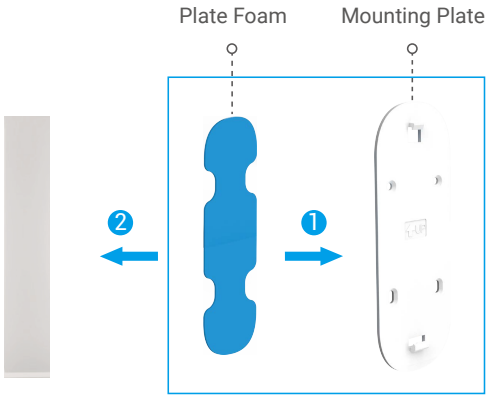
1.2m to 1.5m is the optimal height for PIR detection triggering , best for lens to capture complete human images and convenient for most people to press the doorbell.

3. Please note the following when choosing an installation location:
   - In a home environment, it is recommended to place the doorbell, chime, and router as close as possible.
   - Installation is not recommended under the following three conditions:
     1. In places with many metal objects;
     2. In the corners of load-bearing walls;
     3. In bedrooms with many partition walls.

3. Install the Mounting Plate

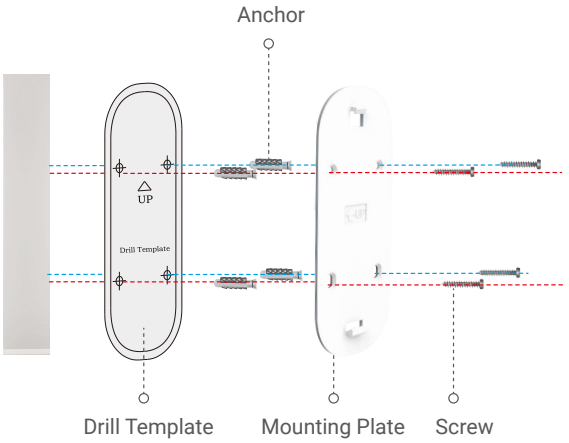
Option A (for smooth wall)

1. Stick the plate foam on the mounting plate and then paste it to the wall.



Option B (for uneven wall)

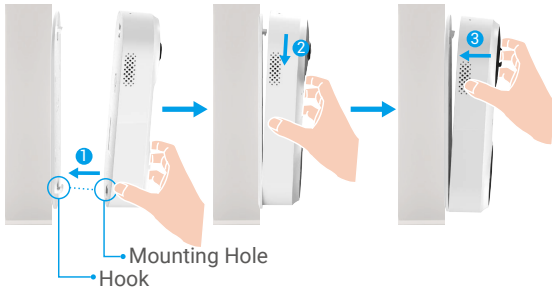
1. Place the drill template on the wall surface, and drill four holes.
2. (Optional) Insert four anchors to the holes. There is no need to use anchor if you were installing on wooden doorframe.
3. Secure the backplate to the wall using the provided metal screws (KA3x16).



It is recommended to use an electric drill with a φ5mm drill bit.

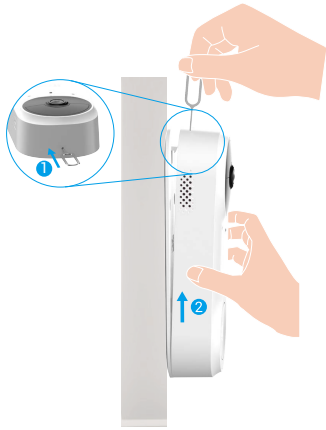
4. Install the Doorbell

1. Align the mounting hole on the lower part of the doorbell with the hooks on the lower part of the backplate.
2. Slide the doorbell downward gently.
3. Snap the upper part of the doorbell onto the backplate to complete the installation.



Disassemble

1. Go to Device Settings > Message Notification to disable the Tamper Notification in the EZVIZ app.
2. Insert the pin provided into the hole on the top of the doorbell to detach the upper part of the doorbell from the backplate.
3. Push the doorbell upwards and then take it off.



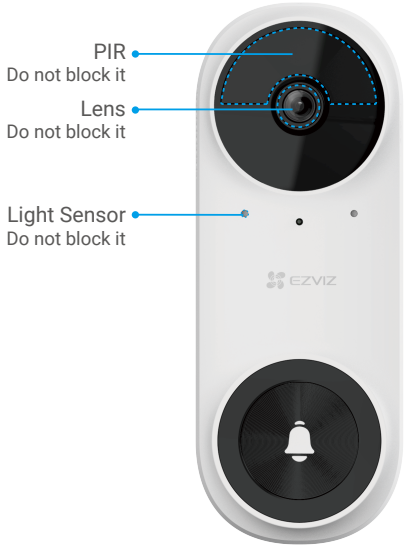
Maintenance

1. Charge the Doorbell

When the doorbell battery is low, a message will be sent to the EZVIZ app to remind you to charge the doorbell. Please refer to the Disassemble chapter to take off the doorbell then refer to the Power on the Doorbell section to charge it.

2. Doorbell Lens Maintenance

It is recommended to clean the lens and sensors of the doorbell regularly or as needed to ensure clear video recording and normal use of the face recognition function. You can use lens paper or cotton swabs dipped in water for wiping, as well as soft material such as tissue paper or cloth to clean the doorbell (cleaning material should be prepared by yourself).



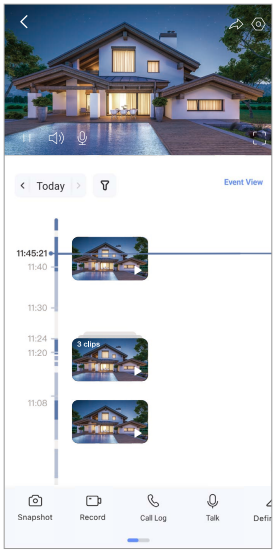
The dotted line box is the cleaning area.

View Your Device on the EZVIZ App

1. Live View

The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

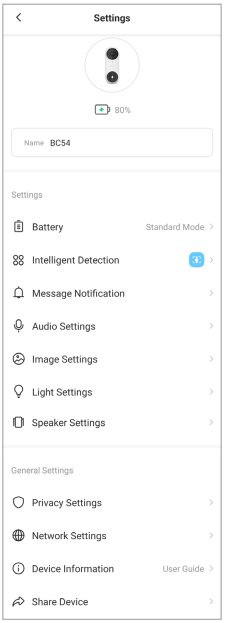
Launch the EZVIZ app, tap Live View button, you can view a live feed, take snapshots, record videos, and choose video definition as needed.



Icon	Description
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Call Log. View call logs.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Definition. Select video resolution as you needed.
	Nearby Device. Tap to check available devices nearby.
	Popup. Tap the icon, the current screen will become a separate small window that can float above the interface.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

2. Doorbell Settings

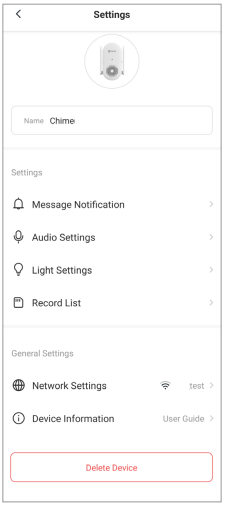
In the settings page, you can set the parameters of the doorbell.



Parameter	Description
Name	View or tap to customize the name of your device here.
Battery	You can see the battery remaining capacity here and working mode.
Intelligent Detection	You can manage the intelligent detection for your device.
Message Notification	You can manage the offline notification for your device.
Audio Settings	You can set audio voice prompt here.
Image Settings	You can set relevant image parameters for your device.
Light Settings	When disabled, the camera indicator will be off.
Speaker settings	You can manage the speaker chime linked with the doorbell.
Privacy Settings	You can encrypt your videos with encryption password and customize the privacy area.
Network Settings	You can see the link situation between the chime and doorbell.
Device Information	You can see the device information here.
Share Device	You can share the device to your family members or guests.

3. Chime Settings

In the settings page, you can set the parameters of the chime.



Parameter	Description
Name	View or tap to customize the name of your device here.
Message Notification	You can manage the offline notification for your device.
Audio Settings	You can set audio voice prompt here.
Light Settings	Turn on or off the LED indicator of chime.
Record List	You can see micro SD card capacity, used space and free space here.
Network Settings	You can see the Wi-Fi that the device has connected to.
Device Information	You can see the device information here. If there is an upgrade message for the device, a reminder will pop up in this column.
Delete Device	Tap to delete the device from EZVIZ app.

EZVIZ Connect

1. Use Amazon Alexa

These instructions will enable you to control your EZVIZ devices with Amazon Alexa. If you run into any difficulties during the process, please refer to **Troubleshooting**.

Before you start, make sure that:

1. EZVIZ devices are connected to the EZVIZ app.
2. In the EZVIZ app, turn off the "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. You have an Alexa-enabled device (i.e. Echo Spot, Echo-Show, All-new Echo-Show, Fire TV (all generations), Fire TV stick (second generation only), or Fire TV Edition smart TVs).
4. The Amazon Alexa app is already installed on your smart device, and you have created an account.

To Control EZVIZ devices with Amazon Alexa:

1. Open the Alexa app and select "Skills and Games" from the menu.
2. On the Skills and Games screen, search for "EZVIZ", and you will find "EZVIZ" skills.
3. Select your EZVIZ device's skill, then tap ENABLE TO USE.
4. Enter your EZVIZ username and password, and tap Sign in.
5. Tap the Authorize button to authorize Alexa to access your EZVIZ account, so that Alexa can control your EZVIZ devices.
6. You will see "EZVIZ has been successfully linked", then tap DISCOVER DEVICES to allow Alexa to discover all your EZVIZ devices.
7. Go back to Alexa app menu and select "Devices", and under devices you will see all your EZVIZ devices.

Voice Command

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function.

Once the device is found, you can control it with your voice. Speak simple commands to Alexa.

Your device's name for example: "show xxxx camera," can be modified in the EZVIZ app. Every time you change the name of the device, you will need to discover the device again to update the name.

Troubleshooting

What do I do if Alexa fails to discover my device?

Check if there are any Internet connecting problems.

Try to reboot the smart device and re-discover the device on Alexa.

Why does the device's status show "Offline" on Alexa?

Your wireless connection might have been disconnected. Reboot the smart device and re-discover on Alexa.

Internet access on your router could be unavailable. Check if your router is connected to the Internet and try again.

For details about countries that support the using of Amazon Alexa, see its official website.

2. Use Google Assistant

With the Google Assistant, you can activate your EZVIZ device and watch live by speaking Google Assistant voice commands.

The following devices and apps are required:

1. A functional EZVIZ app.
2. In the EZVIZ app, turn off the "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. A TV with functional Chromecast connecting to it.
4. The Google Assistant app on your phone.

To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play Store™ and log into your Google account.
3. On the Myhome screen, tap "+" on the upper-left corner, and select "Set up device" from the menu list to go to the Set up interface.
4. Tap **Works with Google**, and search for "EZVIZ", where you will find "EZVIZ" skills.
5. Enter your EZVIZ username and password, and tap **Sign in**.
6. Tap the **Authorize** button to authorize Google to access your EZVIZ account, so that Google can control your EZVIZ devices.
7. Tap **Return to app**.
8. Follow the above steps to complete the authorization. When synchronization is completed, EZVIZ service will be listed under your list of services. To see a list of compatible devices under your EZVIZ account, tap on the EZVIZ service icon.
9. Now try some commands. Use the name of the camera that you created when you set up the system.

Users can manage devices as a single entity or in a group. Adding devices to a room allows users to control a group of devices at the same time using one command.

See the link for more information:

https://support.google.com/googlehome/answer/7029485?co=GENIE.Platform%3DAndroid&hl=en

FAQ

Q: What is the video encryption password?

A: The default video encryption password is the Verification Code of the device, which is six uppercase letters on the chime label.

Q: What to do when the doorbell is offline during use?

A: If you find that the doorbell is offline during use, it may be caused by the following two reasons:

- The doorbell is offline due to network anomalies: when the network is abnormal, the LED indicator of chime slow-flashes red, please check the network.
- The doorbell and the chime are unlinked: When the link between the doorbell and the wireless receiver is disconnected, the LED indicator of chime fast-flashes red. Please adjust the distance between the chime and the doorbell within 5m.

Q: How to turn off the doorbell alarm when triggering the anti-tamper alarm?

A: When the doorbell is taken from the backplate, it will trigger the anti-tamper alarm button to sound an alarm. Please do not panic in this situation. You can turn off the alarm by the following methods:

- When the doorbell is working, press and hold the doorbell power button for 5s to power off the device.
- Before disassembling the device, go to Device Settings > Message Notification to disable the Tamper Notification in the EZVIZ app.

For additional information about the device, please refer to www.ezviz.com.

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1.Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.

2.Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.

3.Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.

4.The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.

5.Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.

Appendix

1. Rechargeable Lithium ion Battery

1. The battery type of the device: Portable battery.
2. The battery of this device is non-removable, which is risky to remove.

Chemical Composition	CAS No.	Weight (%)	Chemical Formula
Lithium nickel cobalt manganate	182442-95-1	35.48%	$LiNi_{0.5}Co_{0.2}Mn_{0.3}O_2$
Nanotubes	1333-86-4	0.19%	CNT
Polyvinylidene fluorde	24937-79-9	0.477%	PVDF
Aluminum Foil	7429-90-5	3.73%	AL
Copper Foil	7440-50-8	5.70%	Cu
Graphite	7782-42-5	18.88%	C
Super P	7440-50-8	0.75%	S-P
Styrene Butadiene rubber	61789-96-6	0.414%	SBR
Carboxymethylcellulose Sodium	9000-11-7	0.237%	CMC
Polypropylene	9002-88-4	0.35%	$(C_2H_4)_n$

2. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.

2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.

3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.

4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.

5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.