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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, 2025

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Table of Contents

Instruction 1

Packing List 2

Overview 4

1. Front Panel 4
2. Rear Panel 5

Installation 6

1. Installation Diagram 6
2. How to select the length of Square Rod? 6
3. How to select the length of the Solenoids and Screws? 7
4. View Installation Video 7

Install Battery 8

Get the EZVIZ App 8

Lock Settings 10

1. Keypad 10
2. Enter Menu 10
3. Menu Index 11
4. Add Administrators/Users 12
5. Add Fingerprint 12
6. Add Passcode 13
7. Add Proximity Card 13
8. Delete Administrators/Users 14
9. Look Up to the System Information 14
10. Delete network information 15
11. Enter Matching Mode 15

Lock Using 16

1. Fingerprint unlock 17
2. Passcode Unlock 17
3. Card Unlock 17
4. Mechanical key Unlock 18
5. Child Safety Lock 18
6. Synchronized Unlock 18

Operation and Management 19

1. Emergency Unlock 19

2. Alarms 19
3. Restore to Factory Settings 19
4. One-time Mute function 19

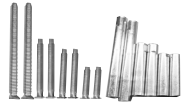
Operations on the EZVIZ App 20
1. Homepage 20
2. Settings 21

Maintenance 21
1. Daily Maintenance 21
2. FAQ 21

Instruction

- The installation of EZVIZ Smart Lock (hereinafter referred as to "lock") impacts its normal operation and service life. It is recommended to let professionals install, and drill hole for lock set in accordance with hole templet in appendix.
- It is recommended to remove the lock if your house is under decoration, and reinstall it after decoration in case of lock damage and service life reduction.
- Please note that disinfectant may cause damage to the lock body.
- Once initialized completed, the lock will clear all user information. After lock installation and configuration, please add fingerprint, passcode or card as needed.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace battery timely and pay attention to positive and negative poles.
- If you leave home or do not use lock for a long time, keep mechanical key with you, and do not leave it indoors. You should take battery out to ensure lock service life.
- Considering that the lock is put in an open environment, we suggest you pay attention to the safety in use, including keep properly small parts like the mechanical key or the proximity card. You should check the surrounding environment before unlocking and updating your passcode and proximity card settings on time as well in case of any danger of illegal stealing or copying of your unlocking information.
- For users with flat or thin fingerprint, it is recommended to use thumb to register fingerprint for increasing success rate, and register more than one fingerprint each user. Each user supports a maximum of 5 fingerprints.
- The lock accommodates up to 50 fingerprints, 50 passcodes and 50 cards.
- The bio recognition technology in this product operates ENTIRELY LOCALLY on the product that you control and manage yourself, and only serves the sole purpose of supporting your decision of unlocking. During the whole course, the saved data always only contains technical value, i.e. the biometric data obtained from the templates you proactively provided in advance (such as facial images, fingerprint template, palm vein template),which cannot be used to reconstruct the original data.

Packing List

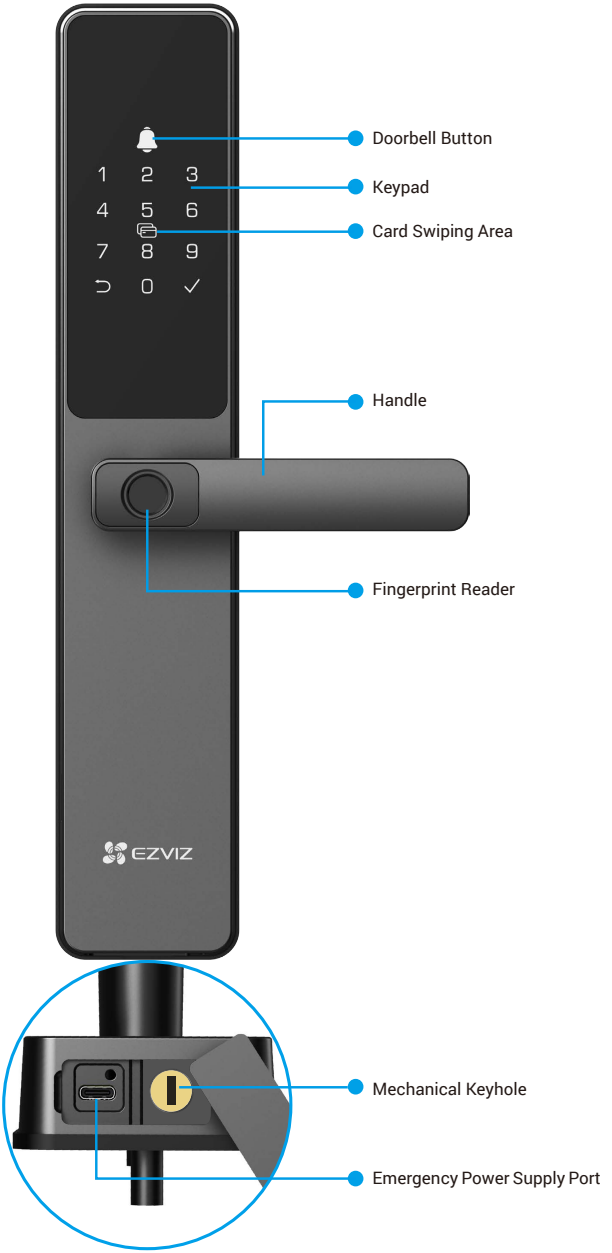
NO.	Part Name	Quantity	Image
1	Front Panel	×1	
2	Rear Panel	×1	
3	Hole Templet	×1	
4	Lock Body	×1	
5	Standard Screw Bag	×1	
6	Lock Body Screw Bag	×2	
7	Reversing Screw	×2	
8	AA-sized Battery	×8	

NO.	Part Name	Quantity	Image
9	mechanical key	×2	
10	Square Rod	×1	
11	Proximity Card	x2	
12	Silicone plug (for rear panel)	×1	
13	Regulatory Information	×1	
14	Quick Start Guide	×1	

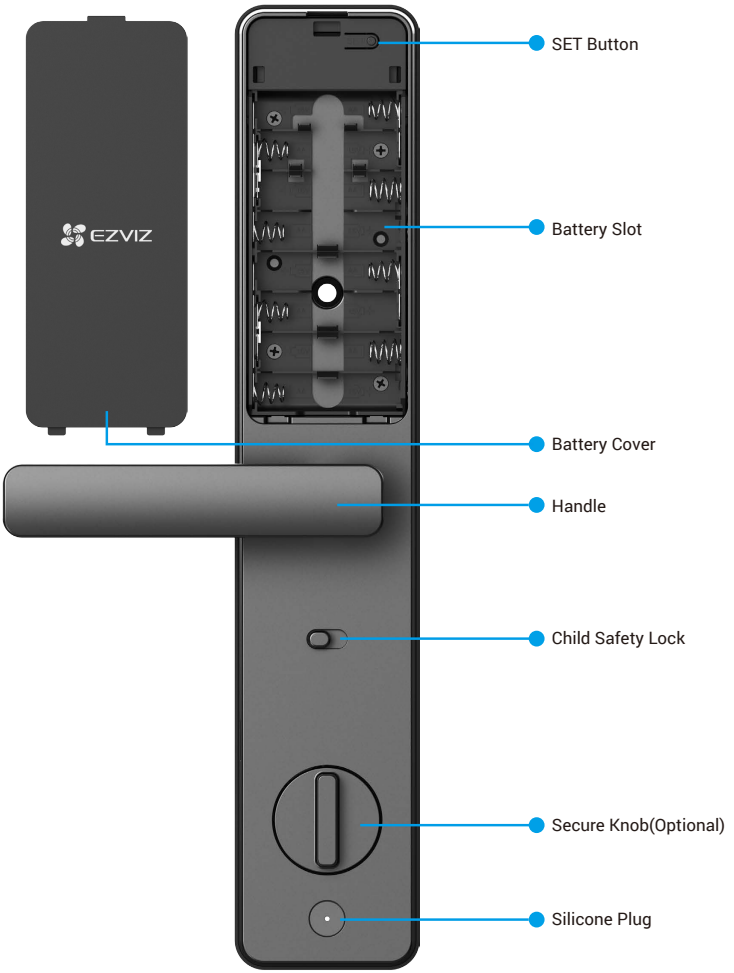
The appearance of the Lock is subject to the actual one you have bought.

Overview

1. Front Panel



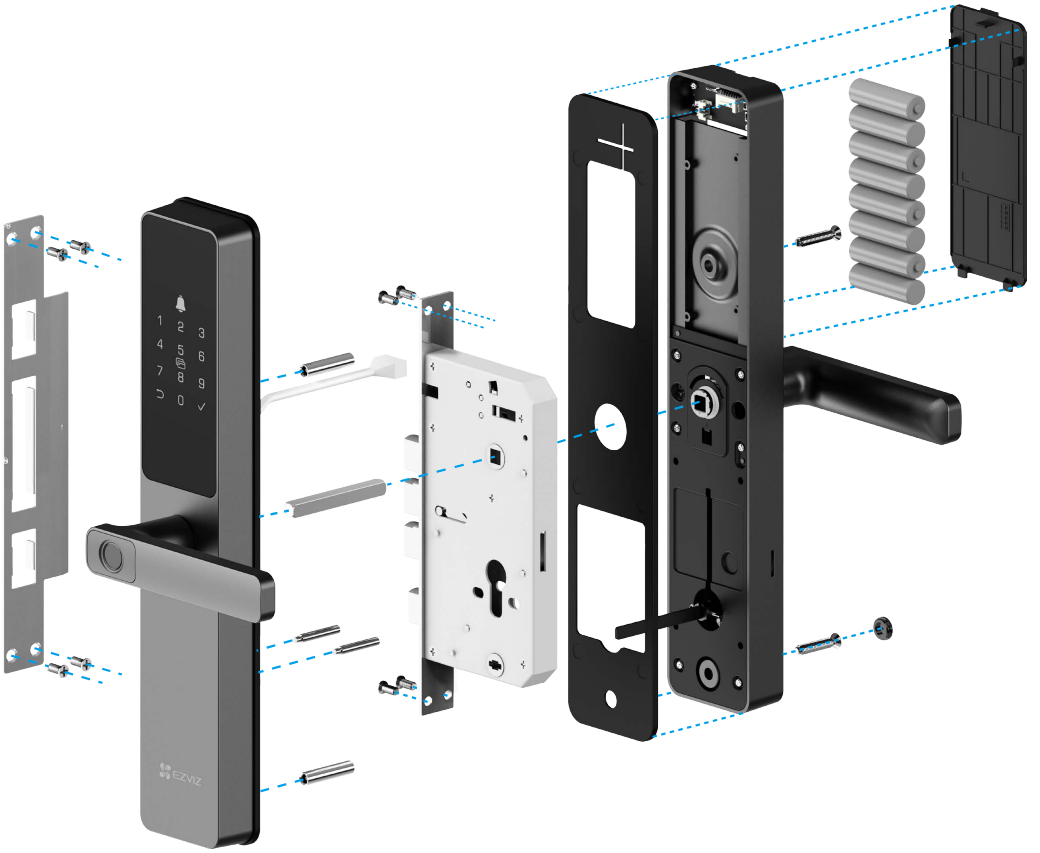
2. Rear Panel



The appearance of the Lock is subject to the actual one you have bought.

Installation

1. Installation Diagram



2. How to select the length of Square Rod?

Measure the door's thickness and select the appropriate square rod.

The thickness of your door	The length of square rod
35 to 60mm	70mm
60 to 80mm	90mm
80 to 100mm	110mm
100 to 110mm	130mm

- The length of the square rod is equal to the thickness of the door plus 10mm to 35mm.
- When the thickness of the door is 30mm to 35mm, a square rod with a length of 70mm should be selected, and the length of 5 to 10mm should be cut.

3. How to select the length of the Solenoids and Screws?

Measure the door's thickness and select the appropriate solenoids and screws from the standard screw bag.

The thickness of your door	The length of solenoids	The length of screws
30 to 40mm	25mm 	20mm 
40 to 55mm	35mm 	30mm 
50 to 65mm	35mm 	40mm 
60 to 85mm	55mm 	40mm 
85 to 120mm	55mm 	75mm 

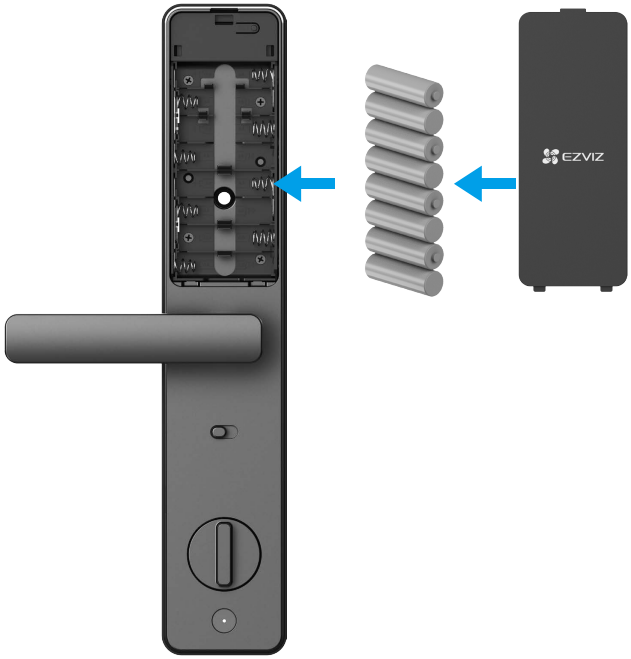
4. View Installation Video

Please tap  to watch the installation video.



Install Battery

1. After installation, remove the cover of battery slot from the rear panel.
2. Install 8*AA-sized batteries into the battery slot.
3. Tighten battery cover.



- Install correct batteries in case of explosion
- When not using batteries for a long time, remove them from battery slot.
- Do not use new batteries with old ones.
- Do not place battery with the (+) and (-) in the wrong way around.
- Dispose used batteries according to the local environmental protection law.

Get the EZVIZ App

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

EZVIZ App

Download on the App Store

GET IT ON Google Play

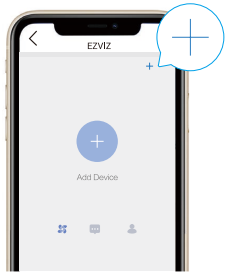
If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Add the Lock to EZVIZ

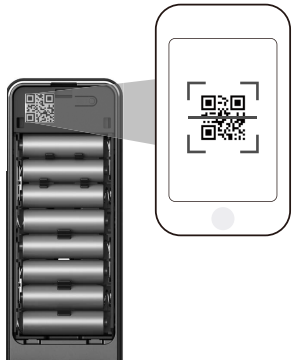
The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

Please add lock to EZVIZ by following steps:

1. Press and hold the SET button on the rear panel until the lock sends a voice prompt and the keypad number 0 flashes to enter matching mode.
2. Log in to your EZVIZ app account.
3. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.



4. Scan the QR code on the battery slot.



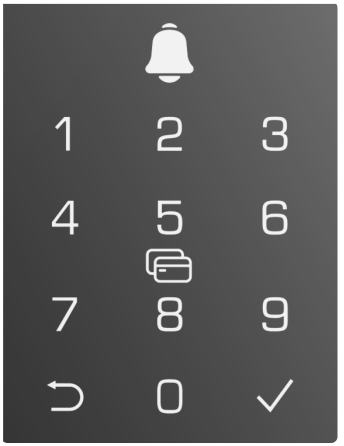
5. Follow the EZVIZ app wizard to add the lock to EZVIZ app account.

Lock Settings

Then you can set the lock as needed.

Please remove protective film from lock before the first use.

1. Keypad



Icon	Description
0 ~ 9	number key
⮌	cancel, return or exit
✓	confirm
	card swiping area
	doorbell
	Low-battery indicator

2. Enter Menu

Please follow these steps for settings.

• In initial state, follow these steps for settings.

❶ Touch the keypad area to activate the lock.

❷ "⮌" "√" on keypad light up.
- Press "⮌" to exit.
- Press "√" add an administrator.

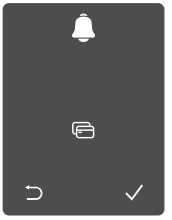
❸ "1" "2" "3" "⮌" on keypad light up.
- Press "1" to add a fingerprint.
- Press "2" to add a passcode.
- Press "3" to add a card.
- Press "⮌" to exit/ return.



Method 1



Method 2





• **In non-initial state, follow these steps for settings.**

❶ Press the SET button once.



❷ When the keypad is light up, verify with administrator's fingerprint, passcode or card.

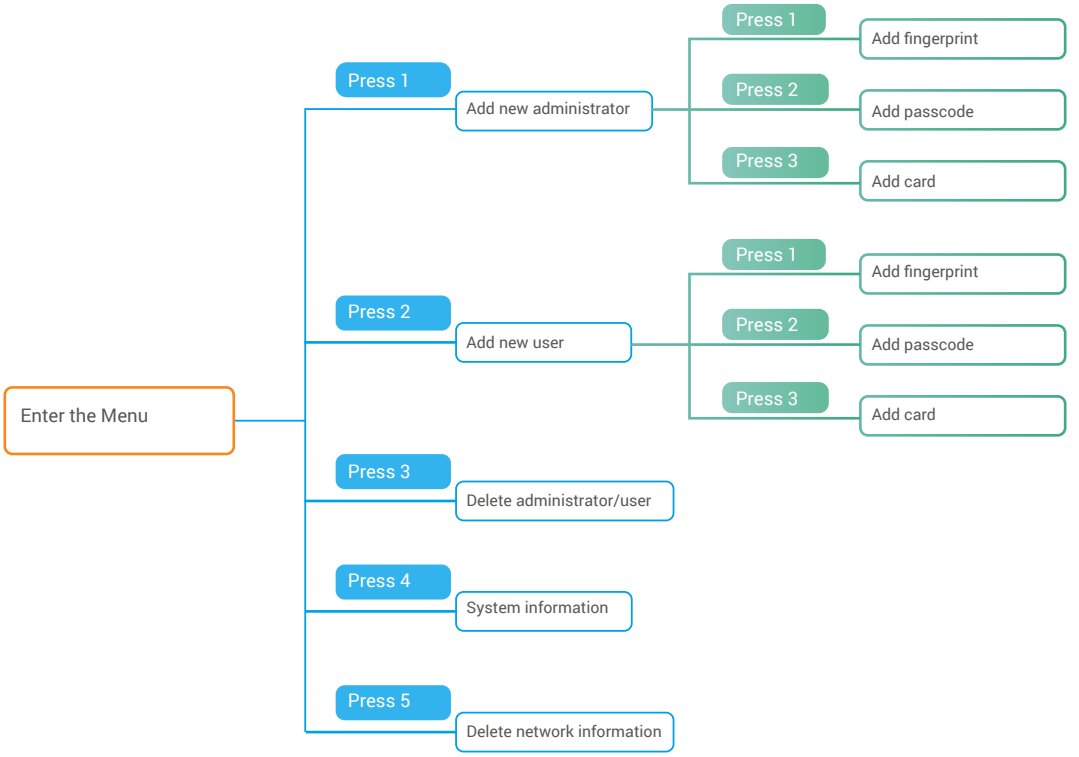


❸"1" "2" "3" "4" "5" "⮌"on keypad will light up.



3. Menu Index

The menu here is for reference only.

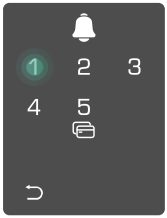


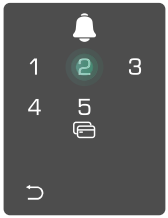
4. Add Administrators/Users

❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")



❷ Press "1" to add an administrator, or press "2" to add a user.





Role	Unlock the door	Enter the Menu, and set the lock
Administrator	√	√
User	√	X

Ordinary users can only unlock the door after entering the opening method; the administrator can not only unlock the door, but also log in to the menu to add and delete users and operate other settings.

When you add an administrator or a user, the figures corresponded to the user number will light up from 001 by default (for example, to user number 001, the three numbers 001 will slow-flash once in sequence).

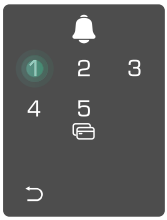
5. Add Fingerprint

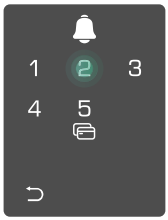
- Add up to 5 fingerprints per user.
- When collecting fingerprint, press your finger on the reader horizontally

❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

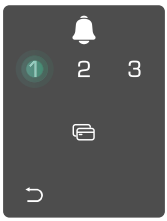


❷ Press "1" to add an administrator, or press "2" to add a user.

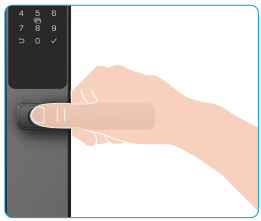




❸ Press "1" to add a fingerprint.



❹ When "1" lights up, touch the fingerprint reader and repeat the operation 6 times, 1~6 light up one by one, accompanied by a success beep, the fingerprint is successfully added.



❺
- Press "1" to add fingerprints continuously.
- Press the ⮌ key to return to the previous level.
- Press the SET button to exit.



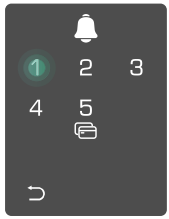
6. Add Passcode

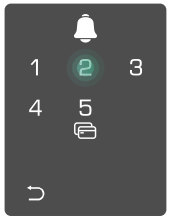
Add up to 1 passcode per user.

❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

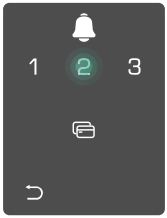


❷ Press "1" to add an administrator, or press "2" to add a user.

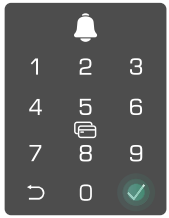




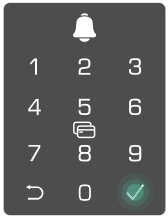
❸ Press "2" to add a passcode.



❹ Enter the corresponding 6-10 digit valid passcode .when the passcode input key ≥ 6 digits, "√" lights up at this time, press "√" to confirm.



❺ Repeat the passcode once again, press "√" to confirm, accompanied by a success beep, the passcode is successfully added.



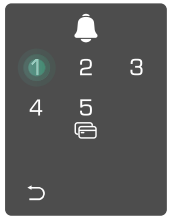
7. Add Proximity Card

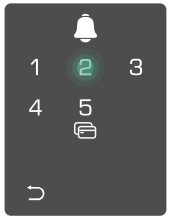
Add up to 1 proximity card per user.

❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

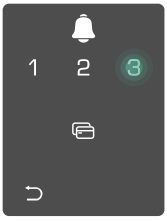


❷ Press "1" to add an administrator, or press "2" to add a user.

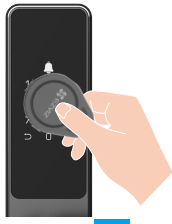




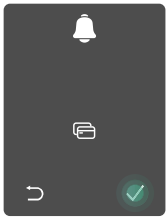
❸ Press "3" to add a card.



❹ Place the unrecorded proximity card on the card swiping area.



❺
- Press "√" to confirm.
- Press "⮌" to return to the previous level.

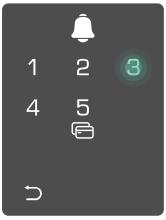


8. Delete Administrators/Users

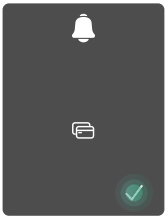
❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")



❷ Press "3" to delete an administrator/a user.



❸ Enter the user number and press √.



- If you pressed a wrong user number, the number “1, 3, 5, 7, 9” (seems like a ×) on the keypad will light up and flash 2 times, accompanied by a failure beep. Press "⮌" to return to last step, or enter the user numbers to delete again.



- When there is only one user left, and you operate to delete it, the number “1, 3, 5, 7, 9” (seems like a ×) on the keypad will light up and flash 2 times, accompanied by a failure beep.

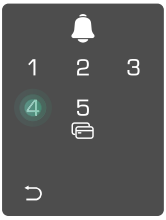


9. Look Up to the System Information

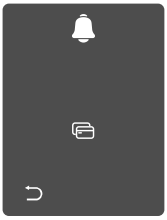
❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")



❷ Press "4" to look up to the system information of the lock.



❸ The lock will broadcast the system information.



The lock will broadcast the lock serial number, the current device version and verification code in English in turn, press ⮌ to return to the previous level. Or the system will return to the previous level automatically after the successful broadcast.

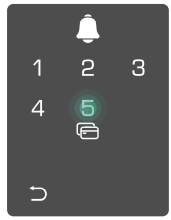
10. Delete network information

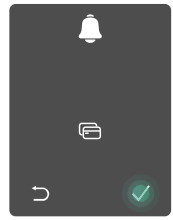
❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

❷ Press "5" to clear the pairing information.

❸
- Press "√" to confirm.
- Press "⮌" to return to the previous level.





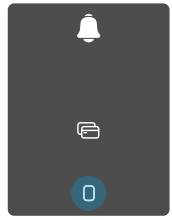


If you want to change your lock's Bluetooth, follow the steps above. For example: If you have already disconnected the Bluetooth matching from user A, and connect to another one.

11. Enter Matching Mode

Press and hold the SET button on the rear panel, until the lock sends a voice prompt and the keypad number 0 starts flash accompanied by a beep, it means the matching mode has been enabled.





Please follow the system guide to finish the matching in 3 minutes.

The system will exit the matching mode automatically after 3 minutes.

Lock Using

Multiple Unlock Methods

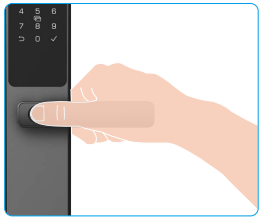
Icon	Description
	Fingerprint unlock
	Passcode unlock
	Card swiping unlock
	Mechanical key unlock
	Bluetooth key unlock
	Remote unlock

- When opening the door by mechanical key, rotate the key and down press the handle.
- Please touch the keypad area to activate the lock before opening the door by passcode.
- For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.

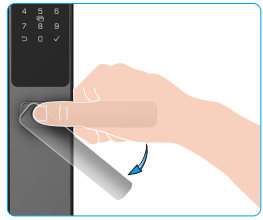
- This product has security protection function, fingerprint/passcode/card recognition error number reaches 5 times continuously in 5minutes, the system will be locked forcibly for 3 minutes.
- The system will be unlocked automatically after 3 minutes.
- You can turn off this function in EZVIZ app.

1. Fingerprint unlock

❶ Put your finger on the fingerprint reader



❷ When you hear the voice prompt, put down the handle to open the door.



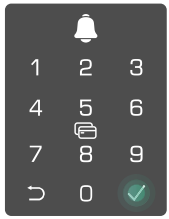
2. Passcode Unlock

The product has protected with Anti-Peeping Passcodes. In case someone is watching you entering a passcode, you can add extra-long digits before or after your original code to make it complex, while still being able to unlock.

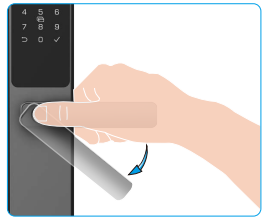
❶ Touch to wake up the keypad.



❷ Enter the passcode and press √.



❸ When you hear the voice prompt, put down the handle to open the door.

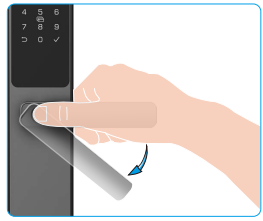


3. Card Unlock

❶ Place the recorded proximity card on the card swiping area.



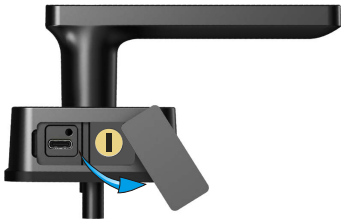
❷ When you hear the voice prompt, put down the handle o open the door.



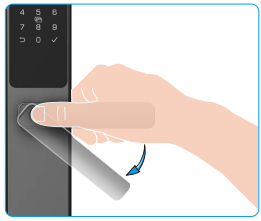
4. Mechanical key Unlock

Please keep the mechanical key properly for further use.

❶ Open the cover of the mechanical keyhole.

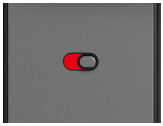


❷ Insert the key and rotate it, then put down the handle to open the door.

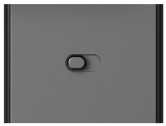


5. Child Safety Lock

It is advisable to enable the child safety lock mode when children are left alone at home.



Child safety lock mode is enabled



Child safety lock mode is disabled

When the child safety lock mode is enabled, the door can't be unlocked by pressing the handle indoor. The door can only be unlocked through verifications by the added fingerprint, passcode or card outdoor.

6. Synchronized Unlock

You are enabling the feature of "Synchronized Unlock" ("The Function"). Please note that:

1. Considering the automatic unlocking feature of The Function, we suggest that you:
   a. only enable The Function when necessary and safe;
   b. inform the shared users of your device(if any) to ensure they know what will happen.
2. The function should be managed by the administrator user, and it may be subject to other settings of the device(eg. the Bluetooth function). Please refer to the page instructions for details.
3. The Function is provided "AS IS". EZVIZ hereby explicitly excludes any promises or guarantees regarding the stability, accuracy, and timeliness of The Function. And, EZVIZ may change, suspend, or terminate The Function and/or this page from time to time by notifying you in advance.

Enable the Synchronized Unlock:

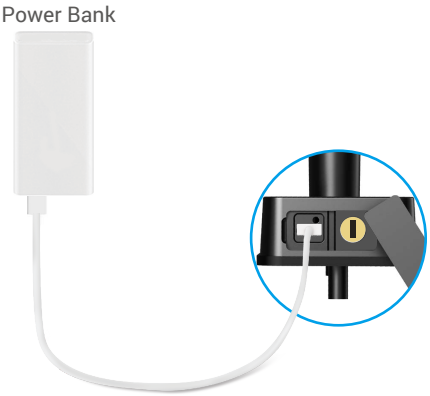
1. Log in to your EZVIZ app account.
2. Go to "Settings" -> "Unlock Settings" -> "Synchronized Unlock" and tap to enable the "Synchronized Unlock".
3. Tap "Confirm to use" -> "Link Now"-> "Link Now".
4. Tap to choose a lock you want to link, and tap "Link".
5. Before the countdown ends, unlock the linked door with the administrator's secret key to complete the lock linking operation.
6. Linked successfully.

- When the Function enabled, if this lock is opened from outdoors, the linked lock will also be opened.
- Put down the handle of the linked lock in 10 seconds, or the linked lock will be locked.

Operation and Management

1. Emergency Unlock

When battery is out of power, connect the emergency power supply interface of the front panel with power bank to charge the lock through Type-C power cable and then unlock the door.



2. Alarms

1. Anti-tamper Alarm
   Once being dismantled by force, the lock will send out alarm lasting about one minute.
2. System Locked Alarm
   Verify with wrong fingerprint, passcode or card 5 times in a row, the system will be locked for 3 minutes.
3. Low Battery Warning
   Once battery voltage is low, the voice prompt will remind you to replace battery.

3. Restore to Factory Settings

1. Remove the battery cover of rear panel and take out batteries.
2. Press the SET button for 5s, meanwhile put back batteries in the battery slot.
3. Release the SET button and press √ to confirm after voice prompts.

4. One-time Mute function

1. Touch the keypad area to wake up the keypad.
2. Press and hold "0" until the keypad flashes twice, It means the function is turned on.

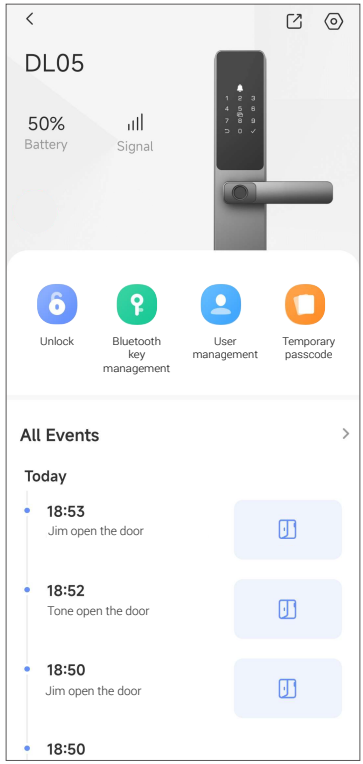
- When the one-time mute function is enabled, the door will enter silent mode.
- The lock will automatically exit this function, when it has been unlocked through verifications by the added fingerprint, passcode or card outdoor.

Operations on the EZVIZ App

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

1. Homepage

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.



Parameter	Description
Battery	You can see the battery remaining capacity here.
Signal	You can see the Wi-Fi signal strength of the lock here.
Unlock	Tap to unlock the lock.
Bluetooth key management	Tap to share Bluetooth key to you family members or guests.
User management	You can tap to manage the users here. After adding a user, you can also add unlocking methods for that user, such as fingerprint, digital passcode, proximity card, and duress passcode. Please note that the unlocking method needs to operate on the lock.
Temporary passcode	Tap to generate a temporary access code for visitors to open the door.
All Events	Check all events happened to the lock.

2. Settings

Parameter	Description
Name	View or tap to customize the name of your device here.
Unlock Settings	You can enable remote unlock here.
Battery	Check the battery capacity of the lock and tap to enable the Super Power-saving mode here.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set relevant audio parameters for your device.
Door Opening Log	You can see the door-openings logs here.
Privacy Settings	• Privacy mode: When you enable the privacy mode, the door can only be unlocked with the fingerprint, passcode and proximity card of the administrator, or with the mechanical key. And the lock will mute at the same time. • Trial and error lock: when enabled, the system will be locked for 3 minutes and you cannot use the electronic key to unlock when unlock errors reached 5 times in 5 minutes.
Network Settings	You can see the Wi-Fi connection status and set to enable/ disable the Wi-Fi connection. ⓘ In the case of unstable network, it is recommended to disable this function to extend battery life.
Device Information	You can see the device information here.
Share Device	You can share the device to you family members or guests.
Delete device	Tap to delete the lock from your EZVIZ account.

Maintenance

1. Daily Maintenance

- Do not put corrosive materials near the lock to avoid lock damage and impacting its gloss.
- If door deforms, it increases friction that combined latch bolt entering the box strike plate and bolt cannot extend fully. At this time, adjusting strike plate position is needed.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock. Pay attention to the positive and negative poles of batteries when replacing them.
- Keep the mechanical key properly.
- When collecting fingerprint, press your finger on the reader horizontally.
- Ask professionals to check the lock if it is not flexible.
- Keep lubricant in the rotating part of the lock to keep it rotate smoothly and prolong its service life.
- It is recommended to check the lock once every six months or one year, and check whether fixed screws are loose.
- Apply a small amount of graphite powder or pencil powder into lock cylinder slot to ensure the key is inserted and removed smoothly on regular basis (one year or six months). However, do not apply any grease to lubricate in case of grease sticking to the pin tumbler spring.
- Please note that disinfectant may cause damage to the lock body.

2. FAQ

Problem	Cause	Solution
Door cannot be opened normally through verifications by fingerprint, passcode or card.	Lock installation issue	Please have professionals recheck the installation.
	User authority is not within the validity period	Please use fingerprints, passcodes or cards of other users, or update the user validity period through EZVIZ app.

Problem	Cause	Solution
Door cannot be opened with mechanical key	Incorrect mechanical key	Use the correct mechanical key
	Lock cylinder is damaged	After opening the door, please have professionals check and replace damaged components.
	The mechanical key cannot be fully inserted	
No response from fingerprint reader	Fingerprint reader is damaged.	Please have professionals recheck the installation.
The lock is always open.	Installation error	Please have professionals recheck the replacement.
	Clutch is damaged.	Please have professionals recheck the installation.
Door cannot be opened with the handle on the rear panel.	Child safety lock function is enabled	Please disable the child safety lock function
	Installation issue	Please enable your mobile phone Bluetooth and try to connect again
Unable to connect your mobile phone Bluetooth.	Mobile phone Bluetooth is disabled	Please enable your mobile phone Bluetooth and try to connect again.
	The distance between the lock and your mobile phone is out of Bluetooth range (50 m)	Please get closer to the door lock for retry.
	Incorrect Pairing code	Please enter the correct pairing code. A. By default, the pairing code is 0 plus the last 5 digits of the serial number. B. Otherwise the pairing code is customized. If the pairing code is forgotten, clear the pairing information (refer to "Delete network information"). The pairing code will then be restored to the default value and can be used for connection.
	Other reasons	a. Try again after restarting the Mobile phone Bluetooth. b. Try again after exiting and re-entering the EZVIZ app. c. Clear the pairing information (refer to "Delete network information"), and then try again after operate to forget the pairing information between your phone and the lock
Users and fingerprints, passcodes, cards cannot be added on the EZVIZ app.	The network environment is unstable	Please connect the lock Bluetooth first, then add them in the user management on the EZVIZ app
The device is often offline.	Your mobile phone is not connected to the lock Bluetooth	Please change to a stable network signal
Fast battery power consumption.	Network environment is unstable	Please turn off the Wi-Fi switch on EZVIZ app
		Please change to a stable network signal

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