



User Manual



Click the link <https://www.ezviz.com/page/tp9-pro-choose-language> or scan the QR code to watch the tutorial videos.

www.ezviz.com

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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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Important Safety Instructions



Important!

1. Please read the user manual carefully before installing or using this product.
2. If you are installing this product for a third party, please remember to leave the manual or a copy of it with the end user.

Safety measures:

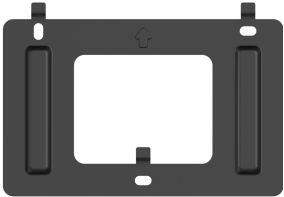
1. To operate this system in complete safety, it is essential that the installers, users, and technicians follow all of the safety procedures described in this manual.
2. Specific warnings and warning symbols are given for items if necessary.
3. The product must be set up according to the applicable standards in the country where it is installed.

Overview

1. Package Contents



Monitor (x1)
8-inch Touchscreen



Wall Bracket for Monitor (x1)



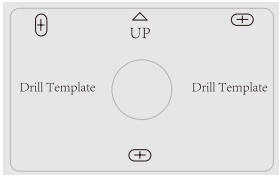
Transformer (x1)



Intercom Panel (Doorbell) with
a Weather-proof Shield (x1)



Drill Template for Intercom Panel (x1)



Drill Template for Monitor (x1)



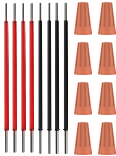
Slotted Screwdriver (x1)



Hex Screwdriver (x1)



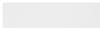
Power Supply Jack Connector
Cable (x1)



Wires and Wire Connectors (x2)



Badge (x5)



Name Card (x2)



Screw Kit (x2)



Regulatory Information (x1)



Quick Start Guide (x1)

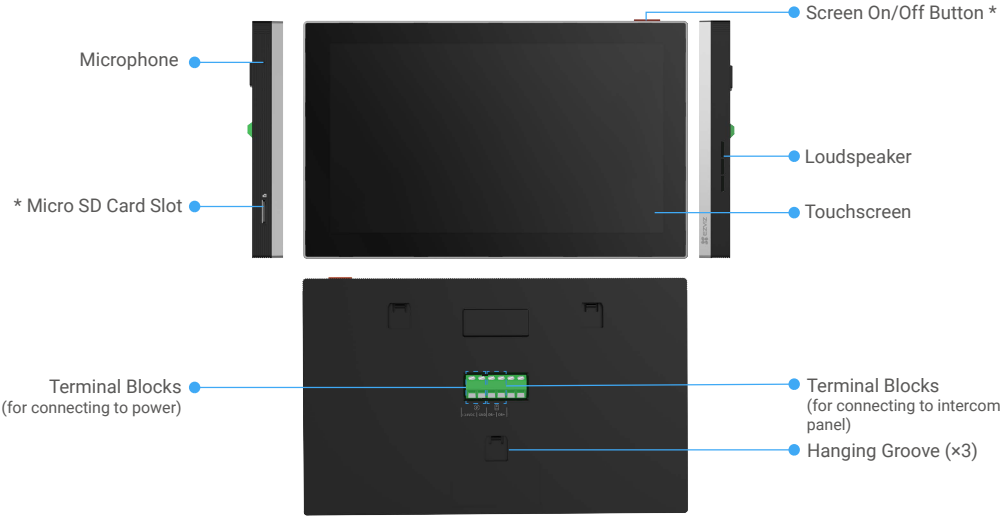
 The device's appearance is subject to the actual one you have bought.

2. Product Introduction

This video doorphone consists of an indoor answering unit with a touchscreen and an outdoor panel with an intercom allowing you to see and communicate with the visitor who has pressed the intercom panel button. It is easy to install as eight wires are needed for all functions: the doorbell, the video feed, the intercom, and the opening controls (strike plate and gate opener). To get the most out of your video doorphone, please read this user manual carefully.

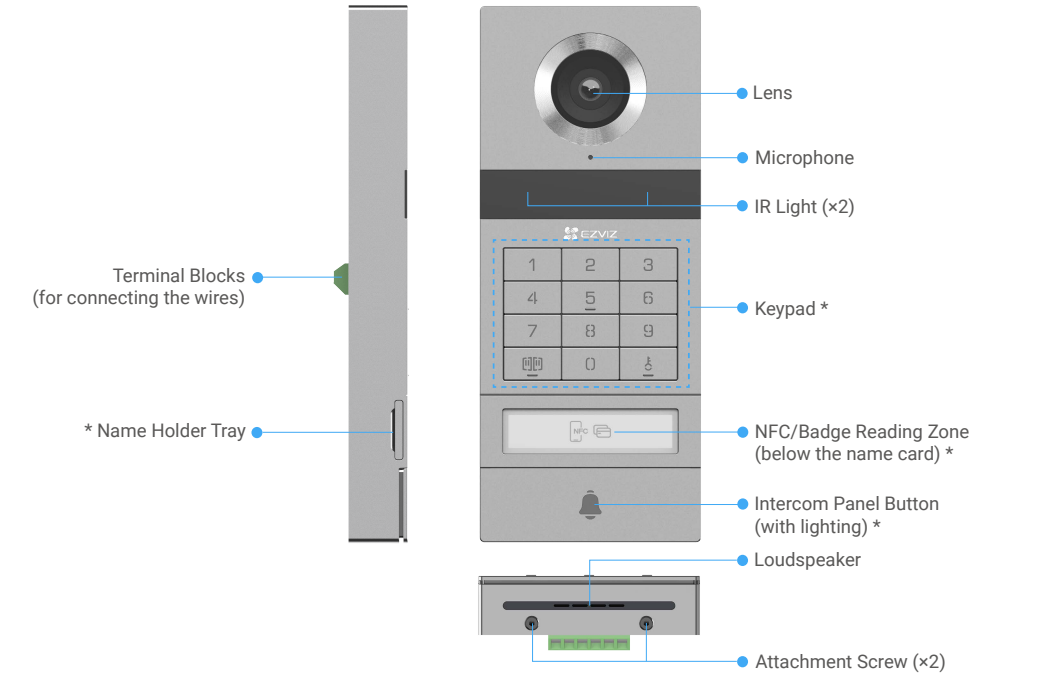
3. Basics

Monitor



Name	Description
Screen On/Off Button	<ul style="list-style-type: none">Press to turn on/off the monitor.Press and hold for 8 seconds to restart the monitor.
Micro SD Card Slot	Insert a Micro SD card (sold separately) into this slot. Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB.

Intercom Panel (Doorbell) Without the Weather-Proof Shield



Name	Description
Name Holder Tray	To change the name card in the name holder tray, pull the tray from the left-side of the intercom panel.
NFC/Badge Reading Zone	Swipe the badge or put the NFC reading part of your phone near this zone for unlocking or gate opening.
Intercom Panel Button (with lighting)	When someone presses the intercom panel button, the lighting is turned on, the inside monitor rings and the video is displayed.

Description of the Keypad

Icon	Description
1 2 3	0 ~ 9 Number key.
4 5 6	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the gate connected to this video doorphone.
7 8 9	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the electric strike plate or lock connected to this video doorphone.
10 11 12	

About the Name Card

- A name card has been pasted into the intercom panel included in the package, and you can write the name directly on it.
- There are 2 additional name cards included in the package, please keep them for further use.
- The name card can be teared off, and a new name card can be pasted over it.
- If you don't want to stick a name card, you can also use a marker to write the name directly on the name holder tray.
- The area of the name holder tray can be lit up, which can be managed through the EZVIZ App.
- We recommend you draw out the name holder tray and write the name, before installing the intercom panel on the weather-proof shield.

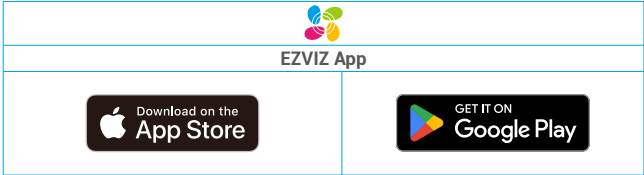
Setup

Follow the steps to set your system:

1. Get the EZVIZ app, and log in to your EZVIZ account.
2. Wiring your system.
3. Install the intercom panel and monitor.
4. Add the monitor to your EZVIZ account.

1. Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi (suggested).
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.



1 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.



2. Wiring Instructions

In order to avoid the risks of interference and malfunction, do not pass the wires for your video doorphone through the same sheath as the electrical wires.

2.1 Wiring Diagram of the Video Doorphone

Warning: Do not double up the wires to increase the cross-section under any circumstances.

Wiring Specifications

	Ø 2 x 0.75mm ²	Ø 2 x 1.5mm ²	Twisted Pair (TP)
	0-50m	0-100m	up to 120m
	1-10m	1-10m	1-10m

Properly connect the wires according to the above wiring specifications.

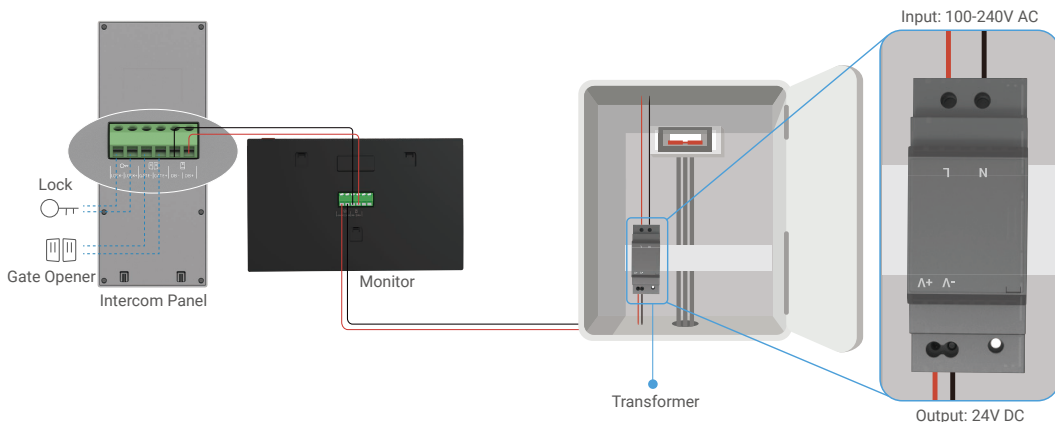
• **Method 1: Connect the video doorphone using the transformer (included in the package).**

1. Connect the intercom panel with the monitor:

- Use a **red** wire to connect the **DB+** terminal on the intercom panel to the **DB+** terminal on the monitor.
- Use a **black** wire to connect the **DB-** terminal on the intercom panel to the **DB-** terminal on the monitor.

2. Connect the monitor to the power supply via the transformer.

- Use a **red** wire to connect the **+24V DC** terminal of the monitor to the **+V** terminal on the transformer.
- Use a **black** wire to connect the **GND** terminal of the monitor to the **-V** terminal on the transformer.



• **Method 2: Connect the video doorphone to a reserved +24V DC power supply on the wall.**

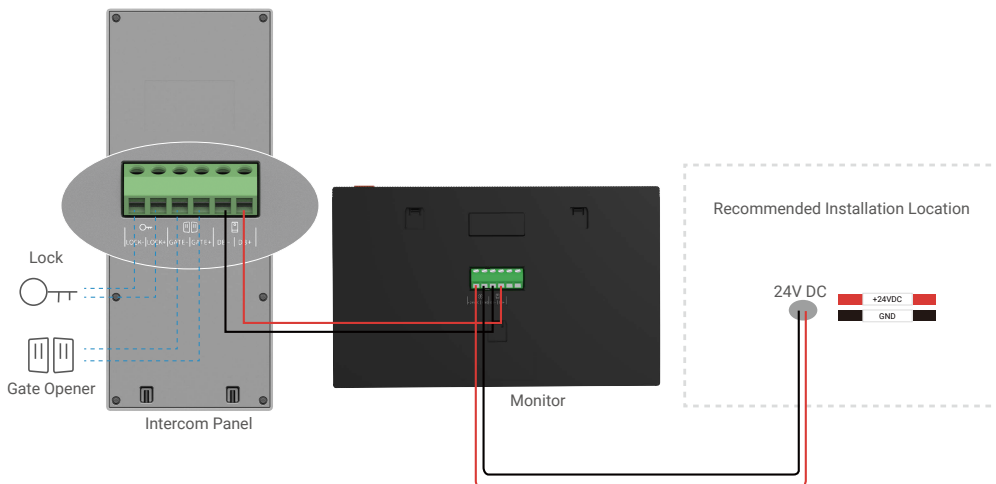
If you have a reserved +24V DC power supply hole on the wall, you can install the monitor above the hole and connect the monitor to this power supply, so that no visible wires will be left on the wall.

1. Connect the intercom panel with the monitor:

- Use a **red** wire to connect the **DB+** terminal on the intercom panel to the **DB+** terminal on the monitor.
- Use a **black** wire to connect the **DB-** terminal on the intercom panel to the **DB-** terminal on the monitor.

2. Connect the monitor to the 24V DC power supply.

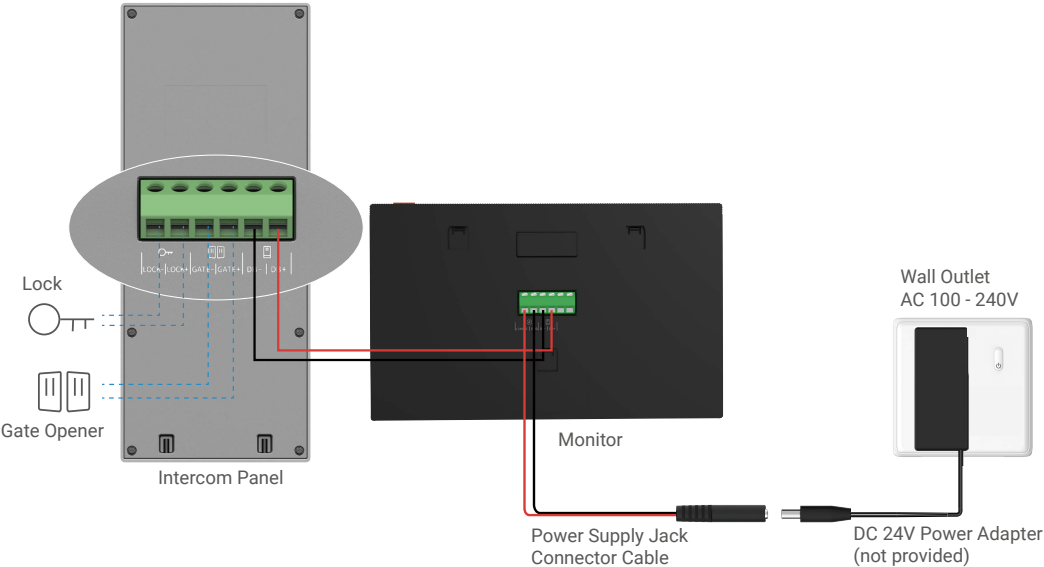
- Use a **red** wire to connect the **+24V DC** terminal of the monitor to the **+24V DC** wire from your wall.
- Use a **black** wire to connect the **GND** terminal of the monitor to the **ground** wire from your wall.



• **Method 3: Connect the video doorphone using a power adapter (not provided).**

You can also connect the video doorphone to a wall outlet via a DC 24V power adapter (not included in the package).

1. Connect the intercom panel with the monitor:
 - Use a **red** wire to connect the **DB+** terminal on the intercom panel to the **DB+** terminal on the monitor.
 - Use a **black** wire to connect the **DB-** terminal on the intercom panel to the **DB-** terminal on the monitor.
2. Use a power adapter (not provided) to connect the monitor to a wall outlet.
 - Connect the **red** wire of the power supply Jack connector cable to the **+24V DC** terminal of the monitor.
 - Connect the **black** wire of the power supply Jack connector cable to the **GND** terminal of the monitor.
 - Connect the Jack connector to the power adapter, and plug the power adapter into a wall outlet.



⚠ Important: If the wires in your home cannot be well connected to the terminal blocks on the back of the device (monitor and intercom panel), for example:

Q: How to do with it, when your wires has too large cable diameter, and is a BVR cable , and it cannot be welded?

A: We recommend you try one of the following solutions as you needed.

• **Option 1: Use wire stripper to adjust the thickness of the cable.**

Before	Operate	After
		 Connect the wire end to the terminal block

• **Option 2: Connect your wires to the terminal blocks by using the wires and wire connectors included in the package.**

Before	Operate	After
		 Connect the wire end to the terminal block

2.2 Connection to Electric Strike Plate or Lock

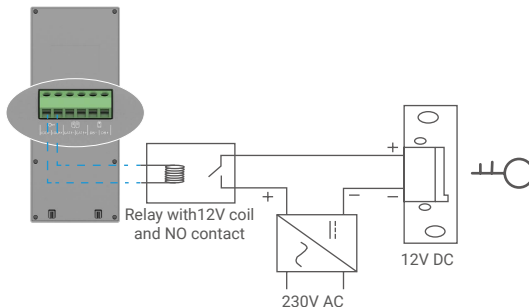
Connect the wires of your electric strike plate or lock directly to the LOCK+ and LOCK- terminals on the back of the intercom panel.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

Important: To ensure that the electric strike plate or lock can be unlocked by the video doorphone, you should meet the following two conditions:

- The electric strike plate or lock that you order must have a mechanical memory.
- The power supply to the electric strike plate or lock must not exceed 12V/1.1A.

If the power supply to the electric strike plate or lock exceeds 12V/1.1A, do as follows.



2.3 Connection to Gate Opener

Connect the wires of your gate opener directly to the GATE+ and GATE- terminals on the back of the intercom panel. The intercom panel provides a 'dry'-contact connection, without an electric current, to connect to the button for your automated gate.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

Important: The gate control: Breaking Capacity:12V/2A.

3. Installation

Advice and important instructions:

- If you test your video doorphone before installing it, ensure that you do not test it with the intercom panel and the monitor in the same room to avoid the video doorphone emitting a shrill noise.
- Do not expose the intercom panel lens to direct sunlight or a reflective surface.

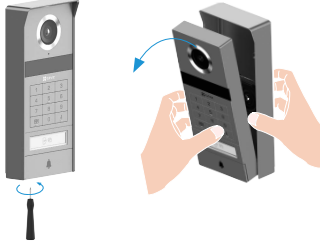
Tip: We recommend that you use a protective sheath during the wiring process to protect the wires against breakage and bad weather.

- For the EZVIZ model, so as to get the most out of monitor's Wi-Fi function, we recommend that you check that your Wi-Fi network is accessible in your planned installation location.

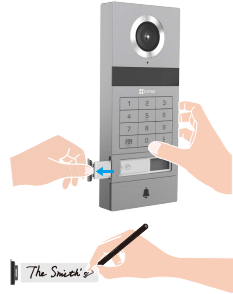
3.1 Install the Intercom Panel

i It is recommended that the wires be passed through a sheath to protect them from impacts and weather.

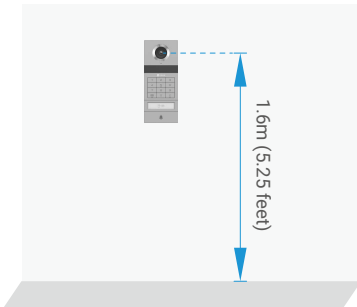
- 1** Remove the attachment screws at the bottom of the intercom panel, and tilt the intercom panel forwards to separate it from the weather-proof shield.



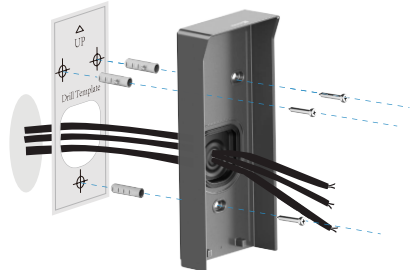
- 2** Draw out the name holder tray, write the name on the name card, and then put the holder tray back.



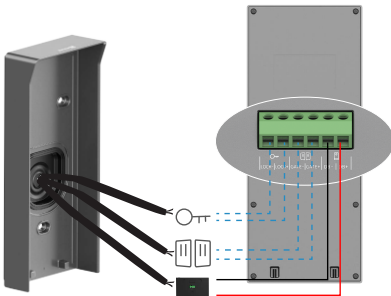
- 3** The lens of the intercom panel must be placed at a height around 1.6m above the ground.



- 4** Place the drill template, guide the wires through the holes of the drill template and the weather-proof shield, and then use anchors and screws to fix the weather-proof shield to the wall.



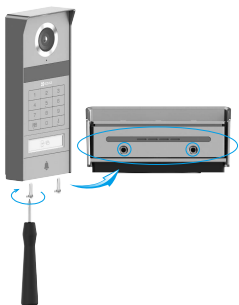
- 5** Connect the wires to the terminal blocks of the intercom panel according to the wiring instructions. (Use the screwdrivers included).



- 6** Fit the intercom panel onto its weather-proof shield.



- 7 Use the screwdriver (included) to re-install the attachment screws.



Important: For a better image quality, please remove the protective film from the intercom panel before using it.



3.2 Install Micro SD Card (Optional)

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



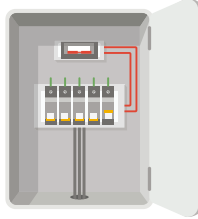
- i After installing the Micro SD card, you should initialize the card in the EZVIZ app before using it.
2. In the EZVIZ app, tap "Record List" in the "Device Settings" interface to check the SD card status.
3. If the memory card status displays as "Uninitialized", tap to initialize it.
- i The status will then change to "Normal" and it can store videos.

3.3 Install and Power on the Monitor

- **Method 1: Use the transformer (included in the package) to connect the monitor to power.**

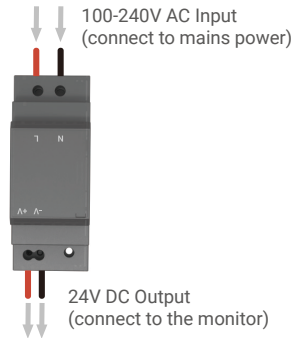
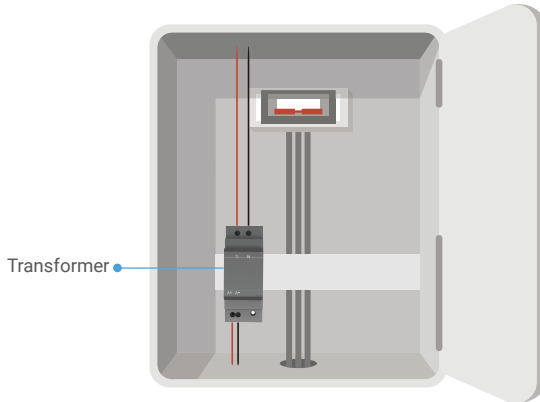


Warning: Since you'll be working with high-voltage electricity, first shut off the main power switch in your fusebox or consumer unit.



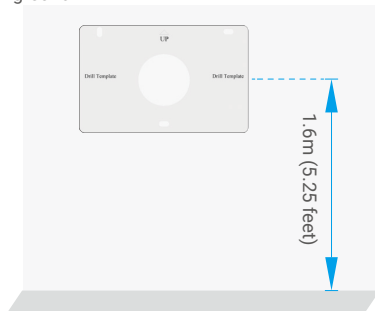
Wire the transformer

1. Connect wires to your transformer as shown below, making sure not to swap the mains and secondary wires.
2. Insert the wire ends into each clamp-down terminal, and tighten each connection with a screwdriver.
3. Make sure that each wire is securely clamped for a solid connection.

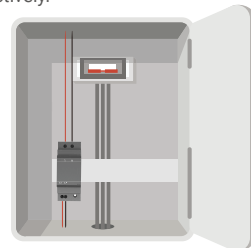


Install the Monitor

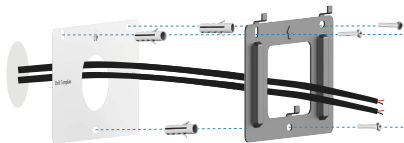
- 1 Place the drill template for monitor so that the monitor is at a height of around 1.6m above the ground.



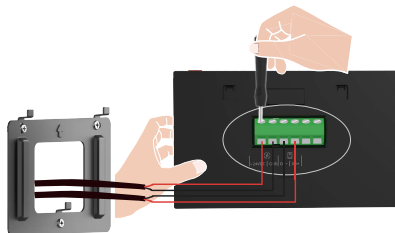
- 2 Connect a reserved live wire to the "L" terminal and a reserved ground wire to the "N" terminal on the transformer. Connect a red wire and a black wire (included in the package) to the "+V" and "-V" terminals on the other end of the transformer, respectively.



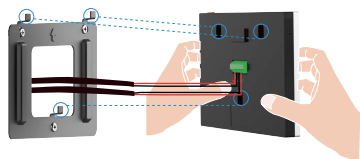
- 3 Guide the wires from the intercom panel and the transformer through the holes of the drill template and the wall bracket, then use anchors and screws (PA4x25) to fix the wall bracket to the wall.



- 4 Connect the red wire from the transformer to the +24V DC terminal and the black wire from the transformer to the GND terminal of the monitor.

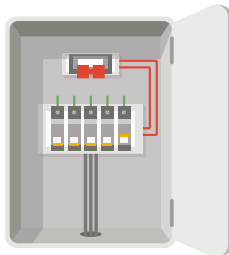


- 5 Place the monitor on the wall bracket.

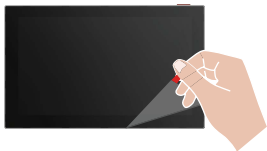


- 6 Turn on the main power switch in your fusebox or consumer unit.

- i When the video doorphone is connected to power, the monitor automatically turns on.



⚠ Important: For a better image quality, please remove the protective film from the monitor before using it.

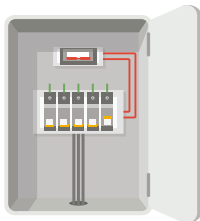


• **Method 2: Connect the monitor to a reserved +24V DC power supply on the wall.**

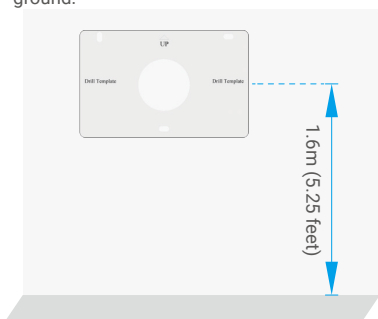


Warning: Since you'll be working with high-voltage electricity, first shut off the main power switch in your fusebox or consumer unit.

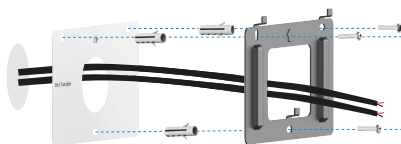
Warning: The power supply must be DC and the voltage can't exceed 24V, otherwise it may cause serious damage to the device.



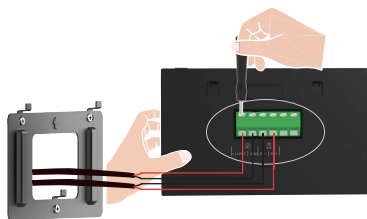
- 1** Place the drill template for monitor so that the monitor is at a height of around 1.6m above the ground.



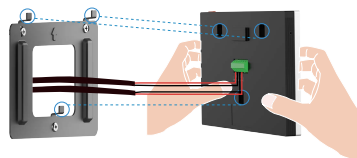
- 2** Guide the wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4x25) to the wall.



- 3** Connect the red (+24V DC) wire from your wall to the +24V DC terminal of the monitor, the black (ground) wire from your wall to the GND terminal of the monitor.

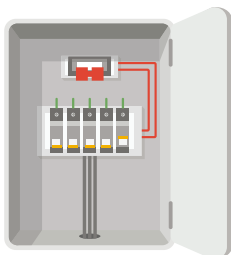


- 4** Place the monitor on the wall bracket.

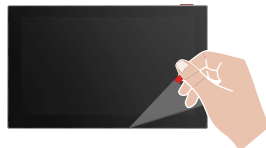


- 5 Turn on the main power switch in your fusebox or consumer unit.

i When the video doorphone is connected to power, the monitor automatically turns on.



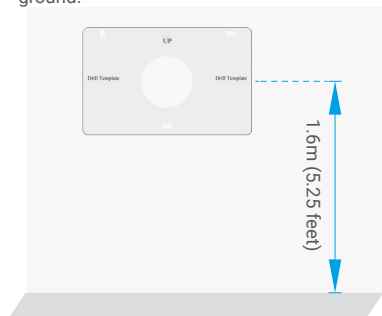
! Important: For a better image quality, please remove the protective film from the monitor before using it.



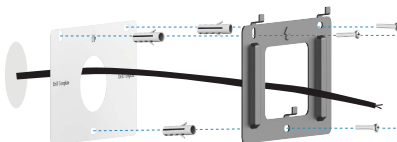
• Method 3: Use a power adapter (not provided) to connect the monitor.

! Warning: Be sure to plug the power adapter into a wall outlet only after all the other wires are correctly connected.

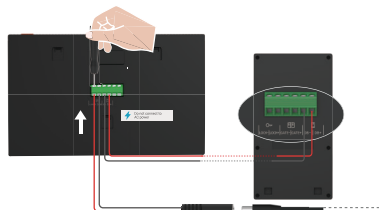
- 1 Place the drill template for monitor so that the monitor is at a height of around 1.6m above the ground.



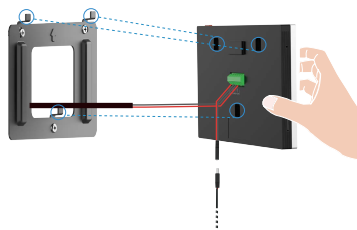
- 2 Guide the wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4x25) to the wall.



- 3 Connect the red wire of jack connector cable to the +24V DC terminal of the monitor, the black wire to the GND terminal with screwdriver (included), the jack connector to the power adapter.



- 4 Place the monitor on the wall bracket.



5 Plug the power adapter into a wall outlet.

- The power outlet shall be installed near the power adapter and shall be easily accessible.
- When the video doorphone is connected to power, the monitor automatically turns on.



Important: For a better image quality, please remove the protective film from the monitor before using it.



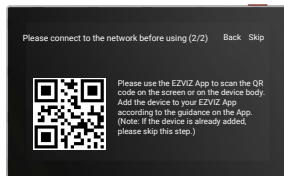
4. Add Your Video Doorphone in the EZVIZ App

1. Press the Screen On/Off Button to turn on the monitor.

i When connected to power for the first time, the monitor turns on automatically.



2. Follow the screen wizard to connect the monitor to Wi-Fi (recommended).
3. On your smartphone, log in to your EZVIZ account, tap “+” in the upper-right corner of the homepage to go to the Scan QR Code page.
4. Scan the QR code on the screen of the monitor.



5. Follow the EZVIZ app wizard to add the monitor to your EZVIZ account.

i If you failed to connect the monitor to Wi-Fi, or you skip this step (step(1/2) on the monitor), you can choose to use EZVIZ app to finish Wi-Fi configuration:

- 1) Connect your smartphone to Wi-Fi (suggested).
- 2) Log in to your EZVIZ app, and scan the QR code on the monitor.
- 3) Follow the EZVIZ app wizard to finish Wi-Fi configuration and add the video doorphone to your EZVIZ account.


Configure Unlocking Methods

1. Configure the RFID Badge

Add an RFID badge

After you turn on the video doorphone for the first time, it is essential to configure the badges in the EZVIZ app:

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Card Management" -> "Add cards".
3. Set the name of the card and the term of validity.
4. Put an RFID badge on the badge reading zone. When the light of the intercom panel button the intercom panel flashes 3 times, it indicates that the badge has been successfully added.
5. Select "Flashing 3 times" and tap "Next" to finish the card configuration.

 If an error message appears reminding that badges cannot be added, go to "Unlock Settings" -> "NFC-based Opening" to check whether NFC Only mode is enabled. To add a badge, disable the NFC Only mode.

Delete an RFID badge

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Card Management".
3. Tap to choose the card you want to delete, and tap "Delete" -> "OK" to delete the card.

2. Configure the Passcode

Add a passcode

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Passcode Management".
3. Tap "Add the passcode", and set the name of the passcode and the term of validity.
4. Enter the passcode and tap "Next" to finish the passcode configuration.

Delete a passcode

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Passcode Management".
3. Tap to choose the passcode you want to delete, and tap "Delete" -> "OK" to delete the passcode.

3. Configure the QR Code

Add a QR code

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Tap "Add QR Code", and set the name of the passcode, the term of validity, and the gate-opening and unlocking setting.
4. Wait until a QR code is generated, and tap "Done" to finish the QR code configuration. You can also tap "Share" to share the code with your guest.

Delete a QR code


1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Tap to choose the QR code you want to delete, and tap "Delete" -> "OK" to delete the QR code.

4. Configure NFC

 To use the NFC function, please make sure that your phone supports NFC.

Enable NFC

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "NFC-based Opening".
3. Turn on the "NFC-based Opening" switch to enable the NFC function.
4. Tap "Gate-opening & Unlocking Setting" and select whether to use NFC for unlocking only, for gate-opening only, or for both.
5. Tap "NFC Settings" and select the NFC Only mode or Compatible mode as needed.

-  • In NFC Only mode, you can directly put the NFC reading part of your phone near the NFC/badge reading zone for unlocking or gate opening.
- Badges cannot be added in NFC Only mode.
- In Compatible mode, you can directly swipe a badge in the NFC/badge reading zone. To use the NFC function, press "1" on the keypad first and then, within the time limit, put the NFC reading part of your phone near the NFC/badge reading zone.

Disable NFC

1. Log in to your EZVIZ account.
2. Go to the intercom panel's settings page, choose "Unlock Settings" -> "NFC-based Opening".
3. Turn off the "NFC-based Opening" switch.

Multiple Unlocking Methods

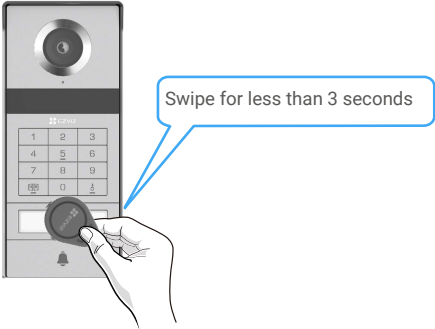
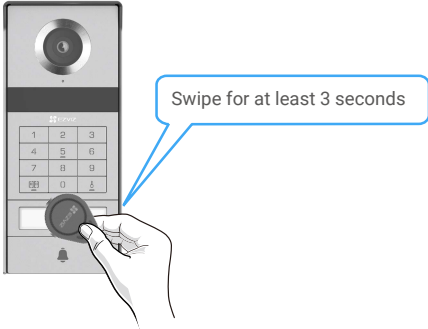
1. Unlocking on the Monitor

- 1. Go to the main menu on your monitor.
- 2. Tap or to unlock the electric strike plate/lock or the gate.

2. Unlocking in the EZVIZ App

- 1. Log in to your EZVIZ account.
- 2. Go to the settings page of the intercom panel.
- 3. Tap the unlock icon () or the open gate icon () in the bottom bar to unlock the electric strike plate/lock or the gate.

3. Unlocking with RFID Badge



Unlock the electric strike plate/lock	Open the gate
Quickly swipe your badge on the RFID reading zone. One short beep confirms successful operation.	Hold the badge for at least 3 seconds on the RFID reading zone. One short beep confirms successful operation.
	

Be sure to swipe the RFID badge as close to the badge reading zone as possible.

4. Unlocking with NFC





- i** Only the owner of the video doorphone or user to whom the video doorphone has been shared can use the NFC-based unlocking function.

1. Unlock your phone.
2. Complete NFC reading as shown below.
 - If you've selected the NFC Only mode in the "[Configure NFC](#)" section, directly put the NFC reading part of your phone near the NFC/badge reading zone of the intercom panel.
 - If you've selected the Compatible mode in the "[Configure NFC](#)" section, press "**1**" on the keypad first and then, within the time limit, put the NFC reading part of your phone near the NFC/badge reading zone of the intercom panel.

Unlocking in NFC Only mode	Unlocking in Compatible mode
	 <p>i After you press "1", complete NFC reading within the time limit; otherwise, the intercom panel will switch back to badge reading mode.</p>

3. If your phone runs Android, skip this step. If your phone runs iOS, a prompt message appears on your phone screen. Tap the message to open the EZVIZ app.
4. The lock will be unlocked, the gate will be opened, or both (depending on how you've configured the "Gate-opening & Unlocking Setting" in the "[Configure NFC](#)" section).

5. Unlocking with Passcode

1. Press the passcode and then  or  on the keypad.
2. The intercom panel will verify the passcode and unlock the gate or the electric strike plate.
 - i** This product supports the Decoy Passcode function, which is a security feature that allows you to input random digits before or after your actual passcode (for example, entering 555123456999 when the true passcode is 123456).
 - If you press the passcode incorrectly, you can press  or  to end the passcode entry program and then press again.
 - If you press the passcode incorrectly 10 times consecutively, the account will be locked. You need to unlock on the monitor or in the EZVIZ app.

6. Unlocking with QR Code

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Select a valid QR code and align the QR code with the lens of the outdoor unit, while keeping a distance of about 10cm.



4. Wait for a few seconds for the corresponding door opening and unlocking action to be completed.

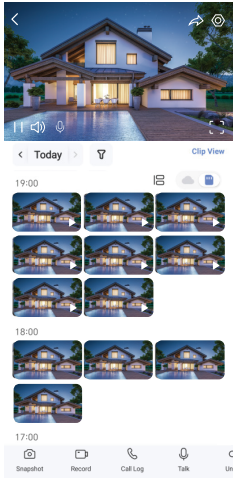
- When using QR code for unlocking, keep your phone screen as vertical as possible and increase the screen brightness.
- Please wait a moment and do not move the QR code away too quickly.

View Your Device in the EZVIZ App

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

1. Live View

When you launch the EZVIZ app, the device page displays are shown below.
You can view and listen to a live feed, take snapshots, record videos, and choose video definition as needed.




i Swipe left and right across the screen to see more icons.

Icon	Description
	Share. Share your device.
	Settings. View or change the device settings.
	Full Screen Display. Tap to enjoy a full screen display for your field of view.
	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.
	Unlock. Tap to unlock the electric strike plate or lock.
	Open Gate. Tap to unlock the gate.
	Definition. Select video resolution as you needed.
	Nearby Device. Tap to check available devices nearby.
	PiP. View the video displayed on top of another app you are using.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

2. Settings


2.1 Intercom Panel (Doorbell)

On the settings page of the intercom panel, you can configure the following settings.

Parameter	Description
Name	View or tap to customize the name of your device here.
Unlock Settings	You can manage your card, passcode, QR code, and NFC settings here for your device.
Intelligent Detection	You can select AI algorithms for your device.
Message Notification	You can manage the device message and EZVIZ App notification.
Audio Settings	You can set relevant audio parameters for your device.
Image Settings	You can set relevant image parameters for your device.
Light Settings	You can set relevant light parameters for your device.
Privacy Settings	You can customize the privacy area here.
Device Information	You can see the device information here.
Share Device	You can share the device to you family member or guest.
EZVIZ Cloud	You can subscribe and manage the cloud storage.  The function is only available in certain countries. Please verify the availability in your country before purchasing.
Restart Device	Tap to restart the device.

2.2 Monitor

On the settings page of the monitor, you can configure the following settings.

Parameter	Description
Name	View or tap to customize the name of your device here.
Message Notification	You can set offline notification on/off.
Audio Settings	You can set monitor ring on/off and choose the doorbell ringtones.
Monitor Settings	You can set the monitor brightness and auto-lock screen time here.
Record List	You can see the device storage status of the memory card.
Privacy Settings	You can encrypt your videos with encryption password.
Network Settings	You can see the Wi-Fi your device connected to.  If you want to change your device's Wi-Fi, please go to the screen, and choose "Settings-> Network and Time-> Current Wi-Fi", and tap to choose the Wi-Fi you want to connect to.
Device Information	You can see the device information here.

Parameter	Description
More	You can set the terminal authorization and enable client compatibility mode.
Restart Device	Tap to restart the device.
Delete Device	Tap to delete the device from EZVIZ App.

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.

Answer the EZVIZ Intercom Panel with Alexa

After you've connected your EZVIZ Intercom Panel to your Alexa-enabled device, you can speak to your visitors through your Echo or Fire TV device.

To speak to your visitor, you can say:

- [Alexa, answer \[EZVIZ Intercom Panel Name\]](#).
- [Alexa, talk to \[EZVIZ Intercom Panel Name\]](#).

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

Troubleshooting

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

Check if there are any Internet connecting problems.

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

Why the device's status is "Offline" on Alexa?

Your device might have been disconnected from the network. Restart the smart device and re-discover on Alexa.

Check if your router is connected to the Internet and try again.

 For details about countries where Amazon Alexa is available, see Amazon Alexa's 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™ 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>

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

Safety Precautions

Any damage caused by a failure to adhere to the manual shall void the warranty. We assume no liability for damages resulting therefrom!

We cannot be held responsible for any damage to property or persons caused by incorrect use or a failure to adhere to the safety instructions.

This product has been manufactured in full compliance with safety instructions. In order to maintain this status and get the most out of the product, users must adhere to the safety instructions and warnings contained in this manual.



: This symbol indicates that there is a risk of electric shock or short-circuit.

- You should only use this product with a voltage between: 100-240 Volts and 50-60 hertz.
- Never attempt to use this device with a different voltage.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
- In schools, training facilities, workshops, etc. qualified personnel must be on hand to monitor electronic equipment operation.
- You must follow the instructions for use of any other devices connected to the system.
- Please contact an experienced person if you have any doubts regarding equipment operation or safety.
- Never plug in or unplug electrical equipment with wet hands.
- When installing this product, check that the power supply cables are not at risk of being damaged.
- Never replace damaged electrical cables yourself! In this case, remove them and call an expert.
- The mains supply should be located close to the device and must be easily accessible.
- A switching device (a switch disconnector, circuit breaker or equivalent device) must be easily accessible and integrated into the installation of the building wiring for equipment which is permanently connected to the network.
- To ensure the device has sufficient ventilation, keep the area around the device unobstructed.
- Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc).
- No open flame sources, such as lit candles, should be placed on the device.
- Comply with the product's operating temperature.
- The device should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the device.

Initiatives on the Use of Video Products

Thank you for choosing EZVIZ products.

Technology affects every aspect of our life. As a high-tech company, we are increasingly aware of the role technology plays in improving business efficiency and quality of life, but at the same time, the potential harm of its improper usage. For example, video products are capable of recording real, complete and clear images. This provides a high value in retrospect and preserving real-time facts. However, it may also result in the infringement of a third party's legitimate rights and interests if improper distribution, use and/or processing of video data takes place. With the philosophy of "Technology for the Good", EZVIZ requests that every end user of video technology and video products shall comply with all the applicable laws and regulations, as well as ethical customs, aiming to jointly create a better community.

Please read the following initiatives carefully:

1. Everyone has a reasonable expectation of privacy, and the installation of video products should not be in conflict with this reasonable expectation. Therefore, a warning notice shall be given in a reasonable and effective manner and clarify the Doorbelling range, when installing video products in public areas. For non-public areas, a third party's rights and interests shall be evaluated when installing video products, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products.
2. The purpose of video products is to record real activities within a specific time and space and under specific conditions. Therefore, every user shall first reasonably define his/her own rights in such specific scope, in order to avoid infringing on a third party's portraits, privacy or other legitimate rights.
3. During the use of video products, video image data derived from real scenes will continue to be generated, including a large amount of biological data (such as facial images), and the data could be further applied or reprocessed. Video products themselves could not distinguish good from bad regarding how to use the data based solely on the images captured by the video products. The result of data usage depends on the method and purpose of use of the data controllers. Therefore, data controllers shall not only comply with all the applicable laws and regulations and other normative requirements, but also respect international norms, social morality, good morals, common practices and other non-mandatory requirements, and respect individual privacy, portrait and other rights and interests.
4. The rights, values and other demands of various stakeholders should always be considered when processing video data that is continuously generated by video products. In this regard, product security and data security are extremely crucial. Therefore, every end user and data controller, shall undertake all reasonable and necessary measures to ensure data security and avoid data leakage, improper disclosure and improper use, including but not limited to, setting up access control, selecting a suitable network environment (the Internet or Intranet) where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to the improvement of social security around the world, and we believe that these products will also play an active role in more aspects of social life. Any abuse of video products in violation of human rights or leading to criminal activities are contrary to the original intent of technological innovation and product development. Therefore, each user shall establish an evaluation and tracking mechanism of their product application to ensure that every product is used in a proper and reasonable manner and with good faith.

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.