

COPYRIGHT © Hangzhou EZVIZ Software Co., Ltd. ALL RIGHTS RESERVED.

Any and all information, including, among others, wordings, pictures, graphs are the properties of Hangzhou EZVIZ Software Co., Ltd. (hereinafter referred to as “EZVIZ”). This user manual (hereinafter referred to as “the Manual”) cannot be reproduced, changed, translated, or distributed, partially or wholly, by any means, without the prior written permission of EZVIZ. Unless otherwise stipulated, EZVIZ does not make any warranties, guarantees or representations, express or implied, regarding to the Manual.


#### **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

#### **Trademarks Acknowledgement**

EZVIZ™, ™, and other EZVIZ's trademarks and logos are the properties of EZVIZ in various jurisdictions. Other trademarks and logos mentioned below are the properties of their respective owners.

**HDMI**™ The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

#### **Legal Disclaimer**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED “AS IS”, WITH ALL FAULTS AND ERRORS, AND EZVIZ MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL EZVIZ, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF EZVIZ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EZVIZ'S TOTAL LIABILITY FOR ALL DAMAGES EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

EZVIZ DOES NOT UNDERTAKE ANY LIABILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE AS THE RESULT OF PRODUCT INTERRUPTION OR SERVICE TERMINATION CAUSED BY: A) IMPROPER INSTALLATION OR USAGE OTHER THAN AS REQUESTED; B) THE PROTECTION OF NATIONAL OR PUBLIC INTERESTS; C) FORCE MAJEURE; D) YOURSELF OR THE THIRD PARTY, INCLUDING WITHOUT LIMITATION, USING ANY THIRD PARTY'S PRODUCTS, SOFTWARE, APPLICATIONS, AND AMONG OTHERS.

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. EZVIZ SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, EZVIZ WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS AND DATA PROTECTION LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. EZVIZ SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATTER PREVAILS.

# Table of Contents

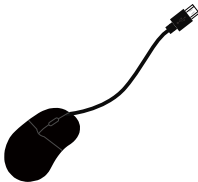
<b>Overview .....</b>	<b>1</b>
1. Package Contents .....	1
2. Basics .....	1
<b>Get the EZVIZ App .....</b>	<b>3</b>
<b>Install Hard Drive .....</b>	<b>4</b>
<b>Install Nano SIM Card (Optional).....</b>	<b>5</b>
<b>System Wiring .....</b>	<b>6</b>
<b>Power on the Hub .....</b>	<b>6</b>
<b>Connect Hub to Network.....</b>	<b>8</b>
<b>Add the Hub to EZVIZ .....</b>	<b>8</b>
<b>Link EZVIZ Devices to Hub.....</b>	<b>9</b>
<b>Operations on the EZVIZ App.....</b>	<b>11</b>
1. Detail Page.....	11
2. Settings.....	12
<b>Initiatives on the Use of Video Products .....</b>	<b>13</b>

Overview

1. Package Contents



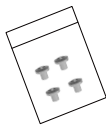
Wireless Smart Home Hub (x1)  
(Hereinafter referred to as “Hub”)



Mouse (x1)



Power Adapter (x1)



For 16CH models: Screw Kit (x2)  
For 8CH models: Screw Kit (x1)



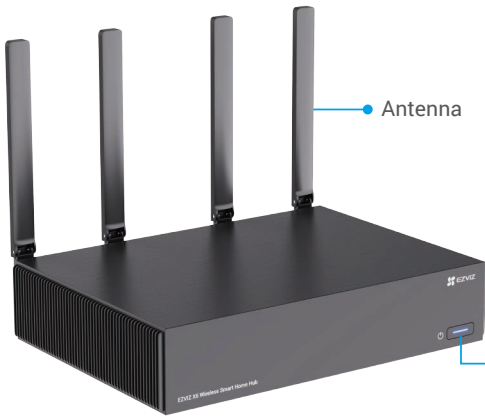
Regulatory Information (x2)



Quick Start Guide (x1)






2. Basics

• Front Panel

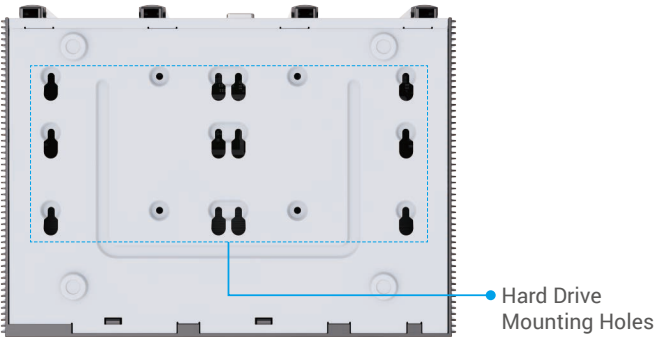


Antenna

Power Button/  
LED Indicator \*

Name	Description
Power Button	<ul style="list-style-type: none"><li>• Press shortly to turn the Hub ON.</li><li>• Press and hold for more than 3 seconds to turn the Hub OFF.</li></ul>
LED Indicator	<ul style="list-style-type: none"><li> Solid green: Hub working normally.</li><li> Fast-flashing red: Hub exception.</li><li> Solid red: Hub powering on or restoring factory settings.</li><li> Fast-flashing blue: No device linked, or hard drive not initialized.</li><li> Slow-flashing blue: Network configuring or device linking in progress.</li></ul>

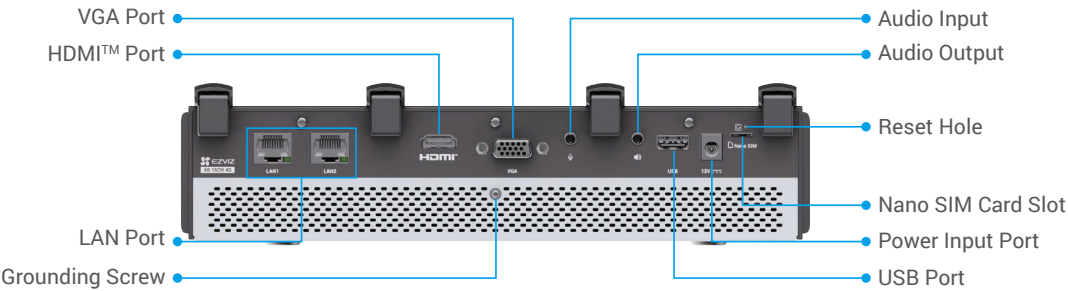
• Base Plate



• Rear Panel

- i • The rear panel layout varies depending on the model. Please refer to the table below to identify the Hub you purchase.
- The ports and descriptions are based on the 16CH 4G model for reference. The Hub's appearance is subject to the actual one you purchase.

Port	8CH	8CH 4G	16CH	16CH 4G
LAN Port	1	1	2	2
VGA Port	1	1	1	1
Audio Input	1	1	1	1
Audio Output	1	1	1	1
Reset Hole	1	1	1	1
HDMI™ Port	1	1	1	1
USB Port	1	1	1	1
Power Input Port (12V)	1	1	1	1
Nano SIM Card Slot	×	1	×	1

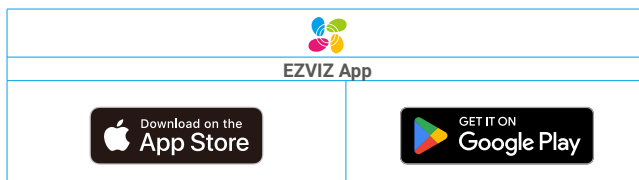


Name	Description
VGA Port	Output video to a monitor via a VGA cable (purchase separately)
Audio Input	Connect a microphone or other audio input device (purchase separately)
HDMI™ Port	Output high-definition video and audio to a monitor via an HDMI™ cable (purchase separately)

Name	Description
Audio Output	Connect a speaker or other audio output device (purchase separately)
Reset Hole	Insert and hold a pin (purchase separately) for 7 seconds to restore to the Hub factory settings
Nano SIM Card Slot	Insert a Nano SIM card (purchase separately) for 4G mobile network connectivity
Power Input Port	Connect the Hub to power outlet via power adapter (DC12V 2.5A for 16CH and DC12V 2A for 4CH)
LAN Port	Connect the Hub to a router or switch for network access via Ethernet cable (purchase separately)
Grounding Screw	Connect the grounding wire to this screw to prevent electrostatic damage.
USB Port	Connect USB device such as a mouse (included in the package) or external storage (purchase separately)

## Get the EZVIZ App

1. Connect your mobile phone to 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.

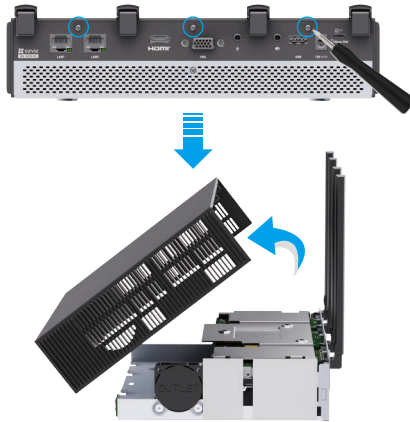


**i** If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for EZVIZ.

## Install Hard Drive

**i** Place the Hub on a stable, flat surface and ensure the Hub is completely disconnected from power.

1. Loosen the 3 screws as shown in the figure and open the casing of the Hub.

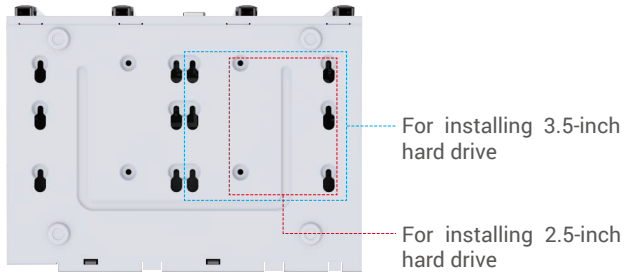


2. Place 3.5-inch hard drive (purchase separately) into the base plate.

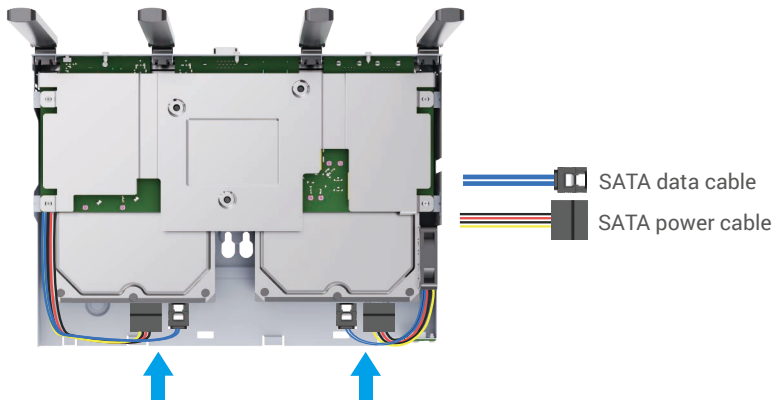
- i** • Different models support different numbers of hard drives: the 16CH model supports up to 2 hard drives and the 8CH model supports 1 hard drive.
- The actual appearance of the hard drive may vary depending on the model you purchase.



3. Secure the hard drive to the base plate with screws (included in the package).



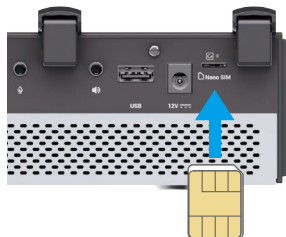
4. Insert the SATA data cable into the 7-pin SATA data port on the hard drive, then insert the SATA power cable into the wider 15-pin SATA power port on the hard drive.



5. Securely close the casing and fix it with screws.

## Install Nano SIM Card (Optional)

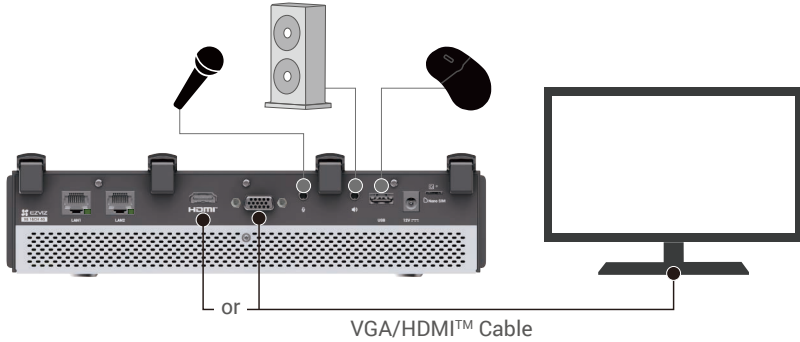
Insert a Nano SIM card into the Nano SIM card slot with the metal side facing up and the notch aligned with the slot, as shown in the figure below.



## System Wiring

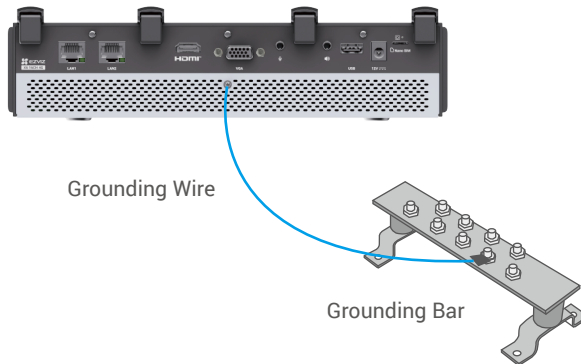
1. Connect the HDMI™ port of Hub to the HDMI™ port of monitor using the HDMI™ Cable (purchase separately). You can also connect Hub to the monitor using VGA cable (purchase separately).
2. Connect the mouse, audio input and output devices (such as microphone and speaker, purchase separately) to the hub.

**i** To avoid electromagnetic interference from the Hub's antenna affecting audio signals, keep microphone and speaker away from the antenna.



## Power on the Hub

1. Connect the grounding screw to the grounding bar through a grounding wire (purchase separately).



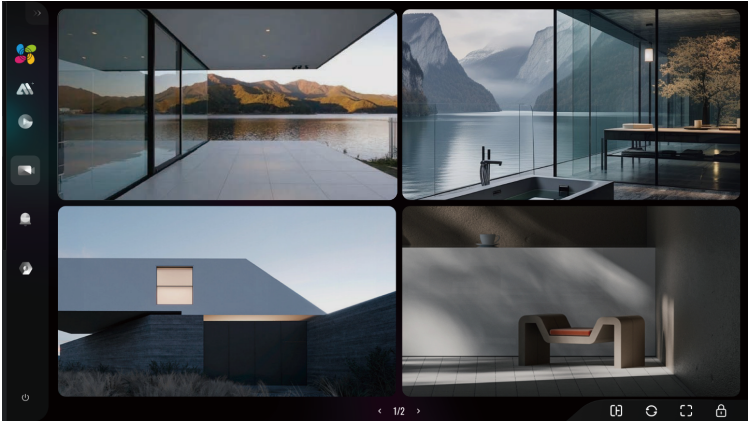
2. Connect Hub to power outlet using power cable.

- i** • The Hub will power on automatically once connected to power.
- The power outlet shall be installed near the power adapter and shall be easily accessible.





3. Follow the wizard on the monitor screen to complete the following operations: Set the system language and timezone, create a login password or gesture pattern and initialize the hard drive.
4. The Hub local interface will be displayed after the setup wizard is completed.

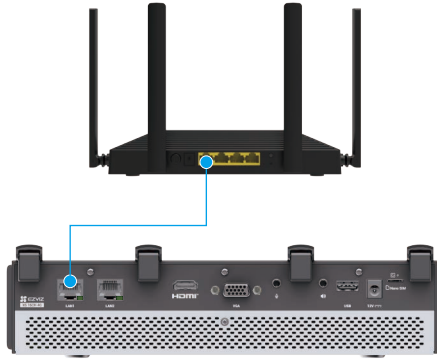


Icon	Description
	Intelligent Search. Enables rapid retrieval of recordings based on intelligent analysis (e.g., pet detection, face recognition, vehicle recognition). You can filter searches by bound device, date or event type.
	Live view. View live camera feeds directly on the screen.
	Recording. You can review recorded footage and quickly scan summarized events (e.g., baby cry, face recognition).
	Messages. Displays system alerts and event triggers. You can filter events by linked device, date or event type and view daily report here.
	Settings. View or configure system settings, including camera, storage, and system parameters.
	Shutdown or restart the Hub.
	Split screen. Toggles between single-channel and multi-channel display layouts for real-time monitoring.
	Tour. Enables automated sequential switching between camera channels for cyclic monitoring.
	Full screen. Toggles the selected camera channel to occupy the entire display area for focused monitoring.
	Lock. Enables manual locking of the current interface layout or camera channel to prevent accidental changes during monitoring.

## Connect Hub to Network

### Wired Connection

(For 4G model, skip this step) Connect the LAN port of Hub to the router using network cable (purchase separately).

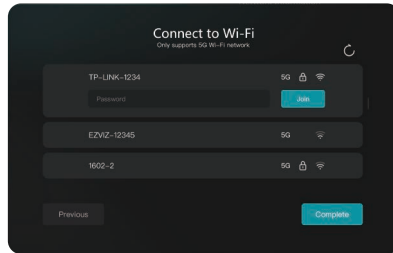


### Wireless Connection

**i** For the first time use, you can follow the wizard on the local interface to configure the Wi-Fi network.

Connect the Hub to Wi-Fi on the Hub local interface.

1. Go to “Settings > Network Configuration” and select “Wireless Connection”.
2. Enter Wi-Fi password to join the network.



## Add the Hub to EZVIZ

1. Log in to your EZVIZ app 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 body of the Hub.
4. Follow the EZVIZ app wizard to finish network configuration.



**i** You can also acquire the QR code on the Hub local interface: Settings > Device Information.

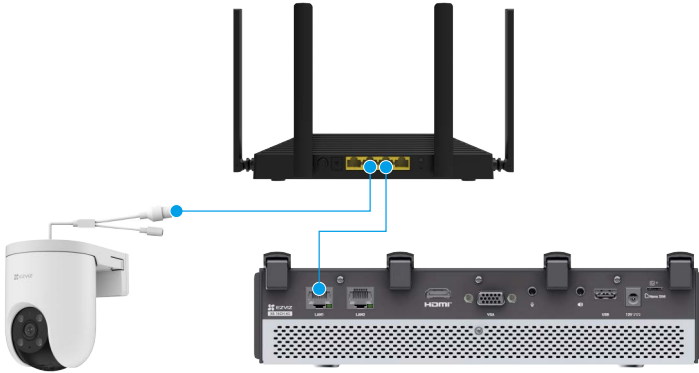
## Link EZVIZ Devices to Hub

You can link your EZVIZ video products (such as network cameras, smart lock and doorbell) to Hub for live video display through the following methods:


### Link Devices via Network Cable

 This method only supports linking EZVIZ cameras that have a network port.

Connect the network port of EZVIZ camera and the LAN port of the Hub to the same router using network cable.



### Link Devices via Hub's Local Interface

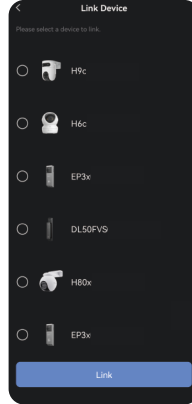
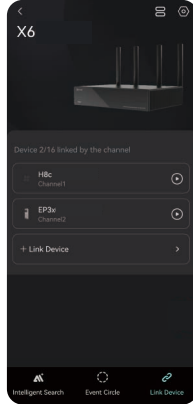
1. Enter the Hub's local interface, click , and click "+" on the screen.
2. Power on the EZVIZ devices and restore it to factory settings (For details, please refer to the EZVIZ device's user manual). The system will automatically search for nearby EZVIZ devices and display them in the list.
3. Select the target device and click "Bind". The device will be automatically linked to the Hub.



## Link Devices via EZVIZ App

 Please ensure that you have added EZVIZ devices to your EZVIZ app account.

1. Log in to your EZVIZ app account.
2. Enter the detail page of the Hub, on the Link Device interface, tap “+ Link Device”. The system will automatically search for EZVIZ devices under your EZVIZ account and display them in the list.
3. Select the target device and tap “Link”. The device will be automatically linked to the Hub and displayed on the Link Device interface.

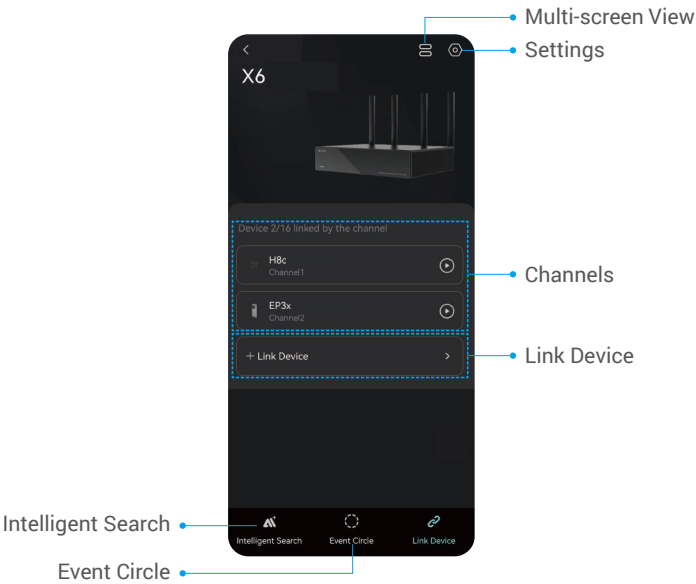


# Operations on the EZVIZ App

**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. Detail Page

When you launch the EZVIZ app, the Hub's detail page displays as shown below. You can manage the linked devices here as needed.



Name	Description
Multi-screen View	Supports simultaneous viewing of multiple channel feeds in real-time.
Settings	Tap the icon to view or change the device settings.
Channels	Displays a list of all connected channels.
Link Device	Tap to search for and link devices.
Intelligent Search	Enables rapid retrieval of recordings based on intelligent analysis (e.g., pet detection, face recognition, vehicle recognition). Users can filter searches by camera, date or event type.
Event Circle	Display events and their occurrence times in the form of tags. Tap to view the corresponding video footage.

## 2. Settings

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

Parameter	Description
Name	Modify the name of your device here.
Message Notification	Manage the device message and EZVIZ app notification.
Record List	Configure recording modes and manage storage media.
Privacy Settings	Enable/disable video encryption and change encryption password here.
Network Settings	Enable/disable static DNS and set Wi-Fi sleep mode here.
Device Information	View device information here, such as serial number, device version and user guide.
Share Device	Share the device to your family member or guest.
More	Enable/disable device authorization.
Restart Device	Restart the device.
Delete Device	Delete the device from EZVIZ app.

 For additional information about the device, please refer to [www.ezviz.com/eu](http://www.ezviz.com/eu).

## 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.