EZVIZ™

TAMO

User 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 ∈ZVIZ ™ website (http://www.ezviz.com).

Revision Record

New release – August, 2025

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Legal Disclaimer

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Important Safety Instructions

- When operating the camera on EZVIZ App, pay attention to the camera's environment and speed to prevent falls caused by excessive speed. It is recommended to operate the camera on a flat surface.
- Recharging Precautions: Place the Base Station on a flat surface, ensuring there is 1 meter of clear space in front and 30 centimeters of clear space on both sides. Avoid placing it in front of large windows or other areas with strong light to prevent overexposure in the camera's view, which could make the camera difficult to recognize the Base Station. Additionally, ensure the Base Station is not directly facing or near mirrors to avoid misjudgments due to reflections.
- Due to the size limitations of the camera, it may not be able to navigate over thresholds or other obstacles. Use it on flat surfaces whenever possible.
- Due to design limitations, the camera may not perform precise movements on carpets or similar surfaces. Please be aware of this.
- The camera is intended for indoor use only and is not waterproof. Do not use it in outdoor environments.
- If the camera fails to move or moves abnormally, remove the wheels and clean any hair or debris.
- The camera contains precision electronic components. Children should not drop or throw the camera.
- The camera has a microphone. Do not cover it.
- It is normal for the camera to be warmer than the ambient temperature during use. Please use it with confidence.
- Keep the lens, obstacle avoidance sensor, and recharge sensor clean and free from scratches.
- Do not short-circuit the Base Station's charging contacts.
- Warning: This pendant is not a toy and contains small parts posing a choking hazard; keep out of children's reach (store at least 1.2m/4ft high) and ensure constant adult supervision.
- The product meets the requirements of a Class 1 laser product. Class 1 products are safe during use, including prolonged direct exposure to the beam, even when using optical instruments (such as small magnifying glasses or binoculars).

CLASS 1 LASER PRODUCT
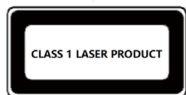
- The laser label is attached to the bottom of the product, near the charging contacts.
- According to EN 50689:2021, this product is classified as a Class 1 consumer laser product and does not produce hazardous laser radiation.
- Any unauthorized modification of the laser module's function or performance may result in hazardous laser radiation.
- Caution – Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.
- Do not perform product maintenance while it is powered on, as this can result in electric shock! If the product is not functioning properly, contact the nearest service center. Do not disassemble or modify the product in any way. The company will not be liable for any issues resulting from unauthorized modifications or repairs.

Overview

1. Package Contents

Camera（×1）
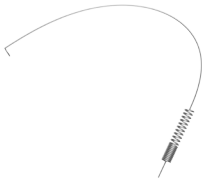
Base Station (×1)

Teaser (×1)

Fastener (×1)

Pendant (×1)

Power Adapter for Base Station (×1)

Pin（×1）

Regulatory Information (×1)

Quick Start Guide (×1)

ℹ The power adapter's appearance is subject to the one you have bought.

2. Basics

Camera

IR Light

Wheels — Wheels

IR Light&Spotlight — Lens

MIC — MIC

Laser Light

Obstacle Avoidance Sensor

Front View

Speaker — Fastener Hole *

* Reset Hole — Power Button *

* Power Port — Recharge Sensor/
Infrared Receiver
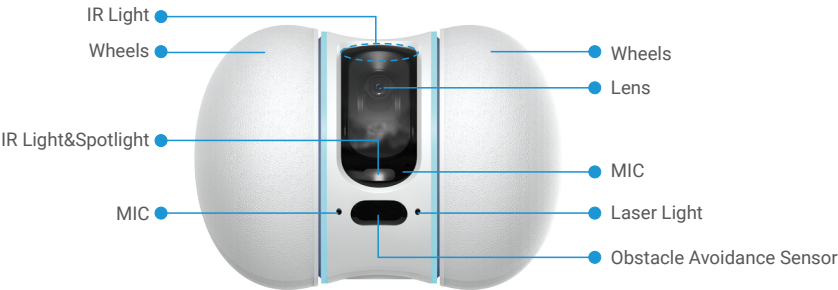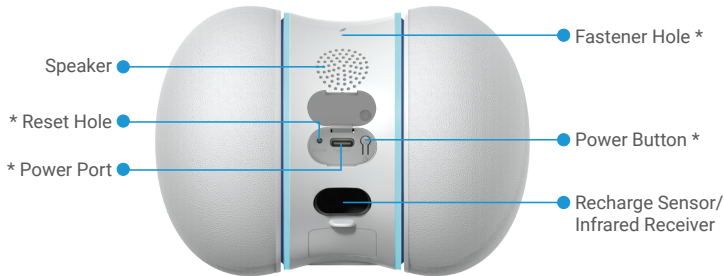
Back View

Name	Description
Reset Hole	Insert the pin provided to the Reset hole for 4 seconds to restart and be ready for network configuration. ⓘ Camera resetting will clear all user information. Please operate with caution.
Power Port	Type-C port, please use the power adapter(DC5V 2A, purchase separately) for charging the camera.
Fastener Hole	Fix the teaser by inserting it into the hole with fastener.
Power Button	• Power on: Press and hold for 2 seconds. • Power off: Press and hold for 4 seconds. • Restart: Press and hold for 8 seconds.

* Ring Indicator

Ring Indicator *

Charging Contacts
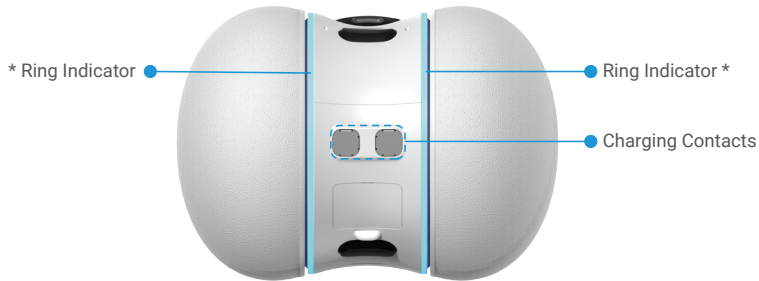
Bottom View

Name	Description
Ring Indicator	**Solid Red:** Camera starting up.
	Red Breathing Flashing: Network exception.
	Red Current-shaped: Camera pickup detected.
	Red Flashing In Semi-circle: An obstruction detected.
	Solid Blue: Camera fully charged or being live viewed in the EZVIZ App.
	Blue Breathing Flashing: Network configuration completed.
	Blue Current-shaped: Ready for network configuration.
	Gradual illumination: Light up sequentially in clockwise direction with charging progress. ⓘ Evenly indicates 0%-100% battery level from +180° to -90° of the ring indicator.
	Blue Chasing: Camera working properly.

Base Station

* LED Indicator
Recharging QR Code
Signal Transmitter
Charging Spring

Top View

Silicone Pad
(Covered with release paper)

Cable Tray
Cable Tray

Bottom View

Power Port *
(Behind the cover)

Cable Port
Cable Port
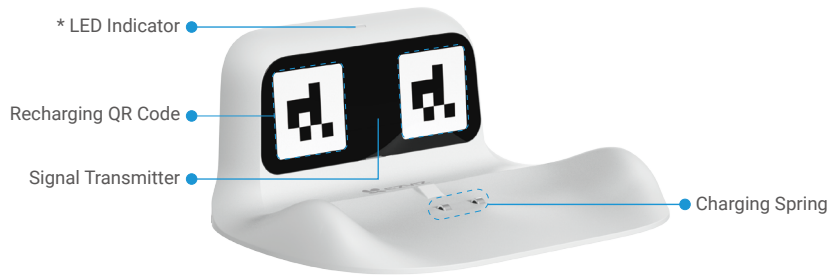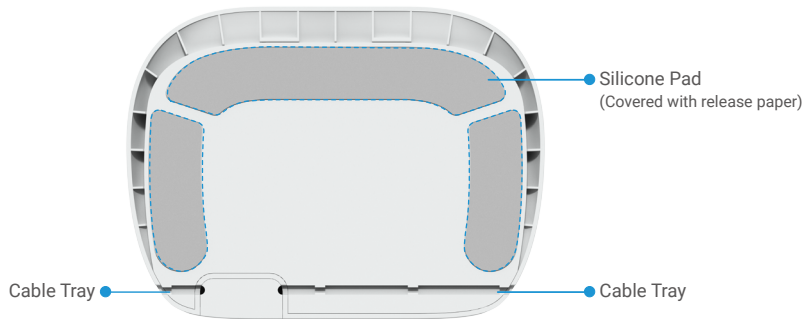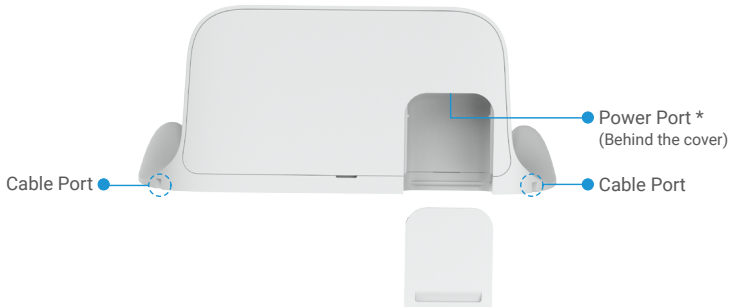
Back View

Name	Description
LED Indicator	**Solid Blue:** Base Station powering up.
	Blue Breathing Flashing: Camera in charging.
Power Port	For charging the Base Station.

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[TM].
3. Launch the App and register an EZVIZ user account.

EZVIZ App	
⬇ Download on the App Store	GET IT ON Google Play
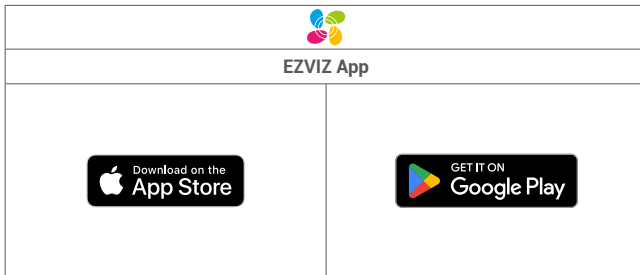
ⓘ If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Quick Start Guide

1. Preparation

ⓘ • Do not use the camera in an environment with stairs (if unavoidable, use a guardrail).
• Remove any obstacles on the floor before use.
• Please use the camera on flat ground as much as possible, otherwise it may not be able to pass through door sills and other obstacles.
• Please do not use the camera outdoors, as the camera is not waterproof.
• To ensure the optimal performance and longevity of the camera, please avoid operating it on carpeted surfaces.
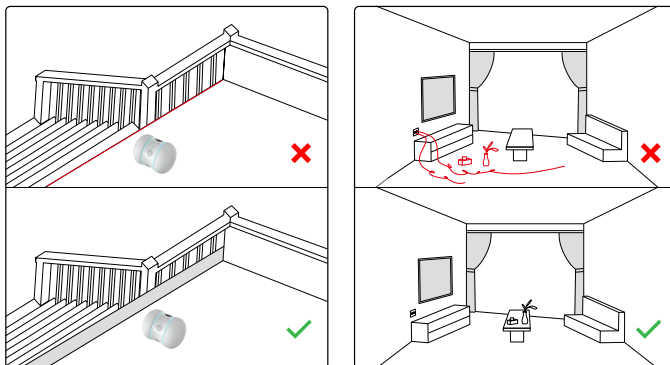
2. Place and Power On the Base Station

> ⓘ • Before placing the Base Station, ensure that the power cable is placed in the cable tray and the Base Station is placed flat.
>   • For a stable operation of the Base Station, it is recommended to place the Base Station against the wall.
>   • If your Base Station is not placed against the wall, please use the sticker on back of the Base Station to fix it, and then place and power on the Base Station by following the below steps.
>   • Do not place the Base Station in front of a French window or other areas with extremely strong light to prevent the camera image from being overexposed and unable to recognize the Base Station. At the same time, please ensure that the Base Station does not face or be close to mirrors to prevent a misjudgment caused by mirror reflection.

1. Slide to open the cover of the Base Station, and then connect the provided power cable to the power port of the Base Station.
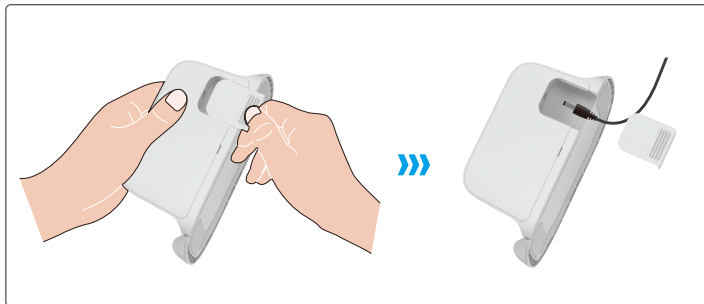
2. Neatly arrange the power cable into the Base Station's cable tray and lead it out through the cable port, then reattach the Base Station cover.

3. Peel off the release paper on the bottom of the Base Station, then firmly adhere it to a flat surface. Ensure that there is a vacant space of 1 meter in front of the Base Station, and there is a vacant space of 30 centimeters on each side.

4. Connect the power cable of the Base Station to the power outlet with the power adapter.

> ⓘ The power outlet shall be installed near the power adapter and shall be easily accessible.

>0.3m(0.98')

>0.3m(0.98')

No obstacles 1m(3.28') ahead
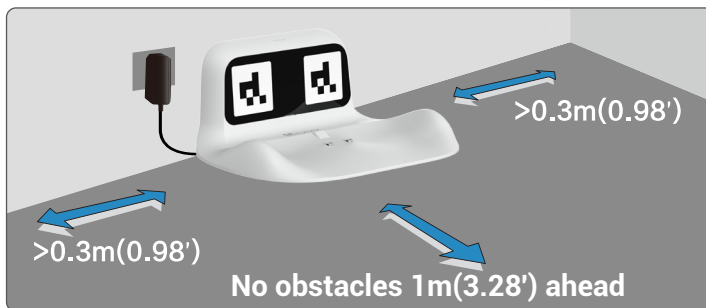
3. Power On the Camera

1. Open the silicone cover on the camera.
2. In the shutdown state, press and hold the power button for 2 seconds to power on.
3. Place the cover back on.
4. When the Ring Indicator is in blue current-shaped, which indicates the camera is started up and ready for network configuration. Please follow the EZVIZ App wizard to finish Wi-Fi configuration and add the camera to your EZVIZ account.(For more details, please refer to "Add to EZVIZ App")

3.1 Charging the Camera

When using the camera for the first time, it is recommended to fully charge the camera. There are two options for charging the camera.

When the camera ring indicator is in solid blue, which means the camera is fully charged.

> ⓘ • Please do not charge the camera outdoors.
> • Please do not charge the camera when the temperature exceeds 50 °C or below 0 °C.
> • When charging, the camera will be automatically turned on.
> • When charging, avoid operating the device if possible. If operation is necessary, disconnect the power cable firstly.

Option 1: Charging By Base Station

When the camera's battery is running low, it will automatically back to the Base Station for charging.

> ⓘ • Align the charging contacts on the bottom of the camera with the charging springs on the Base Station. When the indicator ring lights up blue sequentially in clockwise direction with charging progress, it indicates the camera is charging.
> • The effective communication distance between the Base Station and the camera is 4 meters.
> • If the camera fails to return to the Base Station, please check if the camera is too far from the Base Station. If so, please manually move the camera closer to the Base Station, or tap Remote Control ⊙ on the EZVIZ App to adjust the camera's position.

### Option 2: Charging By Power Adapter

Connect the camera to a power outlet with the power adapter(DC5V 2A, purchase separately) for charging.
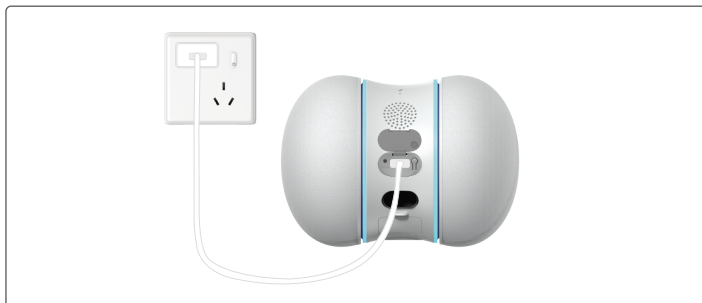
> ⓘ • The power outlet shall be installed near the power adapter and shall be easily accessible.
> • To ensure the safety of the camera and prolong the battery life, charging will automatically stop if it exceeds 24 hours continuously through the Type-C port.

4. Add to EZVIZ App

1. Log in to your account using the EZVIZ App.
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 back of the camera body.
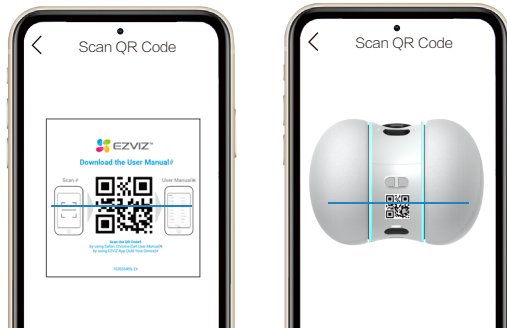
4. Follow the EZVIZ App wizard to finish Wi-Fi configuration and add the camera to your EZVIZ account.
   - If the camera fails to connect your Wi-Fi network, use the pin to press and hold the Reset hole for about 4 seconds to restart the camera and repeat the steps above.
   - If you want to connect the camera to another Wi-Fi network, please go to "Settings > Network Settings" in EZVIZ App to change the Wi-Fi network.

5. Assemble the Teaser (Optional)

1. Insert the teaser into the fastener as shown in the following figure, and then adjust the teaser to be perpendicular to the fastener.

Point the teaser toward the arrow on the fastener
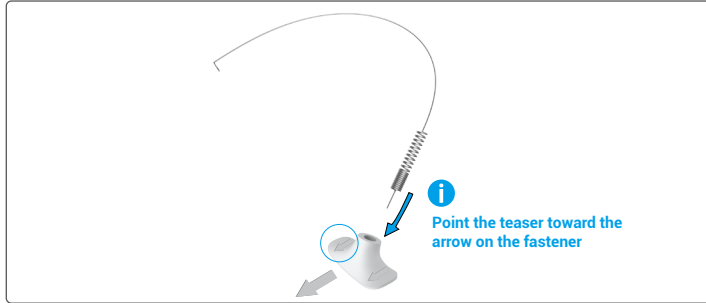
2. Tear off the adhesive tape on the back of the fastener, insert the teaser into the camera fastener hole and adjust it to the appropriate position.

Arrow on the fastener points toward camera lens direction
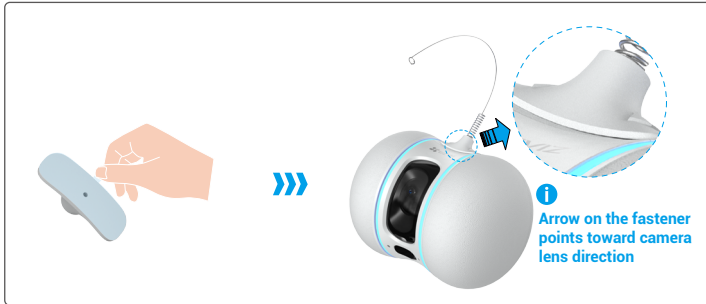
3. Press the fastener to ensure that it is firmly attached to the camera.
4. Install the pendant onto the teaser.
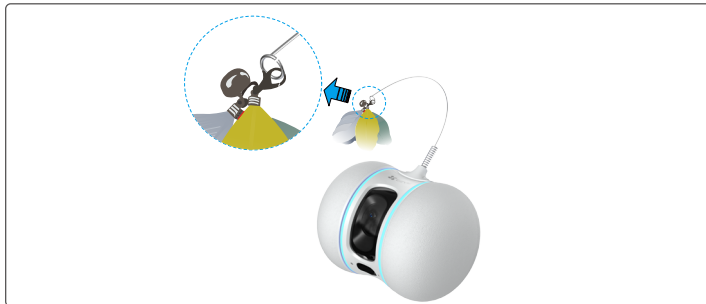
- The teaser can be bent to any angle. Please adjust it according to your needs.
- The pendant can be replaced with other pet toys. We recommend using toys that are similar in size and weight to the pendant.
- If you install the teaser in front of the camera lens, do not use oversized pet toys, as they may obstruct the camera view.

Operations on the EZVIZ App

1. Home Page

When you launch the EZVIZ app, you can view battery power, network condition, and set parameters of motion here.

Icon	Description
100%	Battery. View the remaining battery capcity.
📶	Network. View the current network connection status of the camera.
🐼	Pet-teasing. Watch a live feed, record videos, play pets with multiple methods as your needed.
🏃	Motion Settings. Set relevant motion settings like pet height, camera motion speed and etc..

2. Live View

When you launch the EZVIZ App, the camera page displays as shown below.

You can watch a live feed, take snapshots, record videos, or choose video definition as needed.
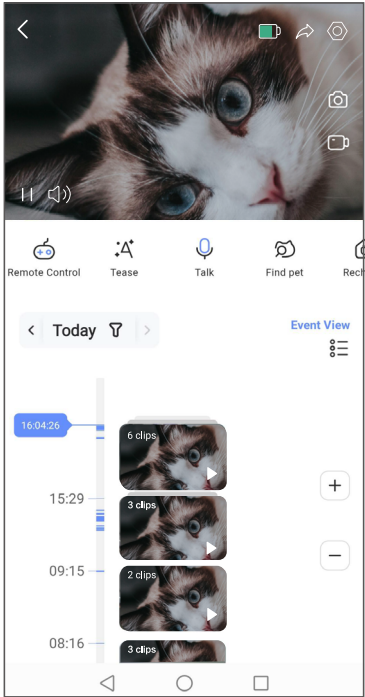
ⓘ Swipe left and right across the screen to see more icons.

Icon	Description
	Battery. View the remaining battery capcity.
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Remote Control. Tap to remotely control the camera for movement.
	Auto-teasing. Select different teasing interactions to play with your pet.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to pets in front of the camera.
	Find Pet. The camera will move for finding your pet.
	Recharge. The camera will automatically back to the Base Station for charging.
	Follow. The camera will actively follow behind when it detects people or pets.
	Laser. The camera will emit a laser dot to interact with your pet.
	Path. You can customize movement paths for your camera.
	Definition. Select different video resolution as you needed.
	PiP. View the video displayed on top of another app you are using.
	Nearby Device. Tap to select available nearby cameras for multi-screen live view.
	Tip. Tap to learn about some features of the camera.

3. Remote control

On live view page, you can tap to control Tamo and play with your pet anytime.

Adjust Camera View
Drag the button up and down to adjust the camera view
(Only valid when stationary)

Tease
Tap to make Tamo shaking to attract your pets
(Works better when used with a teaser)

Back/Forward
Tap to control Tamo to move forward or backward

Left/Right
Tap to control Tamo to turn left or right
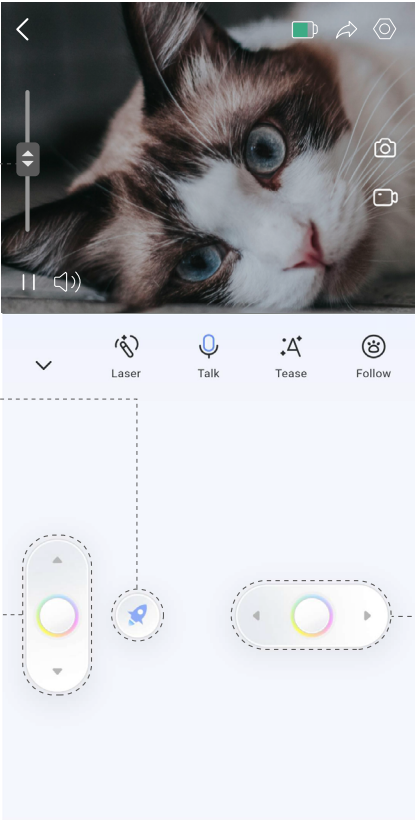
Laser   Talk   Tease   Follow

Maintenance

1. Clean Wheels

1. Use a screwdriver to pry the tires up from the edge of the camera wheels, as shown in the figure below.

2. Take off the tires, use a cleaning tool like small knife to cut off the tangled hair and remove debris from the wheels.
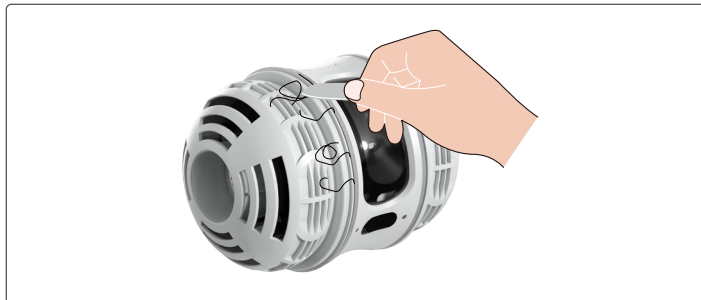
3. Clean the tires with clean water and let them dry completely.
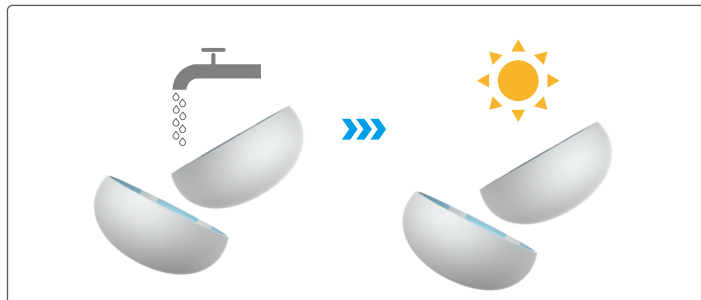
4. Install the clean tires back to the camera.

2. Clean Important Parts

Wipe sensors, lens and charging contacts of the camera by a soft and dry cloth.
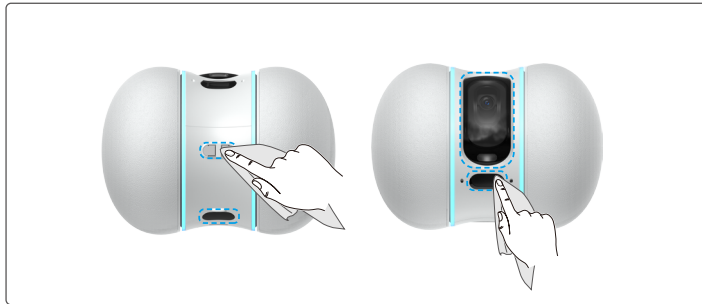
ⓘ Please ensure that the lens, obstacle avoidance sensor, and recharge sensor are clean and free of scratches.

FAQ

Q : **If the camera is offline on the App, will the video recording continue?**

A : If the camera is powered on but disconnected from the Internet, then local recording will continue but cloud recording will stop(only applicable to Always-on Power Mode). If the camera is powered off, both video recordings will stop.

Q : **The mobile phone cannot receive alarm prompts when the camera is online.**

A : 1. Make sure that the EZVIZ App is running on your mobile phone and that the APP Message Notification is enabled.

2. For Android system, make sure the app is running in background; and for iOS, enable the message push function in "Settings > Notification".

3. If still no alarm prompts, use a pin to press and hold the Reset hole of the camera for about 4s restore the camera settings.

Q : **Live view or playback failed.**

A : Make sure that your network is well connected. Watching live videos needs a good bandwidth. You can refresh the video, or change a network and try again.

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

EZVIZ Connect

1. Use Amazon Alexa

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

Before you start, make sure that:

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

To Control EZVIZ devices with Amazon Alexa:

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

Voice Command

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function.
Once the device is found, you can control it with your voice. Speak simple commands to Alexa.

> ℹ️ 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.

> ℹ️ 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

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.