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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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Instruction

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

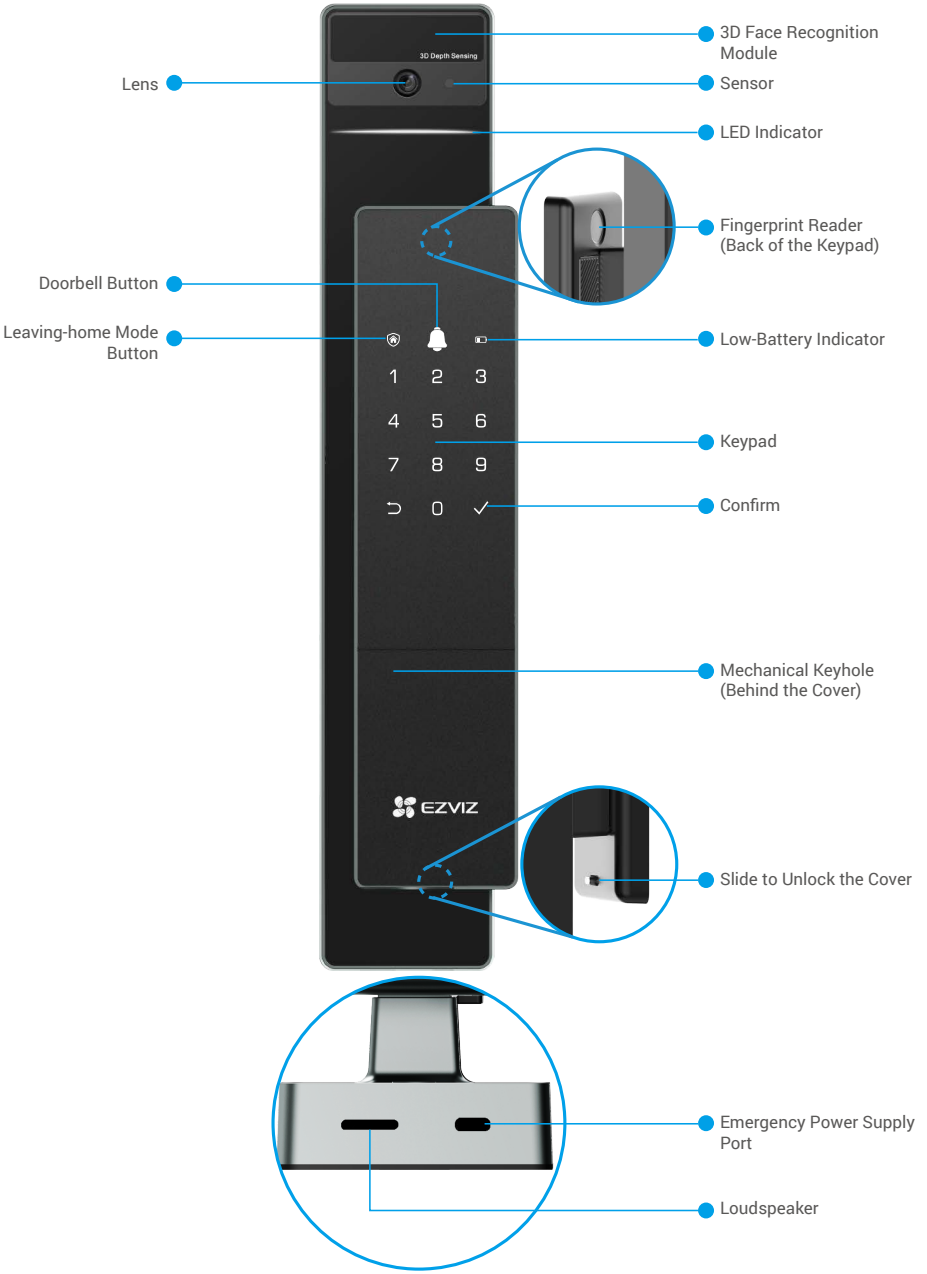
Packing List

NO.	Part Name	Quantity
1	Front Panel	×1
2	Rear Panel	×1
3	Hole Templet	×1
4	Lock Body	×1
5	Lock Body Screw Bag	×1
6	Standard Screw Bag	×1
7	Battery	×1
8	Key Bag	×1
9	Stickers	×1
10	Regulatory Information	×1
11	Quick Start Guide	×1

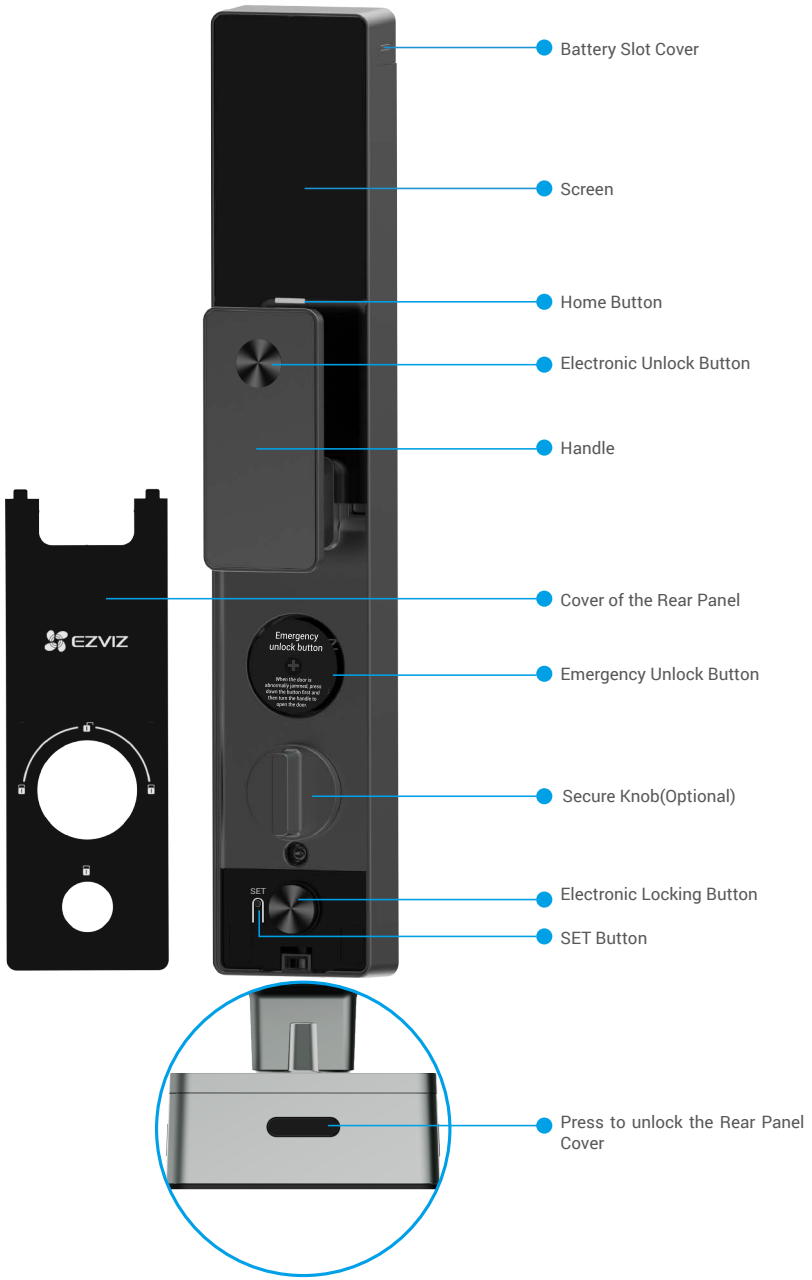
The appearance of the Lock is subject to the actual one you have bought.

Overview

1. Front Panel



2. Rear Panel



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

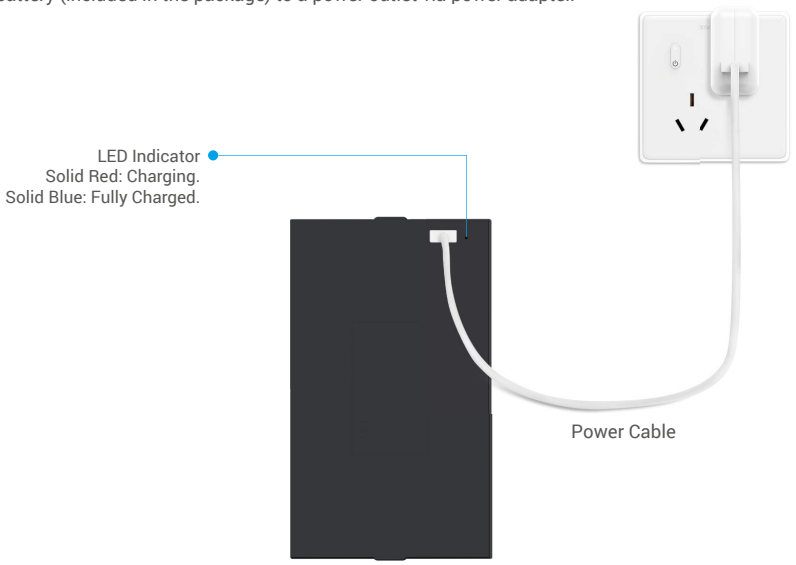
Installation

1. View Installation Video

Please tap to watch the installation video.

Fully Charge the Battery

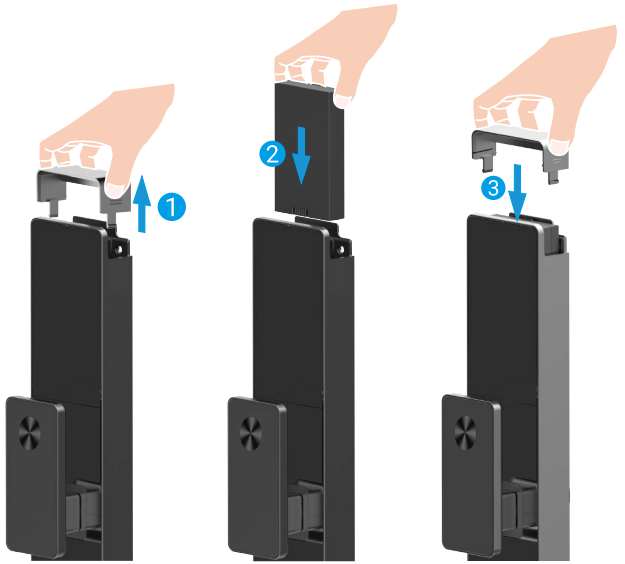
Connect the battery (included in the package) to a power outlet via power adapter.



- Before the first time use, please charge the lithium battery.
- Before charging the battery, please remove it from the rear panel.
- The power outlet shall be installed near the power adapter and shall be easily accessible.

Install Battery

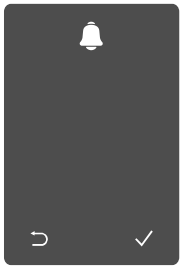
1. After installation, remove the cover of battery slot from the rear panel.
2. Install the lithium battery (included in the package) into the battery slot.
3. Place the cover back.



Set the Direction of Door Opening

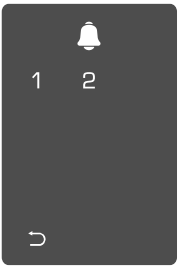
After the installation is completed, please follow the voice prompt to set the direction of door opening.

❶ Press "√" to proceed with the process.



❷ "1" "2" on the keypad light up.

- Press “1” to set the door to “right-opening”.
- Press “2” to set the door to “left-opening”.



Create a New Administrator

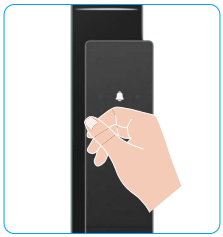
Please follow the voice prompt to create the first administrator.

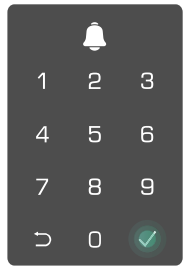
❶ Touch the keypad area to activate the lock.

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

❸ Enter the corresponding 6-10 digit valid passcode ,and press "√" to confirm.

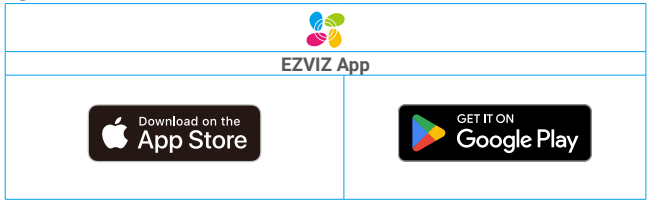
❹ Repeat the passcode once again, and press "√" to confirm.





Get the EZVIZ App

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



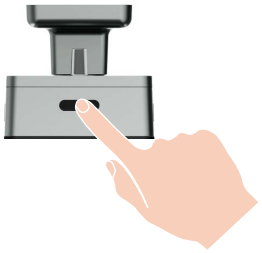
If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Add the Lock to EZVIZ

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

Please add lock to EZVIZ by following steps:

1. 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. Press the button at the bottom of the rear panel to remove the cover of the rear panel.
4. Press and hold the SET button on the rear panel until the lock sends a voice prompt and the LED Indicator starts flashing, which means the pairing mode has been enabled.
5. Scan the QR code displayed on the screen.
6. Follow the EZVIZ app wizard to finish the Wi-Fi configuration, add the lock to EZVIZ app account.



Lock Settings

Then you can set the lock as needed.

- Please remove protective film from lock before the first use.
- Please note that disinfectant may cause damage to the lock body.

1. Keypad

Icon	Description
0 ~ 9	number key
	cancel, return or exit
	confirm
	leaving-home mode
	doorbell
	Low-battery indicator

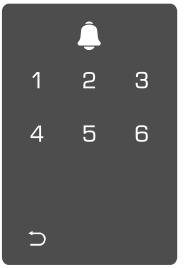
2. Enter Menu

Please follow these steps for settings.

❶ Press the SET button once.

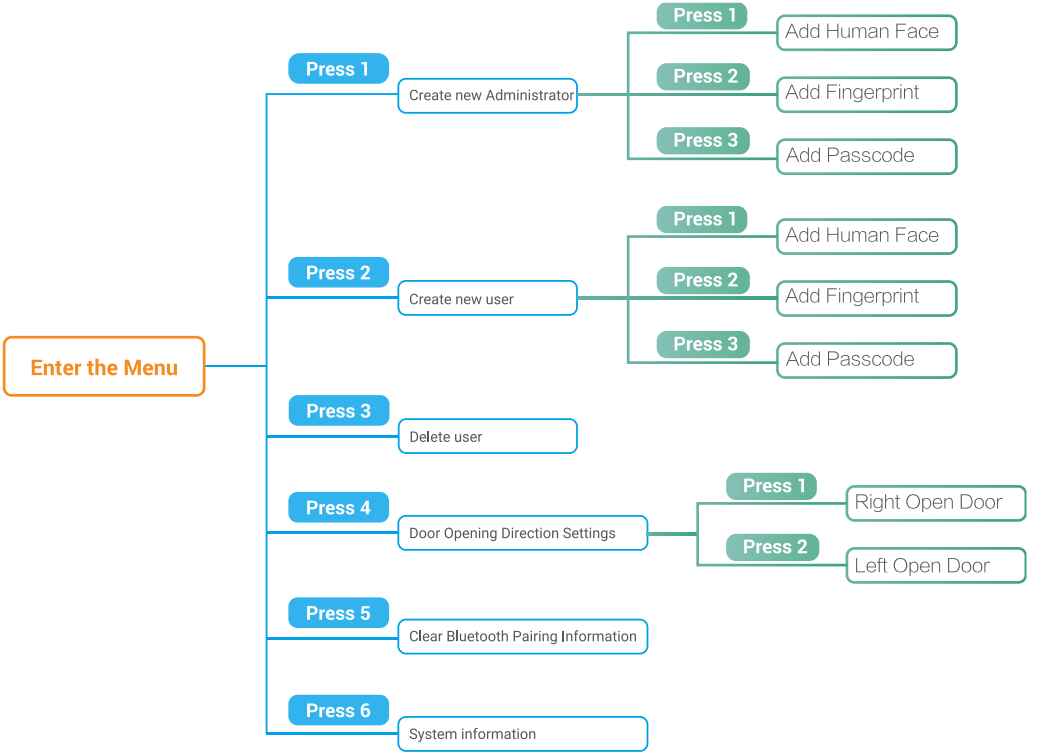
❷ When the keypad is lighted up, verify with administrator's face, fingerprint, or passcode.

❸ "1" "2" "3" "4" "5" "6" "⮌"on keypad will light up.



3. Menu Index

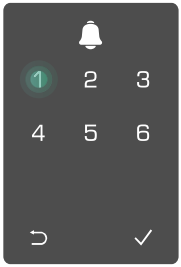
The menu here is for reference only.

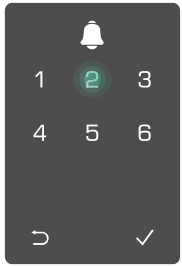


4. Add Administrators/Users

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

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





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

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

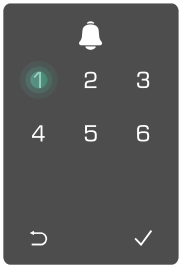
When you add an administrator or a user, the figures corresponded to the user number will light up from 001 by default (for example, to user number 001, the three numbers 001 will slow-flash once in sequence).

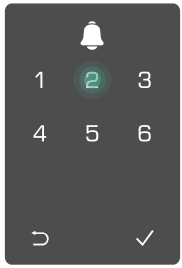
5. Add Human face

Add up to 1 human face per user.

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

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



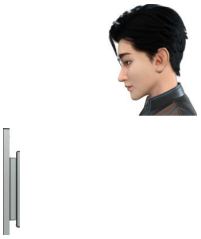


❸ Press "1" to add a human face.

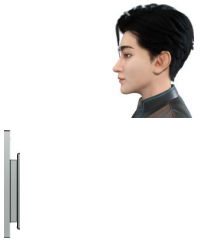
❹ Follow the voice prompt to add a human face.

- Please stand directly in front of the front panel of the lock and keep an arm's length from the lock, (being outside this distance may cause face recognition to fail).
- Follow the voice prompt to complete face recognition (please refer to the actual voice content in case of adjustment), as shown in the figure below.
- It is essential to ensure that there is no obstruction on the face during this process.
- Please refrain from shaking or moving your body during the process; otherwise, it may lead to fail.
- After adding a face, you can use face recognition to unlock the door.

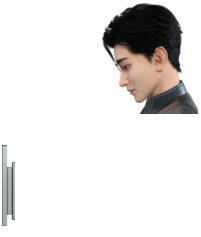
❶ Please look straight at the lock.



❷ Please raise the head slightly.

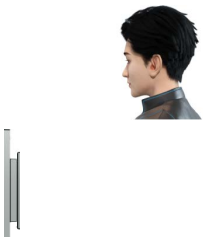


❸ Please lower the head slightly.



❹ Please slightly turn to left.

❺ Please slightly turn to right.



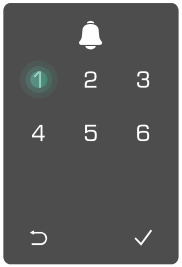
❻ Operation successful.

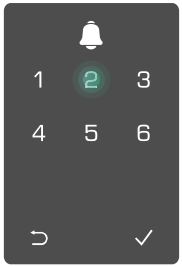
6. Add Fingerprint

Add up to 5 fingerprints per user.

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

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

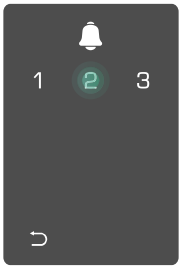




❸ Press "2" to add a fingerprint.

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

❺
- Press "2" to add fingerprints continuously.
- Press ⮌ to return to the previous level.



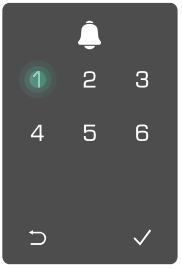
When the fingerprint has been added, and you operate to add it again, you will hear the voice prompt: fingerprint exists.

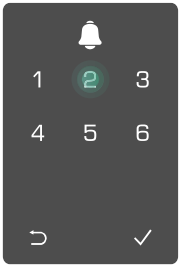
7. Add Passcode

Add up to 1 passcode per user.

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

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

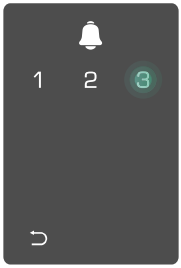


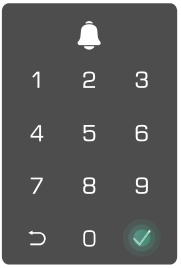


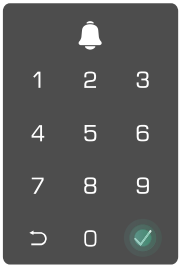
❸ Press "3" to add a passcode.

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

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



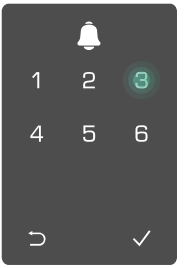




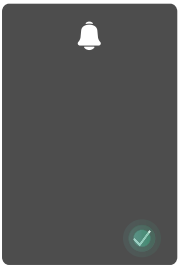
8. Delete Administrators/Users

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

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



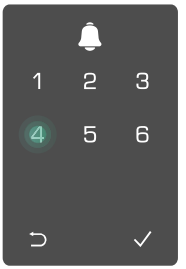
❸ Enter the user number and press √.



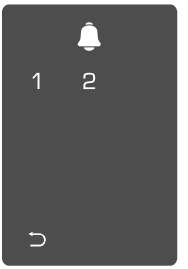
9. Door Opening Direction Settings

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

❷ Press "4" to set the direction of door opening.



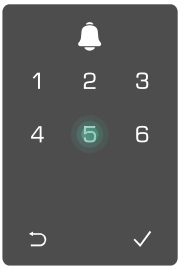
❸
- Press “1” to set the door to “right-opening”.
- Press “2” to set the door to “left-opening” door.



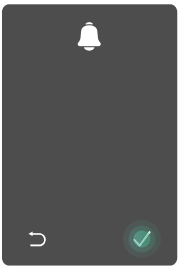
10. Clear Bluetooth Pairing Information

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

❷ Press "5" to clear Bluetooth pairing information.



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

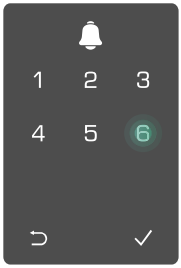


If you want to change your lock's Bluetooth, follow the steps above. For example: If you have already disconnected the Bluetooth matching from user A, and connect to another one.

11. Look Up to the System Information

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

❷ Press "6" to look up to the system information of the lock.



❸ The lock will broadcast the system information.

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

12. Enter Pairing Mode

Press and hold the SET button on the rear panel until the lock sends a voice prompt and the LED Indicator starts flashing, which means the pairing mode has been enabled.

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

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

Multiple Unlock Methods

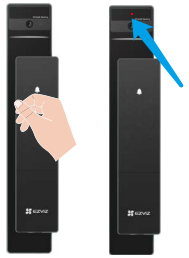
Icon	Unlock Method
	Face recognition unlock
	Fingerprint unlock
	Passcode unlock
	Mechanical key unlock
	Bluetooth key unlock
	Remote unlock

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

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

1. Face Recognition Unlock

Automatically triggered
When the face is close to the detection range of the lock, the lock will automatically recognize the face and unlock the door.
Manually triggered
You need to touch the keypad to activate the lock in order to trigger the face recognition function. In face recognition mode, the face recognition IR light will flash, as shown in the figure below.



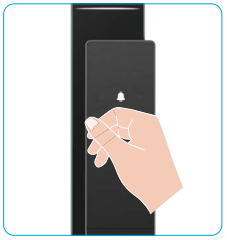
2. Fingerprint Unlock

Put your finger on the fingerprint reader, the lock will verify the fingerprint and unlock the door.

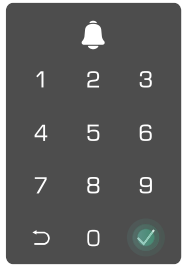
3. Passcode Unlock

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

❶ Touch to wake up the keypad.



❷ Enter the passcode and press √.

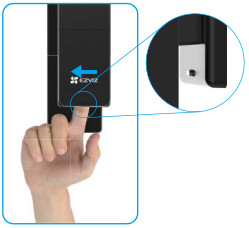


❸ The lock will verify the passcode and unlock the door.

4. Mechanical Key Unlock

Please keep the mechanical key properly for further use.

❶ Slide the Button to open the cover of the mechanical keyhole.



❷ Insert the key and rotate it, the door will be unlocked.

Multiple locking Methods

1. Outside locking

When the door is opened from the inside, the “√” on the front panel’s keypad will light up, and press “√” to confirm the locking.

2. Inside locking

After closing the door, press the “electronic locking button” on the rear panel to confirm the locking.

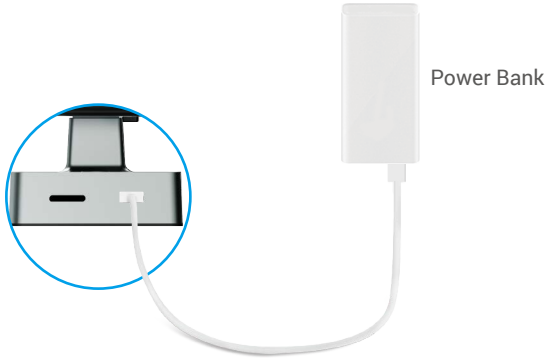
3. Countdown locking

Open the “countdown locking” function in the EZVIZ app. After this function is enabled, the door lock will automatically lock after the countdown ends.

Operation and Management

1. Emergency Unlock

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



2. Alarms

1. Anti-tamper Alarm
   Once being dismantled by force, the lock will send out alarm lasting about one minute.

2. System Locked Alarm
   Verify with wrong fingerprint, passcode or card 5 times in a row, the system will be locked for 3 minutes.

3. Low Battery Warning
   Once battery voltage is low, the voice prompt will remind you to charge battery.

3. Restore to Factory Settings

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

Operations on the EZVIZ App

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

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

Parameter	Description
Battery	You can see the battery remaining capacity here.
Signal	You can see the Wi-Fi signal strength of the lock here.
Bluetooth	You can see the Bluetooth connection status.
Live	Tap to view the of the outdoor video.
Bluetooth Unlock	Tap to unlock the lock via Bluetooth.
User Management	You can tap to manage the users here. After adding a user, you can also add unlocking methods for that user, such as fingerprint, digital passcode, proximity card, and duress passcode. Please note that the unlocking method needs to operate on the lock.
Temporary Passcode	Tap to generate a temporary access code for visitors to open the door.
Bluetooth Key	Tap to generate a Bluetooth pairing code for visitors to open/lock the door via Bluetooth.
All Events	Check all events happened to the lock.

Maintenance

1. Daily Maintenance

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

2. FAQ

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

Problem	Cause	Solution
Door cannot be opened normally through verifications by face recognition， fingerprint, or passcode.	Lock installation issue	Please have professionals recheck the installation.
	User authority is not within the validity period	Please use fingerprints, passcodes or cards of other users, or update the user validity period through EZVIZ app.
Door cannot be opened with mechanical key	Incorrect mechanical key	Use the correct mechanical key.
	Lock cylinder is damaged	After opening the door, please have professionals check and replace damaged components.
	The mechanical key cannot be fully inserted.	
No response from fingerprint reader	Fingerprint reader is damaged.	Please have professionals recheck the installation.
The lock is always open.	Installation error.	Please have professionals recheck the replacement.
	Clutch is damaged.	Please have professionals recheck the installation.
Door cannot be opened with the handle on the rear panel.	Installation issue	Please enable your mobile phone Bluetooth and try to connect again
Unable to connect your mobile phone Bluetooth.	Mobile phone Bluetooth is disabled	Please enable your mobile phone Bluetooth and try to connect again.
	The distance between the lock and your mobile phone is out of Bluetooth range (50 m)	Please get closer to the door lock for retry.
	Incorrect Pairing code	Please enter the correct pairing code. A. By default, the pairing code is 0 plus the last 5 digits of the serial number. B. Otherwise the pairing code is customized. If the pairing code is forgotten, clear the pairing information (refer to Clear Bluetooth Pairing Information). The pairing code will then be restored to the default value and can be used for connection.
	Other reasons	a. Try again after restarting the Mobile phone Bluetooth. b. Try again after exiting and re-entering the EZVIZ app. c. Clear the pairing information (refer to Clear Bluetooth Pairing Information), and then try again after operate to forget the pairing information between your phone and the lock.

Problem	Cause	Solution
Users and human face, fingerprints, passcodes cannot be added on the EZVIZ app.	The network environment is unstable	Please connect the lock Bluetooth first, then add them in the user management on the EZVIZ app
The device is often offline.	Your mobile phone is not connected to the lock Bluetooth	Please change to a stable network signal
Fast battery power consumption.	Network environment is unstable	Please turn off the Wi-Fi switch on EZVIZ app
		Please change to a stable network signal

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

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

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

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

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

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

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

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

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

Appendix

1. Rechargeable Lithium ion Battery

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

Hazardous Ingredients (Chemical Name)	CAS No.	Concentration Ranges	Chemical Formula
Lithium nickel cobalt manganate	182442-95-1	33.07%	NCM
Lithium manganate	12057-17-9	14.17%	$LiMn_2O_4$
Nanotubes	1333-86-4	0.72%	CNT
Polyvinylidene fluorde	24937-79-9	0.75%	PVDF
Aluminum Foil	7429-90-5	5.02%	Al
Copper Foil	7440-50-8	6.99%	Cu
Graphite	7782-42-5	21.46%	C
Super P	7782-42-5	0.47%	S-P
Styrene Butadiene rubber	61789-96-6	0.82%	SBR
Carboxymethylcellulose Sodium	9000-11-7	0.34%	CMC
Polypropylene	9002-88-4	0.30%	$(C_2H_4)n$
Lead	7439-92-1	Not Detected	Pb
Cadmium	7440-43-9	Not Detected	Cd
Mercury	7439-97-36	Not Detected	Hg

2. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.
2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.
3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.
4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.
5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.