

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.

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

Instruction.....	1
Packing List	2
Overview	3
1. Front Panel.....	3
2. Rear Panel.....	4
Installation	6
1. View Installation Video	6
2. Fully Charge the Battery	6
Install Battery	7
Set the Direction of Door Opening.....	7
Create a New Administrator.....	8
Get the EZVIZ App	8
Add the Lock to EZVIZ	8
Lock Settings	9
1. Select Lock Body Type	9
2. Voice Prompt Language	9
3. Keypad.....	9
4. Add Administrator/User.....	10
5. Add Human face.....	10
6. Add Palm Vein.....	11
7. Add Fingerprint	12
8. Add Passcode	12
9. Delete Administrators/Users	12
Multiple Unlock Methods.....	13
1. Face Recognition Unlock	13
2. Palm Vein Recognition Unlock.....	14
3. Fingerprint Unlock.....	14
4. Passcode Unlock.....	14
5. Mechanical Key Unlock	15
6. Synchronized Unlock.....	15
7. One-time Passcode	15

Multiple Lock Methods	16
Operation and Management.....	16
1. Emergency Unlock.....	16
2. Alarms	16
3. Privacy Mode	16
4. Door Sensor and Remote Controller Management	17
5. One-time Mute Function.....	17
6. Restore to Factory Settings	17
Operations on the EZVIZ App.....	18
Maintenance	19
1. Daily Maintenance.....	19
2. FAQ	19
Appendix	21
1. Rechargeable Lithium ion Battery.....	21
2. INFORMATION FOR PRIVATE HOUSEHOLDS	21
Initiatives on the Use of Video Products	22

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 template 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 initialization is 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 palm veins, 50 fingerprints, and 50 passcodes.

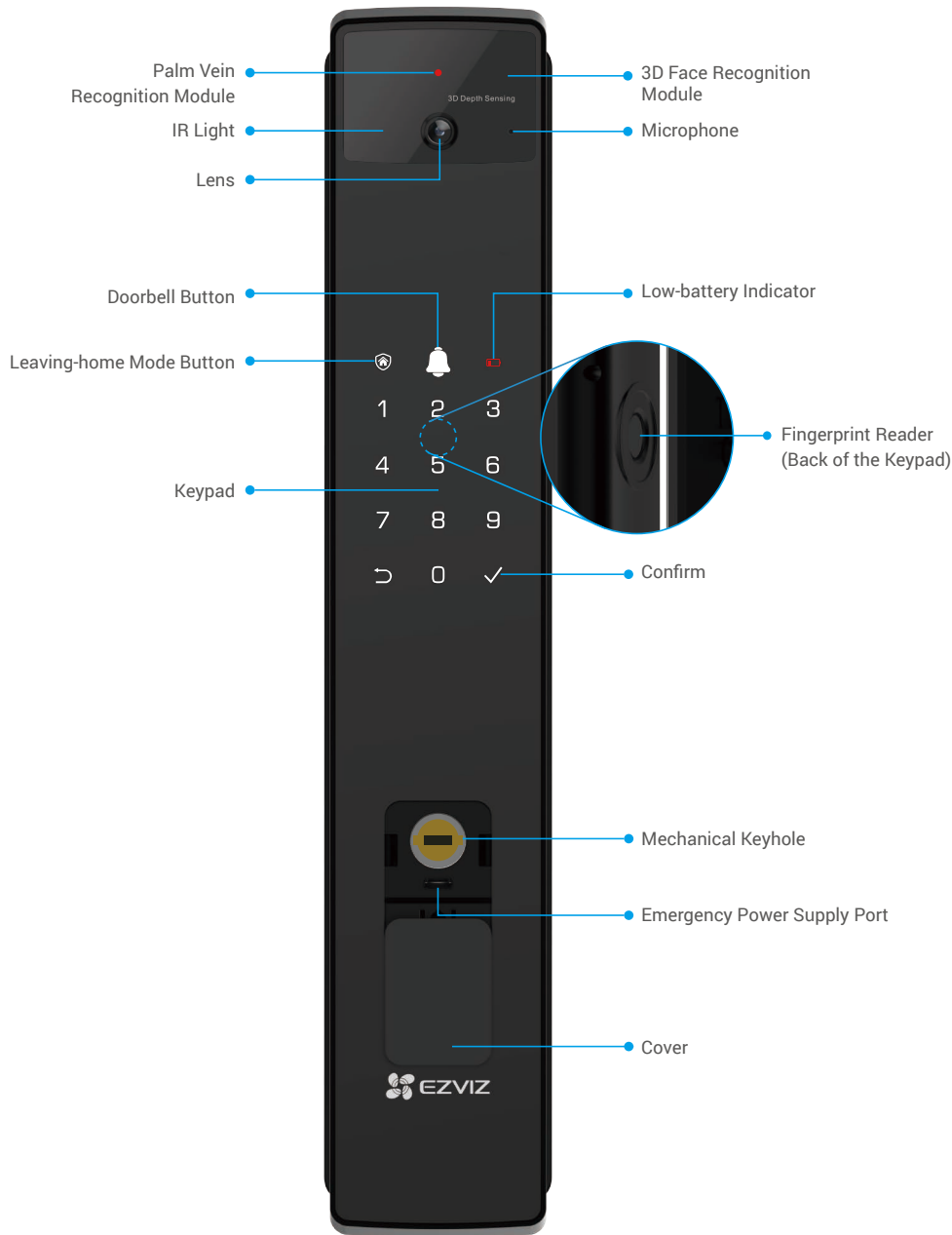
Packing List

NO.	Part Name	Quantity
1	Front Panel	×1
2	Rear Panel	×1
3	Hole Template	×1
4	Lock Body	×1
5	Lock Body Screw Bag	×1
6	Standard Screw Bag	×1
7	Lock Body Retainer Box (For 6068 Version)	×1
8	Battery	×1
9	Battery Slot Cover	×1
10	Key Bag	×1
11	Square Rod (For 6068 Version)	×1
12	Bumper Pad	×1
13	Sticker	×1
14	Regulatory Information	×1
15	Quick Start Guide	×2

 This manual applies to both the 6068 and 5085 version, with illustrations based on 6068 lock body, due to the similarity in functionality.

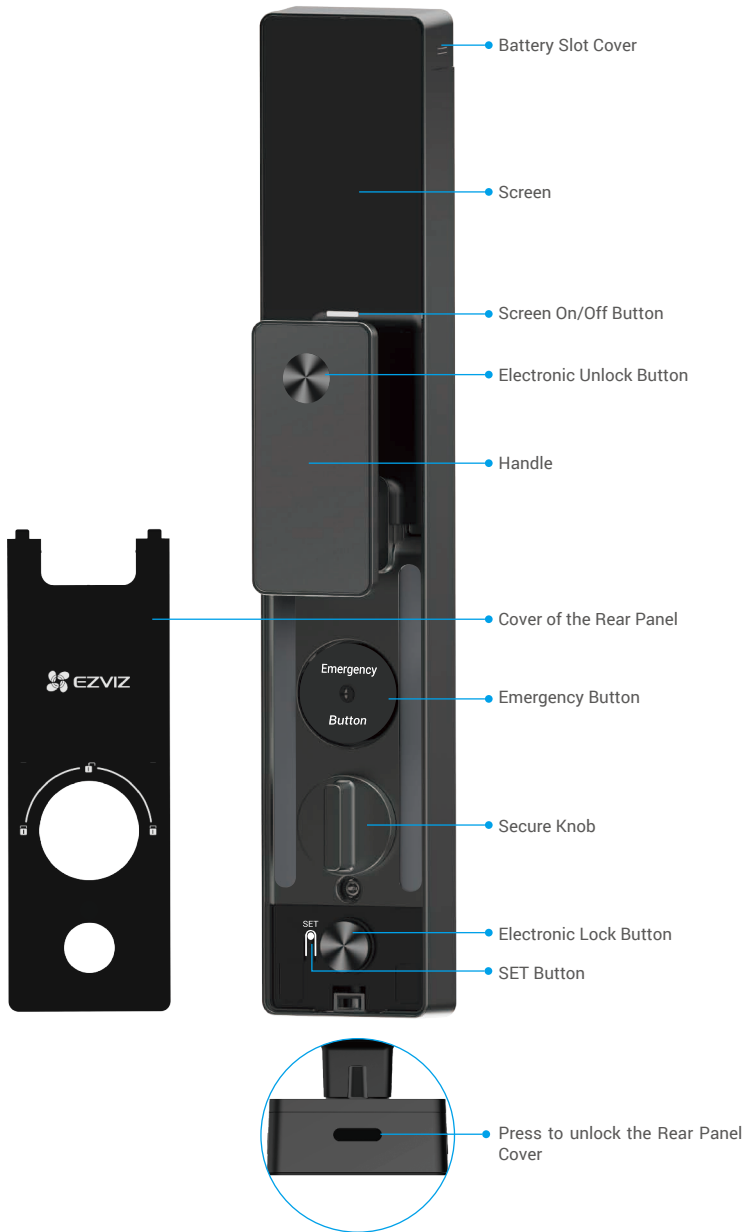
Overview

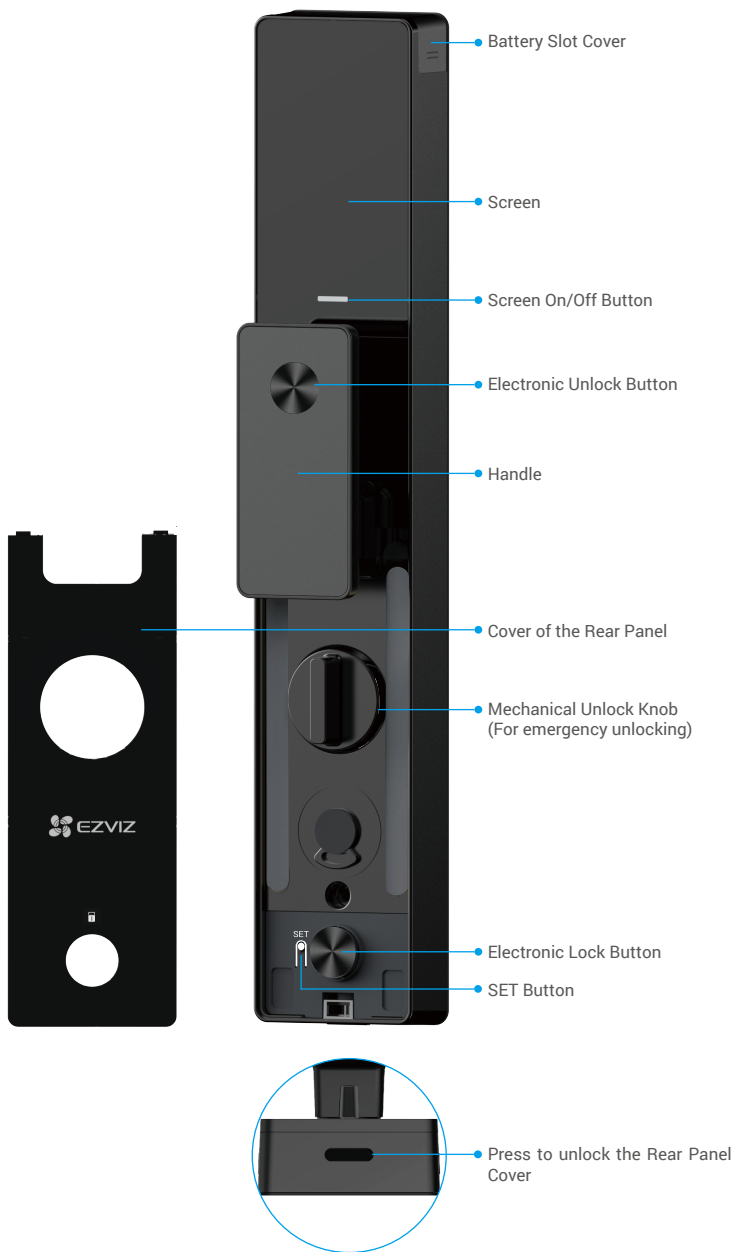
1. Front Panel



2. Rear Panel

• 6068 Version





Installation

1. View Installation Video

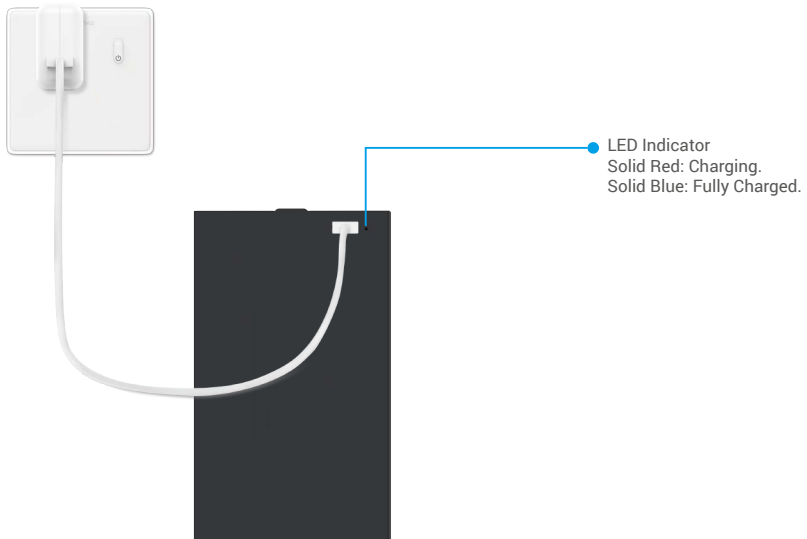
Please tap  to watch the installation video.



2. Fully Charge the Battery

- 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.

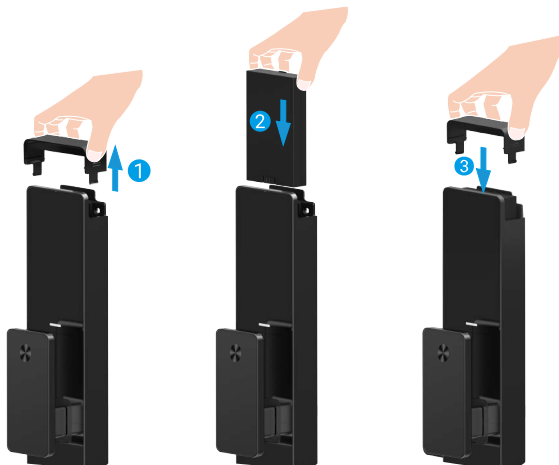
Connect the battery (included in the package) to a power outlet via power adapter (DC5V 2A, purchase separately).



Install Battery

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

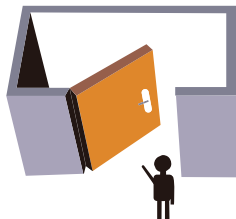
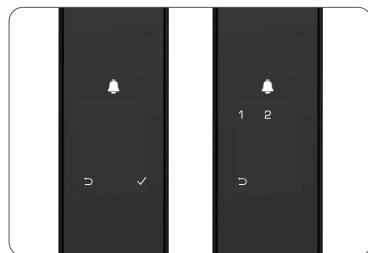
 Please insert the battery with the charging port of the battery facing the door.



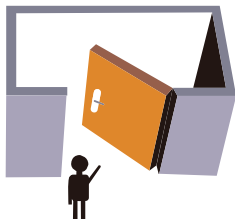
Set the Direction of Door Opening

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

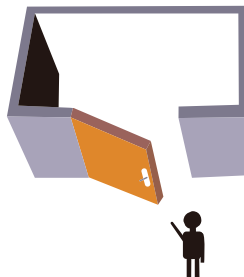
1. Press "√".
2. "1" "2" on the keypad light up.
 - Press "1" to set the door to "right-opening".
 - Press "2" to set the door to "left-opening".



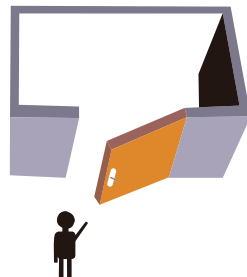
Left Inward Opening



Right Inward Opening



Left Outward Opening



Right Outward Opening

Create a New Administrator

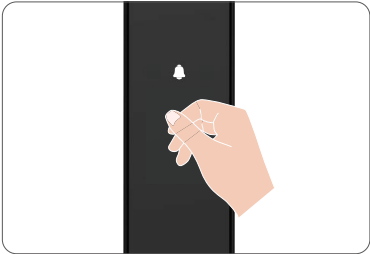
Please follow the voice prompt to create the first administrator.

1. Touch the keypad area to activate the lock.
 2. "↵" "✓" on keypad light up. Press "↵" to exit and press "✓" to add an administrator.
 3. Enter a passcode with 6-10 digits, and press "✓" to confirm.
 4. Enter the passcode again, and press "✓" to confirm.
- i

6-10 consecutive or repeated numbers are not allowed.

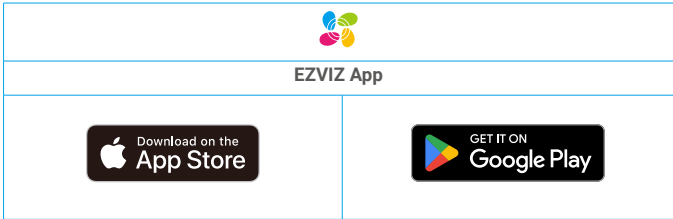
• 6-10 consecutive digits, such as 123456/654321.

• 6-10 repeated digits, such as 111111.



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.



- 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.

Add the Lock to EZVIZ

- i

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 app by following steps:

1. Log in to your EZVIZ app account.
2. On the Home screen, tap "+" in 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. Remove the cover of the rear panel, press and hold the SET button until the lock sends a voice prompt and the QR code is displayed on the screen, 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 and add the lock to EZVIZ app account.



Lock Settings

After adding the lock, you can set the lock in the EZVIZ app.

- Before setting, please ensure you have added an administrator.
- Please remove protective film from lock before the first use.
- After waking up the keypad area, it will automatically turn off after approximately 20 seconds if no operation is detected.

1. Select Lock Body Type

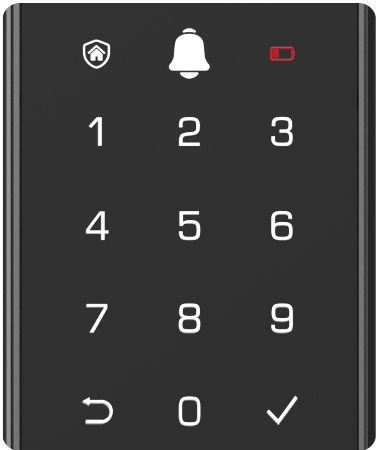
Select the lock body type in the EZVIZ app. Please go to "Settings > Device Information > Lock Body Type" to select a lock body type and tap "Done".

- Lock Body with Sensor: Specifically refers to 6068 version.
- Lock Body without Sensor: Specifically refers to 5085 version.

2. Voice Prompt Language

Select the language of the lock's voice prompt in the EZVIZ app. Please go to "Settings > Device Information > Language" to select a language and tap "Save".

3. Keypad

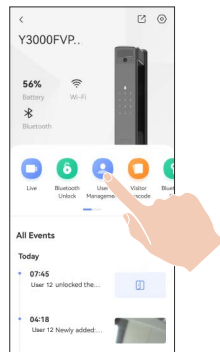


Icon	Description
	number key
	cancel, return or exit
	confirm
	leaving-home mode
	doorbell
	low-battery indicator

4. Add Administrator/User

i Users can only unlock the door after unlock method is configured.

1. Enable the Bluetooth on your mobile phone.
2. Log in to your EZVIZ app account.
3. On the device Homepage, tap "User Management > Add user" to add an administrator or user.



5. Add Human face

i Add up to 3 human faces per user.

1. Log in to your EZVIZ app account.
2. On the device Homepage, tap "User Management" and select an administrator or user.
3. Tap "Face key" and follow the voice prompt and the following instructions carefully to add your face.

- i** • 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.

- 1** Please look straight at the lock.
- 2** Please raise the head slightly.
- 3** Please lower the head slightly.



- 4** Please slightly turn to left.
- 5** Please slightly turn to right.
- 6** Operation successful.

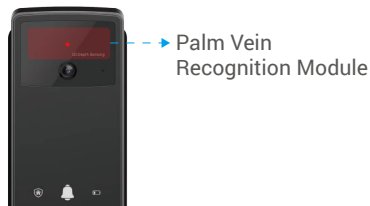
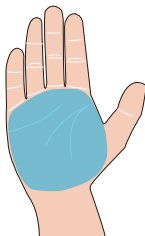


6. Add Palm Vein

i Add up to 2 palm vein keys per user.

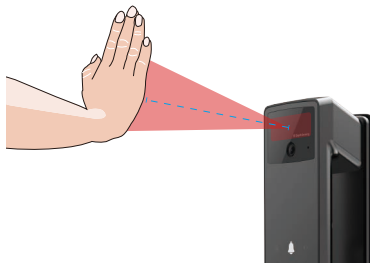
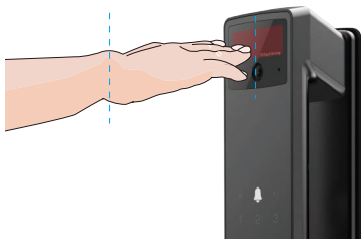
1. Log in to your EZVIZ app account.
2. On the device Homepage, tap "User Management" and select an administrator or user.
3. Tap "Palm Vein" and follow the voice prompt and the following instructions carefully to add your palm vein.

- 1** The valid area for palm vein recognition is the center of the palm.
- 2** When the red light at the upper part of the lock turns on, you can start adding or recognizing.



- 3** It is recommended to keep your palm vertically with the front panel and touch the red light in the palm vein recognition module.
- 4** Lift your palm to align the palm with the red light, with your palm naturally relaxed, and start adding or recognizing.

- i** Keep your palm at a distance of about 20cm.
A child's palm can be at a properly closer distance of about 10cm.

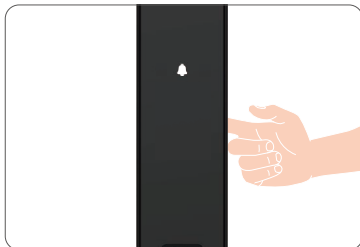


7. Add Fingerprint

- Add up to 5 fingerprints per user.
- Place your finger to fully cover the fingerprint reader, avoiding excessive pressure or tilted angles.

1. Log in to your EZVIZ app account.
2. On the device Homepage, tap "User Management" and select an administrator or user.
3. Tap "Fingerprint" and follow the lock's voice prompt to add a fingerprint.

- Follow the steps above to add a duress fingerprint. In a dangerous situation, you can unlock the door through duress fingerprint and the lock will send an alarm to the mobile phone of your family members or friends, provided you have already shared device with them.

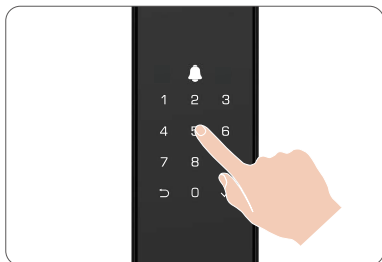


8. Add Passcode

- Add up to 1 passcode per user.

1. Log in to your EZVIZ app account.
2. On the device Homepage, tap "User Management" and select an administrator or user.
3. Tap "Digital code". When the keypad of the front panel lights up, enter a passcode with 6-10 digits. When the passcode input key ≥ 6 digits, "✓" lights up at this time, press "✓" to confirm.
4. Repeat the passcode once again, press "✓" to confirm, accompanied by a success beep, the passcode is successfully added.

- Follow the steps above to add a duress passcode. In a dangerous situation, you can unlock the door through duress passcode and the lock will send an alarm to the mobile phone of your family members or friends, provided you have already shared device with them.



- 6-10 consecutive or repeated numbers are not allowed.
- 6-10 consecutive digits, such as 123456/654321.
- 6-10 repeated digits, such as 111111.

9. Delete Administrators/Users

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app account.
2. On the device Homepage, tap "User Management" and select an administrator or user.
3. Tap "Delete user" to delete the administrator or user.

- The last administrator can not be deleted.

Multiple Unlock Methods

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

1. Face Recognition Unlock

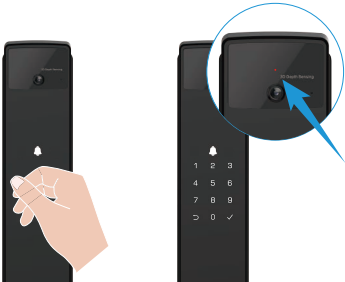
Automatically triggered

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

Touch the keypad to activate the lock and then the red light will flash, as shown in the figure. Stand at the detection range of the lock and the lock will automatically recognize the face and unlock the door.

 You can change the triggering mode in the EZVIZ app.



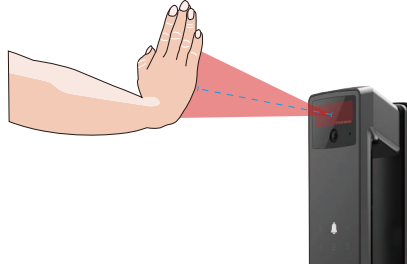
2. Palm Vein Recognition Unlock

Automatically triggered

Hold your palm 20cm in front of the palm vein recognition module, the lock will automatically recognize the palm vein and unlock the door.

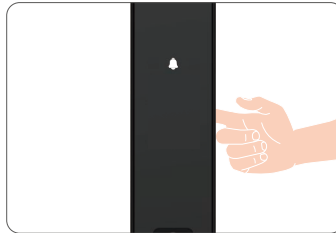
Manually triggered

Touch the keypad to activate the lock and then hold your palm 20cm in front of the palm vein recognition module, the lock will automatically recognize the palm vein and unlock the door.



3. Fingerprint Unlock

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

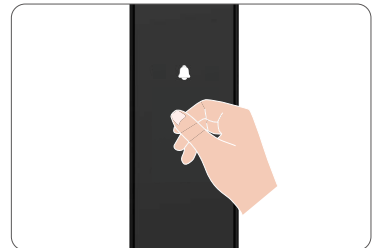


4. Passcode Unlock



- The lock supports Anti-peeping Passcode: simply add random digits before or after your passcode to prevent others from guessing it-your door will still unlock.
- For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.

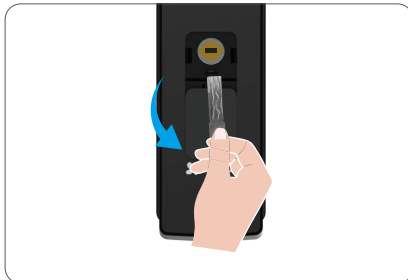
1. Touch the keypad area to activate the lock.
2. Enter your passcode, and press "✓" to confirm.
3. The lock will verify the passcode and unlock the door.



5. Mechanical Key Unlock

i Please keep the mechanical key properly for further use.

1. Open the cover of the mechanical keyhole.
2. Insert the mechanical key and rotate it, the door will be unlocked.



6. Synchronized Unlock

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

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

Enable the Synchronized Unlock:

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

- i** • When the Function is enabled, unlocking the door from outside will simultaneously unlock the linked lock.
- Open the door with linked lock within 10 seconds (default unlock duration), otherwise it will automatically relock.
- The synchronization duration can be adjusted via the EZVIZ App.

7. One-time Passcode

You can create a one-time passcode for visitors.

- i** • The one-time passcode will take effect immediately after generation.
- Once enabled, one-time passcodes can be generated even when the lock is offline.

Multiple Lock Methods

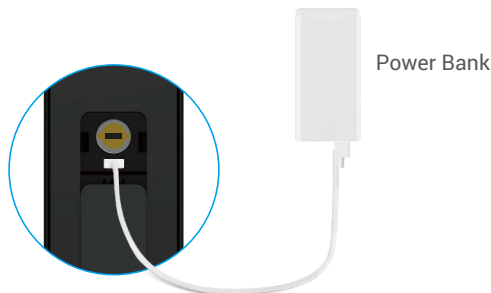
1. Outside Lock: When the door is opened from the inside, the “√” on the front panel's keypad will light up, and press “√” to confirm the locking.
2. Inside Lock: After closing the door, press the “Electronic Button” on the rear panel to confirm the locking.
3. Countdown Lock: Enable “Countdown Locking” in the EZVIZ app. When enabled, the door will automatically lock after the countdown ends.
4. The door automatically locks after closing (only supported by locks with sensor lock body).

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.

 Video is unavailable when battery power drops below 20%.



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 face, palm vein, fingerprint or passcode 5 times in a row, the system will be locked for 3 minutes. You can unlock it in the EZVIZ app. To disable the function, please go to Settings > Privacy Settings > Trial and error locking in the EZVIZ app.

3. Low Battery Warning

Once battery voltage is low, the voice prompt will remind you to charge battery.

3. Privacy Mode

When you enable the privacy mode, the door can only be unlocked with the administrator's authentication key, or the mechanical key. And the lock will mute at the same time. To enable/disable the mode, please go to Settings > Privacy Settings > Privacy Mode.

 After privacy mode is enabled, only administrator can unlock the door.

4. Door Sensor and Remote Controller Management

You can add accessories such as Bluetooth door sensor and remote controller to the lock to control it. To add accessories, please go to Settings > Accessory Management.

- Bluetooth Door Sensor: Once added, you can view the door status detected by the door sensor on the lock's homepage.
- Bluetooth Remote Controller: Once added, you can unlock the door with the remote controller.

5. One-time Mute Function

1. Touch the keypad area to wake up the keypad.
 2. Press and hold "0" until the keypad flashes twice to indicate the function is on.
- When the one-time mute function is enabled, the lock goes into silent mode.
 - The lock will automatically exit this mode when the lock is under sleep mode.

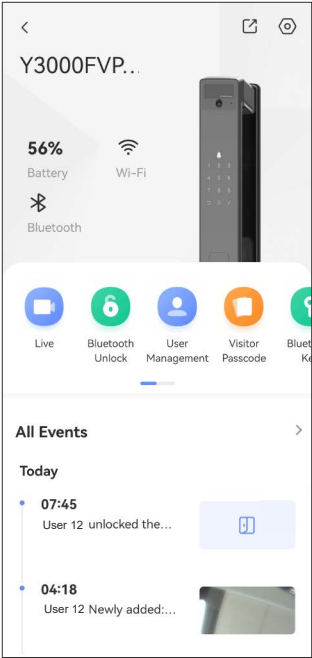
6. Restore to Factory Settings

1. Remove the battery cover of rear panel and take out the battery.
2. Press the SET button for 5 seconds, meanwhile put the battery back into the 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
	Tap the icon to view or change the device settings.
Battery	You can see the battery remaining capacity here.
Wi-Fi	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 outdoor video.
Bluetooth Unlock/Unlock	Tap to unlock the lock via Bluetooth/remote unlock.  To remotely unlock the door, please disable the Bluetooth and enable Remote Unlock in Settings > Unlock Settings.
User Management	You can tap to manage the users here.
Visitor Passcode	Tap to generate one-time passcode or periodic passcode for visitors.
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 clean the lock body with disinfectants, as this may cause damage.
- 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.
- 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

Problem	Cause	Solution
Door cannot be opened normally through verifications by face recognition, palm vein, fingerprint, or passcode.	Lock installation issue	Please have professionals recheck the installation.
	User authority is not within the validity period.	Please use face, palm vein, fingerprints or passcodes 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 have professionals recheck the installation.

Problem	Cause	Solution
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 and try again.
	Other reasons	a. Try again after restarting the Mobile phone Bluetooth. b. Try again after exiting and re-entering the EZVIZ app.
Users, palm vein, fingerprints and 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.	The lock is not connected to the network.	Please connect the lock to a network with better and more stable signal.
Fast battery power consumption.	Network environment is unstable.	Please turn off the Wi-Fi switch on EZVIZ app.
		Please change to a stable network signal.

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

1. Rechargeable Lithium ion Battery

The battery type of the device: Portable battery.

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 ₂ O ₄
Nanotubes	1333-86-4	0.72%	CNT
Polyvinylidene fluoride	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 ₂ H 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.

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.