

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 - December, 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

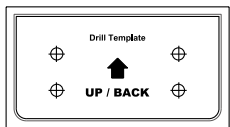
Overview	1
1. Package Contents	1
2. Basics	1
Setup.....	3
1. Get the EZVIZ App.....	3
2. Power on the Camera.....	4
Add Camera to EZVIZ	4
Option A: Wi-Fi Setup	4
Option B: 4G Setup	5
Camera Installation	6
1. Install microSD Card (Optional)	6
2. Charge the Camera	6
3. Choose an Installation Location.....	7
4. Installation Procedure	8
View Your Device	11
1. Live View.....	11
2. Settings.....	12
EZVIZ Connect.....	13
1. Use Amazon Alexa.....	13
2. Use Google Assistant	14
FAQ	15
Initiatives on the Use of Video Products.....	16

Overview

1. Package Contents



Camera (×1)



Drill Template (×1)



Power Cable (×1)



Screw Kit (×1)

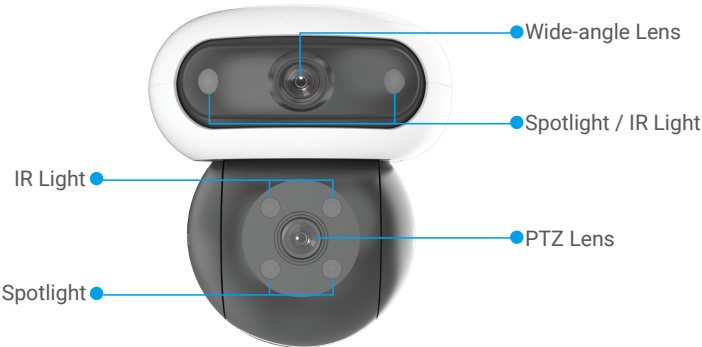


Regulatory Information (×1)

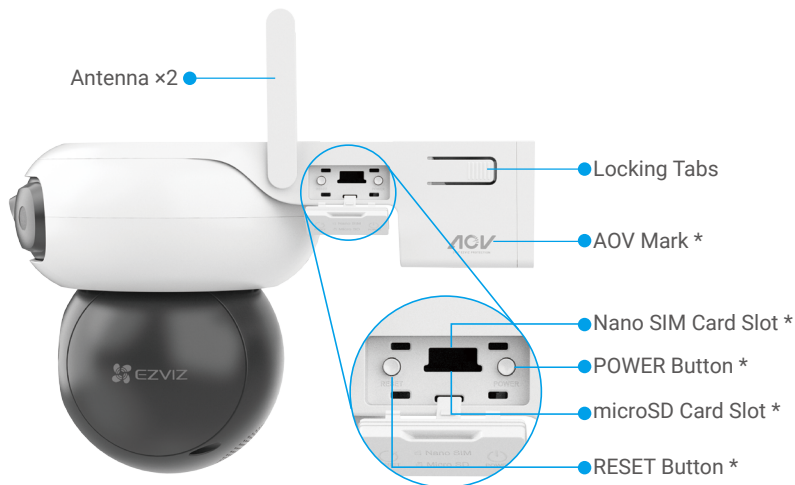


Quick Start Guide (×1)

2. Basics

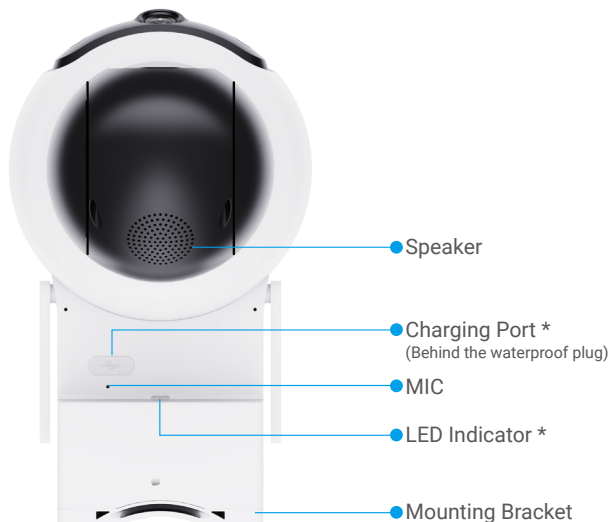


Front View



Right View

Name	Description
AOV Mark	It means the device is equipped with EZVIZ's latest Always-On Video (AOV) feature to enable 24/7 recording on a battery-powered camera for extended peace of mind.
Nano SIM Card Slot	Insert a valid Nano SIM card (purchase separately) into the card slot.
POWER Button	• Power on: Press and hold for 2 seconds. • Power off: Press and hold for 4 seconds.
microSD Card Slot	• Insert a microSD card (purchase separately) into the card slot. Initialize the card in the EZVIZ app before using it. • Recommended compatibility: Class 10, maximum space 512GB.
RESET Button	When the camera is working, press and hold the button for 4 seconds to restart and set all parameters to default.



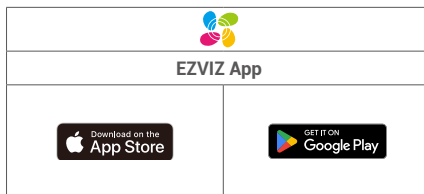
Bottom View

Name	Description
Charging Port	For charging the camera.
LED Indicator	■ Solid Blue: Camera starting up or being live viewed in the EZVIZ app.
	● ● Slow-flashing Blue: Camera running properly.
	● ● ● Fast-flashing Blue: Camera ready for network configuration.
	● ● Slow-flashing Red: Network exception.
	● ● ● Fast-flashing Red: Camera exception. / Battery low.
	■ Solid Green: Camera fully charged.
	● ● Slow-flashing Green: Camera in charging.

Setup

1. Get the EZVIZ App

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



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.

2. Power on the Camera

1. Open the cover on the camera.
2. Press and hold the POWER button for 2 seconds to power on.



3. Reattach the cover.

Add Camera to EZVIZ

Connect the camera to a Wi-Fi or 4G network, then add it to the EZVIZ app.

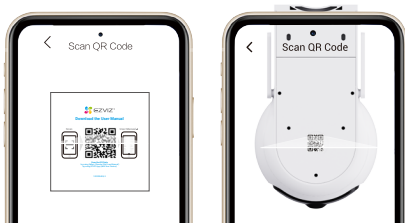
- Wi-Fi configuration: Configure Wi-Fi settings. Refer to "[Option A: Wi-Fi Setup](#)".
- 4G connection: Activate 4G connection via SIM card. Refer to "[Option B: 4G Setup](#)".

i Network priority: Wi-Fi > 4G network.

Option A: Wi-Fi Setup

i Please connect your camera to the Wi-Fi to which your mobile phone has been connected.

1. Log in to your account using the EZVIZ app.
2. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
3. Scan the QR code on the Quick Start Guide cover or on the body of the camera.



i You can also directly enter the device SN for adding.

4. Tap "Wi-Fi Network" and follow the EZVIZ app wizard to complete Wi-Fi configuration and add the camera to your EZVIZ account.

i It is recommended to enable the 4G network to keep the camera always online (For 4G network connection, please refer to "Option B: 4G Setup"). Please note that this operation may consume a small amount of cellular data.

Option B: 4G Setup

- Using a 4G network may incur data charges. It is recommended to monitor your data usage regularly in Network Settings -> 4G Network.

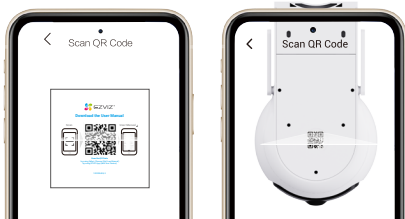
- Open the cover on the camera.
- Insert a 4G Nano SIM card (purchase separately) into the Nano SIM card slot as shown in the figure below.



- Reattach the cover.

- After a Nano SIM card is installed, the camera will be automatically connected to 4G network. When you hear the voice prompt "Platform registration successful", it means the camera has connected to the 4G network successfully.

- Log in to your account using the EZVIZ app.
- On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
- Scan the QR code on the Quick Start Guide cover or on the body of the camera.



- You can also directly enter the device SN for adding.

- Follow the EZVIZ app wizard to add the camera to your EZVIZ account.

- If the camera still prompts "Connection failed", tap APN Network Settings in Network Settings interface and follow the app wizard to finish the APN Configuration. (For APN information, please liaise with your carrier.)

Camera Installation

1. Install microSD Card (Optional)

1. Open the cover on the camera.
2. Insert a microSD card (purchase separately) into the card slot.



3. Reattach the cover.

- After installing a microSD card, please follow the steps below to initialize the card in the EZVIZ app before using it.
 1. In the EZVIZ app, tap Record List in the Device Settings interface to check the SD card status.
 1. If the microSD card status shows as Uninitialized, tap to initialize it. The status will then change to In Use, allowing videos to be stored.

2. Charge the Camera

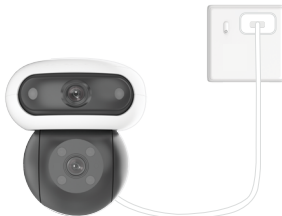
For initial use, it is recommended to fully charge the device. You can charge it by connecting to a power outlet, or to a solar panel or solar panel with battery storage.

- Please do not charge the camera when the temperature exceeds 50°C or falls below 0°C.
- When charging, the camera will be automatically turned on.

Option 1

Connect the camera to a power outlet with a power adapter (DC5V 2A, purchase separately) for charging.

- It is not allowed to charge the camera with power adapter outdoors.
- Remove the camera from the installation location before charging with a power adapter.
- For disconnection from power supply, unplug the power connector from the device.



Option 2

Connect the camera to a solar panel for charging.

- i If you purchased the kit, the solar panel is provided together with the camera, otherwise, the solar panel is purchased separately.



Option 3

Connect the camera to a solar panel with battery storage (purchase separately) for charging.



3. Choose an Installation Location

Choose a location with a clear, unblocked field of view and with a good wireless signal. Please keep the following tips in mind.

- Make sure the wall is strong enough to withstand three times the weight of the camera.
- Recommended installation height: 8.2 - 9.84 feet (2.5 - 3 m) above the ground.



Important Notes on Reducing Too Many Alarms:

- Do not install the camera under strong light conditions, including sunshine, bright lamp lights, etc.
- Do not install the camera near any outlets, including the air conditioner vents, humidifier outlets, the heat transfer vents of projectors, etc.
- Do not install the camera at places with strong wind.
- Do not install the camera in front of a mirror.
- Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones to avoid wireless interference.

4. Installation Procedure

The camera can be wall mounted, ceiling mounted, and pole mounted.

Press the locking tabs on both sides of the mounting bracket, while gently pulling the mounting bracket outward with your other hand to release it.



Ceiling/Wall Mount

1. Remove the protective film from the lens.
2. Stick the drill template onto a clean and flat surface.
3. (For cement ceiling/wall only) Drill screw holes according to the template, and insert anchors.
4. Use screws (PA4×25) to fix the mounting bracket on the installation surface.
5. Install the camera onto the mounting bracket until you hear a click sound, which means the device body is completely assembled with the mounting bracket.

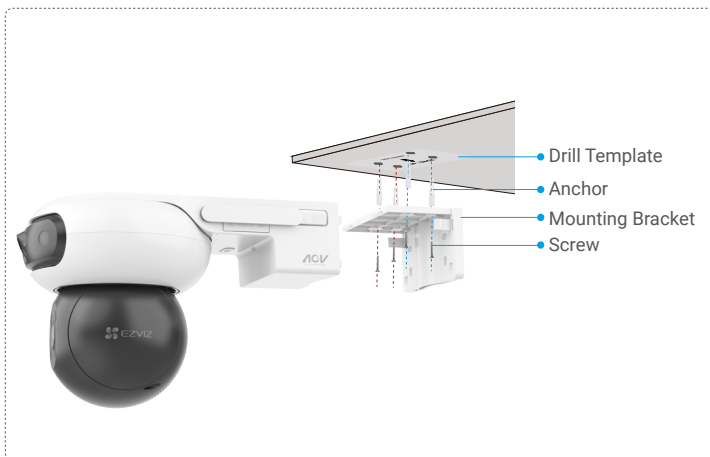


Fig. 1 Ceiling Mount

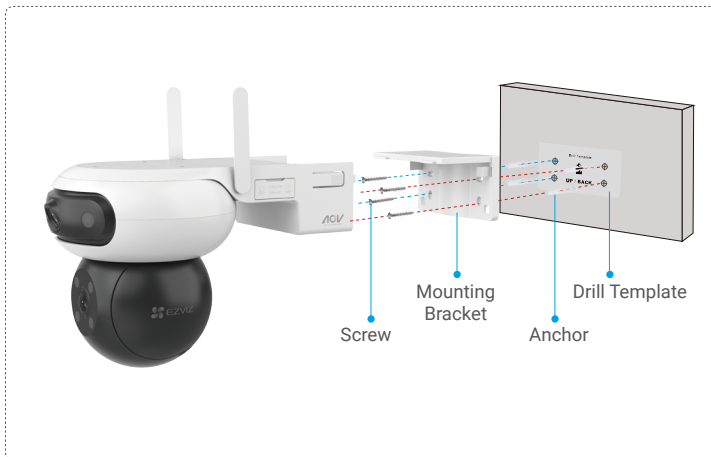
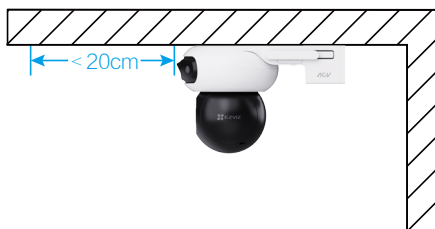


Fig. 2 Wall Mount

- i For ceiling mount, if the camera is installed under the eaves, we recommend that the distance between the camera and eaves should be less than 20cm to prevent wall reflections during nighttime, which could affect the monitoring effect of the camera.



For wall mount, we recommend that the distance between the camera and the wall should be more than 30cm to prevent wall reflections during nighttime, which could affect the monitoring effect of the camera.



Pole Mount

1. Remove the protective film from the lens.
2. Use a hoop (purchase separately) to fix the mounting bracket to a pole.
3. Install the camera onto the mounting bracket until you hear a click sound, which means the device body is completely assembled with the mounting bracket.

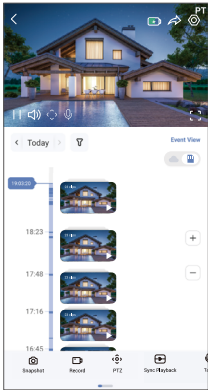


View Your Device

 The app interface may be different due to version update.

1. Live View

When you launch the EZVIZ app, the device 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 battery remaining capacity.
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	PTZ. Tap the four arrow buttons below the live view to adjust PTZ len, tap the left and right arrow buttons in live view to adjust the wide-angle len.
	Talk. Tap to talk with the people in front of the device.
	Sync Playback. Tap to view both wide-angle and PTZ lens images at the same time.
	Mono Play. Tap to select the wide-angle image or PTZ lens image, the live view will display the corresponding lens image only.
	View Where You Tap. Tap anywhere on the wide-angle image to automatically direct the PTZ lens to zoom into the selected area, capturing precise close-up details for enhanced monitoring.
	Definition. Tap to select a video resolution.
	Alarm. Tap the icon, and the device will make sounds and flash to deter intruders.
	Nearby Device. Tap to select available nearby devices for multi-screen live view.
	PiP. View the video displayed on top of another app you are using.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

2. Settings

Parameter	Description
Name	View or tap to customize the name of your device here.
Battery	You can see the battery remaining capacity here and choose the working mode of your device.
Linkage Settings	You can enable multi-lens linkage for your device.
Intelligent Detection	You can select between different detection types for your device.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set relevant audio parameters for your device.
Image Settings	You can set relevant image parameters for your device.
Light Settings	You can set relevant light parameters for your device.
PTZ Settings	You can set parameters of PTZ for your device, like human tracking, PTZ position calibration and PTZ preset here.
Record List	You can select between different recording types for your device and see the microSD card status here.
Privacy Settings	You can encrypt your videos with encryption password.
Network Settings	You can see the network connection status and configure the network for your device here.
Device Information	You can see the device information here, including the user guide.
Share Device	You can share the device to your family members or guests.
Restart Device	Tap to restart the camera.
Delete Device	Tap to delete the camera from EZVIZ app.

1. Use Amazon Alexa

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

Before you start, make sure that:

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

To Control EZVIZ devices with Amazon Alexa:

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

Voice Command

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function.

Once the device is found, you can control it with your voice. Speak simple commands to Alexa.

-  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.

Restart the smart device and re-discover on Alexa.

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

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

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

-  For details about countries where Amazon Alexa is available, see [Amazon Alexa's official website](#).

2. Use Google Assistant

With the Google Assistant, you can activate your EZVIZ device and watch live by speaking Google Assistant voice commands.

The following devices and apps are required:

1. A functional EZVIZ app.
2. In the EZVIZ app, turn off the "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. A TV with functional Chromecast connecting to it.
4. The Google Assistant app on your phone.

To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play™ and log into your Google account.
3. On the Myhome screen, tap "+" in 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:

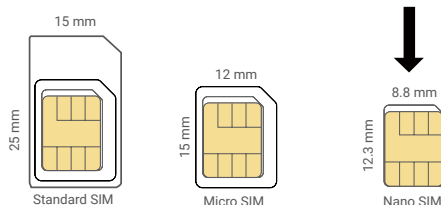
<https://support.google.com/googlehome/answer/7029485?co=GENIE.Platform%3DAndroid&hl=en>

FAQ

- Q : If the camera shows 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. If the camera is powered off, both video recordings will stop.

Q: What is a Nano SIM card?

A: Nano SIM cards measure 12.3 mm × 8.8 mm × 0.67 mm, making them the smallest of the three types.



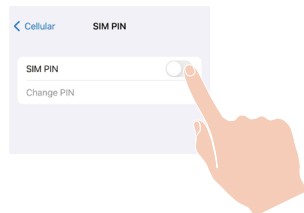
When the SIM card PIN is locked, it needs to be unlocked before being insert into the device.

Q : How to unlock the SIM PIN of my Nano SIM card?

A : Most SIM PINs can be set up to unlock your phone, as follows:

•For iOS system:

1. Insert your Nano SIM card.
2. On your phone, go to Settings -> Cellular -> SIMs -> SIM PIN.
3. Under SIM PIN, touch to disable the "SIM PIN" by entering PIN code.



•For Android system:

1. Insert your Nano SIM card.
2. On your phone, go to Settings -> Security -> More Settings -> SIM PIN.
3. Under SIM PIN, touch to disable the "SIM PIN" by entering PIN code.



If the SIM PIN cannot be unlocked or is invalid, please contact your carrier.

Q : Why does the device video frequently lag, freeze, or experience repeated Wi-Fi drops?

A : The currently connected Wi-Fi signal is weak or interfered with, resulting in unstable data transmission. It is recommended to switch the device to a 4G network.

1. Go to device Settings -> Network Settings, enable 4G Network and disable Wi-Fi Network.

i You can enable both 4G Network and Wi-Fi Network simultaneously. This improves the camera's network performance but may lead to increased power consumption.

2. Insert a 4G Nano SIM card into the Nano SIM card slot. (For detailed operations, please refer to ["Option B: 4G Setup"](#).)
3. When you hear the voice prompt "Platform registration successful", it means the camera has connected to the 4G network successfully.

Q : Why is the 4G network data consumed too quickly?

A : If your device is installed in a location with available Wi-Fi network, it is recommended to switch to Wi-Fi network to save data.

1. Go to device Settings -> Network Settings, enable Wi-Fi Network.
2. Tap "Not configured" to complete the Wi-Fi configuration by following the app wizard.

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

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.