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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, 2024

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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.
- Once initialized completed, the lock will clear all user information. After lock installation and configuration, please add fingerprint, passcode or card as needed.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace battery timely and pay attention to positive and negative poles.
- If you are away from home or have not used the lock for a long time, it is recommended to remove the battery to prolong the life of the lock.
- 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 proximity card. You should check the surrounding environment before unlocking and updating your passcode and proximity card settings on time as well in case of any danger of illegal stealing or copying of your unlocking information.
- For users with flat or thin fingerprint, it is recommended to use thumb to register fingerprint for inceasing success rate, and register more than one fingerprint each user. Each user supports a maximum of 5 fingerprints.
- For the Fingerprint-Card-Passcode-Version: The lock accommodates up to 50 fingerprints, 50 passcodes and 50 cards.
- For the Passcode-Version: The lock accommodates up to 50 passcodes.

Packing List

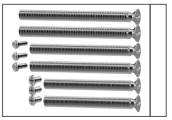
Fingerprint-Card-Passcode-Version

or

Passcode-Version

Front Panel (x1)

Rear Panel (x1)



Screw Kit (x1)

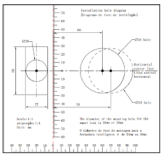
Mounting Bracket (x1)
(For front panel)

AA-sized Battery (x4)

* Proximity Card (x2)

Lock Cylinder Kit (x1)

Lock Body Kit(x1)



Hole Templet (x1)

Regulatory Information (x1)

Quick Start Guide (x1)

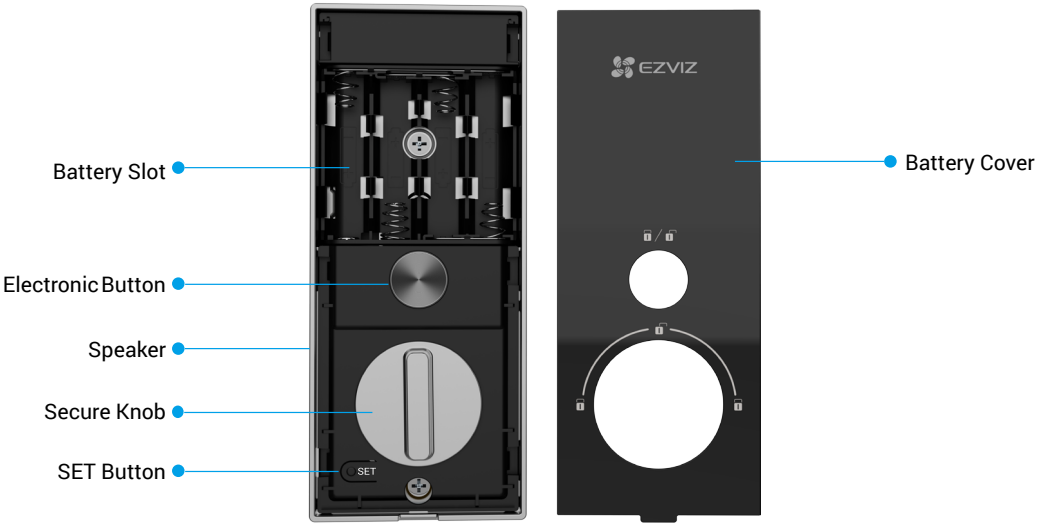
- The appearance of the Lock is subject to the actual one you have bought.
- The proximity cards are only included in the package of the Fingerprint-Card-Passcode-Version.

Overview

Here we take the Fingerprint-Card-Passcode-Version for example.

1. Front Panel

2. Rear Panel



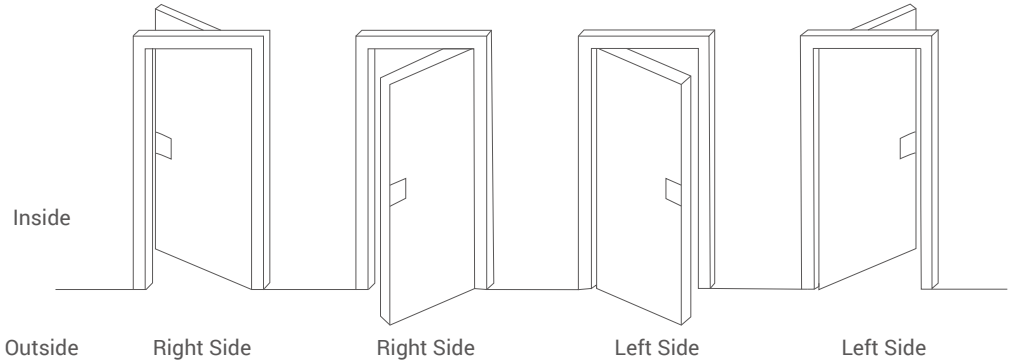
The appearance of the Lock is subject to the actual one you have bought.

Installation

1. Installation Scenarios

The lock can be installed on doors with a direction of opening to the left or right, in or out. It is placed inside the environment and check its scenario according to the following illustration.

Attention: The lock is not suitable for external environments. Be sure to install your lock in an internal environment, protecting it from the sun and rain.

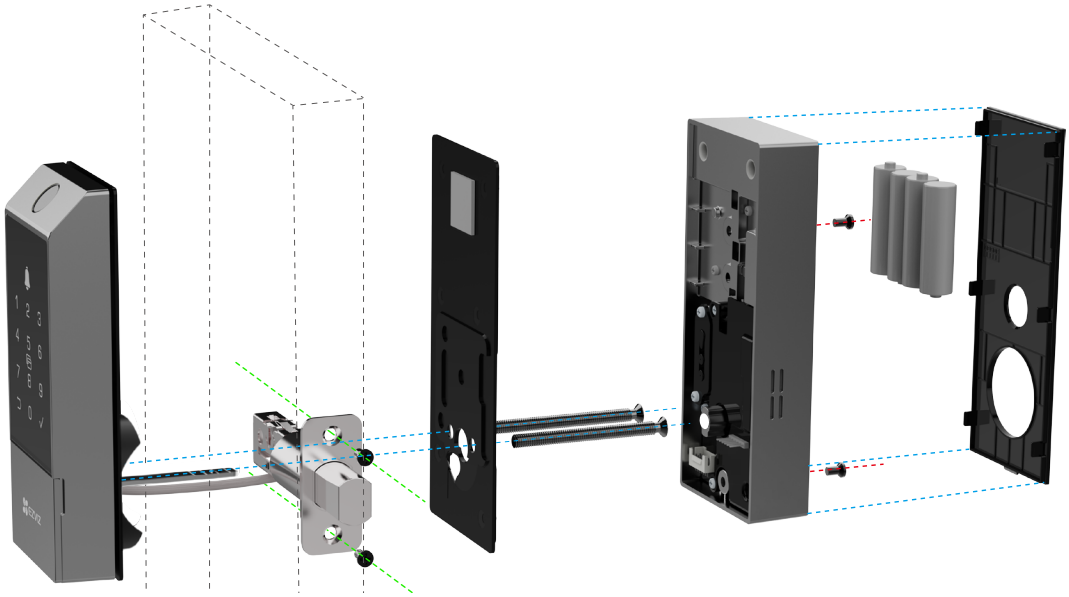


Important: Avoid installing the lock near the upper and lower extremities of the door to avoid the lever effect or hinder its full operation. This product does not replace your door handle. Follow the instructions below according to your installation scenario.

2. Installation Diagram

Suggestion: Carefully check the lock diagram in the drilling template.

To make the necessary perforations and install the equipment correctly, follow the process according to your installation scenario.



3. View Installation Video

Please tap to watch the installation video.

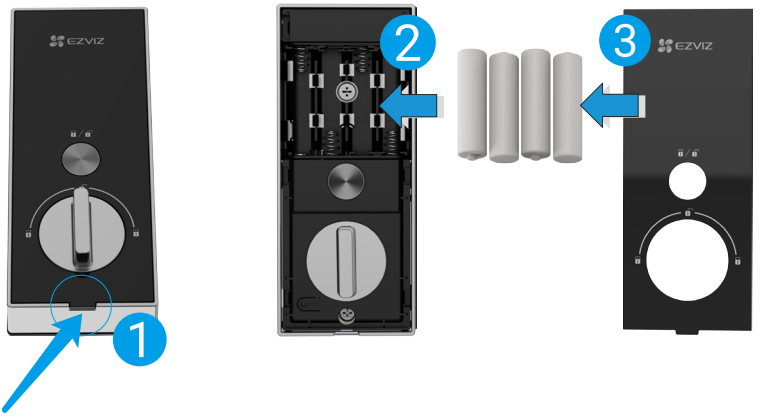
4. Install Completely

Inside the Door

Outside the Door

Install Battery

1. After installation, remove the cover of battery slot from the rear panel.
2. Install 4*AA-sized batteries into the battery slot.
3. Place battery cover back.



- Install correct batteries in case of explosion
- When not using batteries for a long time, remove them from battery slot.
- Do not use new batteries with old ones.
- Do not place battery with the (+) and (-) in the wrong way around.
- Dispose used batteries according to the local environmental protection law.

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.

EZVIZ App	
Download on the App Store	GET IT ON Google Play

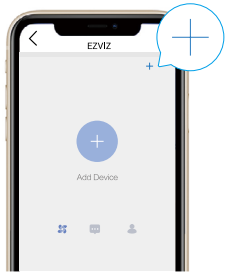
If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Add the Lock to EZVIZ

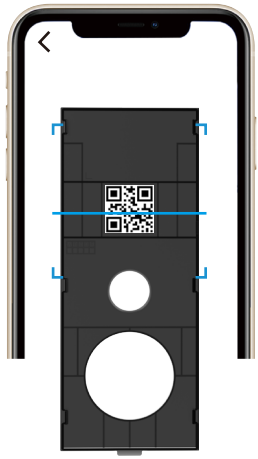
The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

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 and hold the SET button on the rear panel until the lock sends a voice prompt and the keypad number 0 flashes to enter pairing mode.



4. Scan the QR code on the back of the battery cover.



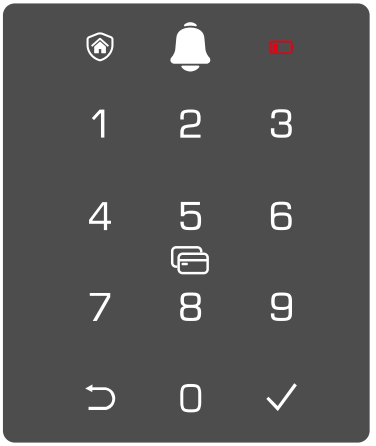
5. Follow the EZVIZ app wizard to add the lock to EZVIZ app account.

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



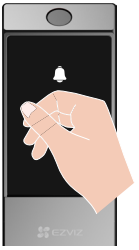
Icon	Description
0 ~ 9	number key
	cancel, return or exit
	confirm
	leaving-home mode key
	card swiping area (Optional)
	doorbell
	low-battery indicator

2. Enter Menu

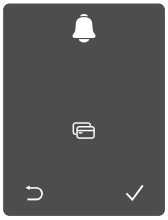
- Please follow these steps for settings.
- Here we will take the Fingerprint-Card-Passcode-Version as an example.

• In initial state, follow these steps for settings.

❶ Touch the keypad area to activate the lock.



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

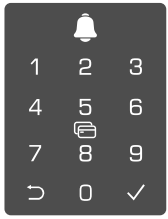


❸ "1" "2" "3" "⮌" on keypad light up.
- Press "1" to add a fingerprint.
- Press "2" to add a passcode.
- Press "3" to add a card.
- Press "⮌" to exit/ return.

• In non-initial state, follow these steps for settings.

❶ Short press the SET button once.

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



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

3. Menu Index

The menu here is for reference only.

- **For the Fingerprint-Card-Passcode Version.**

Enter the Menu

- Press 1 — Add new administrator
  - Press 1 — Add Fingerprint
  - Press 2 — Add Passcode
  - Press 3 — Add Card
- Press 2 — Add new user
  - Press 1 — Add Fingerprint
  - Press 2 — Add Passcode
  - Press 3 — Add Card
- Press 3 — Delete administrator/user
- Press 4 — System information
- Press 5 — Delete network information

• For the **Passcode** Version.

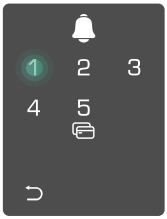
Enter the Menu

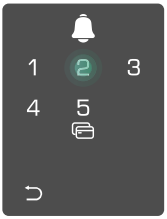
- Press 1 — Add new administrator
  - Press 1 — Add Passcode
- Press 2 — Add new user
  - Press 1 — Add Passcode
- Press 3 — Delete administrator/user
- Press 4 — System information
- Press 5 — Delete network information

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.

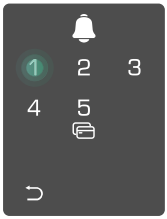
When you add an administrator or a user, the figures corresponded to the user number will light up from 001 by default (for example, to user number 001, the three numbers 001 will slow-flash once in sequence).

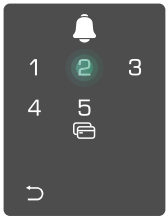
5. Add Fingerprint (Optional)

- Add up to 5 fingerprints per user.
- Only the Fingerprint-Card-Passcode-Version supports this function.

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.

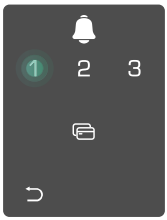


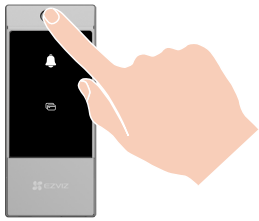


❸ Press "1" to add a fingerprint.

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 "1" to add fingerprints continuously.
- Press the ⮌ key to return to the previous level.
- Press the SET button to exit.





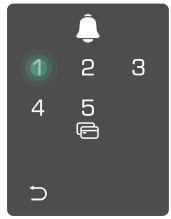
When the fingerprint has been added, and you operate to add it again, the number “1, 3, 5, 7, 9” (seems like a X) on the keypad will light up and flash 2 times, accompanied by a failure beep.

6. Add Passcode

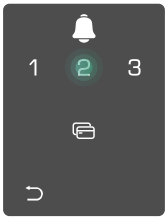
Add up to 1 passcode per user.

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

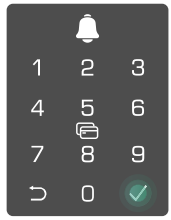
❷ Press "1" to add an administrator, or press "2" to add a user.



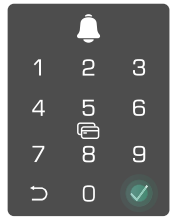
❸ Press "2" to add a passcode.



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.

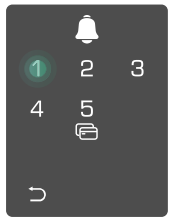


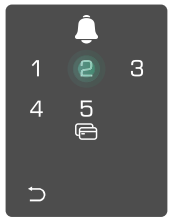
7. Add Proximity Card (Optional)

- Add up to 1 proximity card per user.
- Only the Fingerprint-Card-Passcode-Version supports this function.

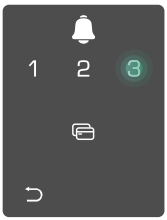
❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

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



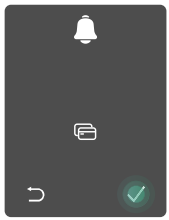


❸ Press "3" to add a card.



❹ Place the unrecorded proximity card on the card swiping area.

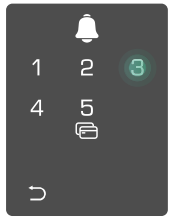
❺
- Press "√" to confirm.
- Press "⮌" to return to the previous level.



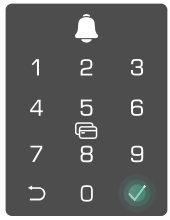
8. Delete Administrators/Users

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 √.



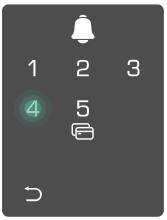
- If you pressed a wrong user number, the number “1, 3, 5, 7, 9” (seems like a X) on the keypad will light up and flash 2 times, accompanied by a failure beep. Press "⮌" to return to last step, or enter the user numbers to delete again.

- When there is only one user left, and you operate to delete it, the number “1, 3, 5, 7, 9” (seems like a X) on the keypad will light up and flash 2 times, accompanied by a failure beep.

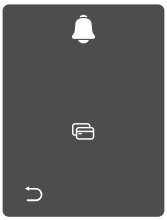
9. Look Up to the System Information

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

❷ Press "4" to look up to the system information of the lock.



❸ The lock will broadcast the system information.



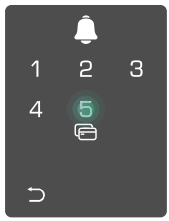
The lock will broadcast the lock serial number, the current device version and verification code in English in turn, press ⮌ to return to the previous level.

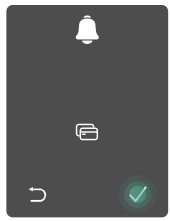
10. Clear Network Information

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

❷ Press "5" to clear the network information.

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

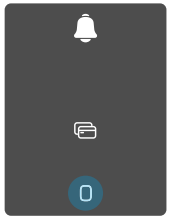




When the network information is cleared, and you want to add the lock to your EZVIZ app account, you need to reconfigure the network.

11. Finish the Wi-Fi Configuration

Press and hold the SET button on the rear panel, until the lock sends a voice prompt and the keypad number 0 starts flash accompanied by a beep which means the Wi-Fi configuration mode is turned on.



Please follow the system guide to finish the network information in 3 minutes.

The system will exit the network configuration mode automatically after 3 minutes.

Multiple Unlock Methods

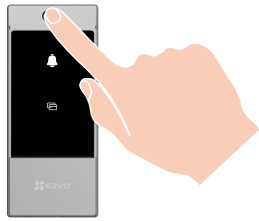
Icon	Description
	Fingerprint unlock (Optional)
	Passcode unlock
	Card swiping unlock (Optional)
	Mechanical key unlock
	Remote unlock

- Please touch the keypad area to activate the lock before opening the door by passcode or card.
- For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.
- Only the Fingerprint-Card-Passcode-Version supports the fingerprint unlock and card swiping unlock.

- This product has security protection function, fingerprint/passcode/card 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. Fingerprint Unlock

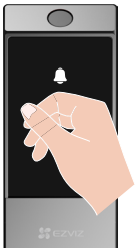
Put your finger on the fingerprint reader, the lock will verify the fingerprint and unlock the door.

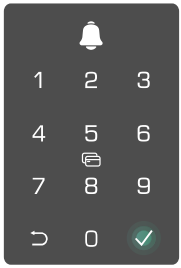


2. Passcode Unlock

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.

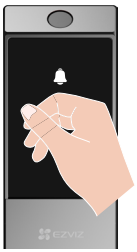
❶ Touch to wake up the keypad. ❷ Enter the passcode and press √. ❸ The lock will verify the passcode and unlock the door.





3. Card Unlock

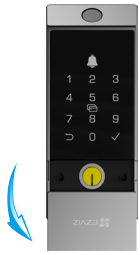
❶ Touch to wake up the keypad. ❷ Place the recorded proximity card on the card swiping area. ❸ The lock will be unlocked automatically.



4. Mechanical key Unlock

Please keep the mechanical key properly for further use.

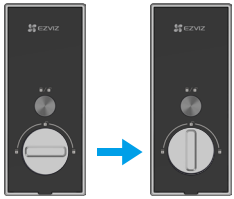
❶ Open the cover of the mechanical keyhole. ❷ Insert the key and rotate it, then push to open the door.



5. Inside Unlock

- Press the "Electronic Button" on the back panel to unlock when the door is locked.

- Rotate the "Secure Knob" on the rear panel to unlock when the door is locked.



Multiple Locking Methods

1. Auto-lock

Once the door is closed, the lock will be automatically locked.

- You can set this function in EZVIZ app.
- This function needs to be used with a Bluetooth door sensor. Please purchase a EZVIZ smart door sensor.

2. Countdown locking

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

3. Outside locking

Press and hold the "√" on the front panel for more than 3 seconds to lock.

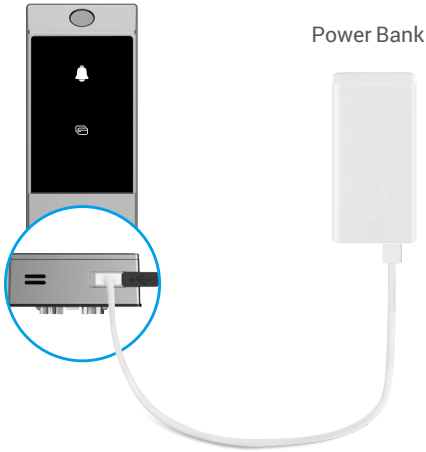
4. Inside locking

- Once the door is closed, press the “electronic button” on the rear panel to lock.
- Once the door is closed, rotate the “secure knob” on the rear panel to lock.

Operation and Management

1. Emergency Unlock

When batteries are 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 replace battery.
4. Door is not closed Warning
   If the door is not closed properly, the lock will try to lock 3 times, and an alarm will be triggered if it fails.

3. Restore to Factory Settings

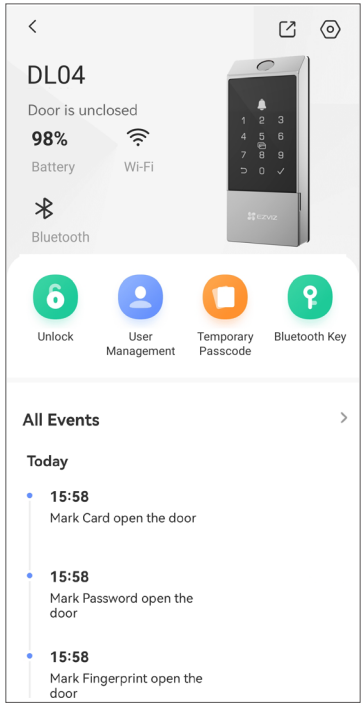
1. Remove the battery cover of rear panel and take out batteries.
2. Press the SET button for 5s, meanwhile put back batteries in the battery slot.
3. Release the SET button and press √ to confirm after voice prompts.

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.

1. Homepage

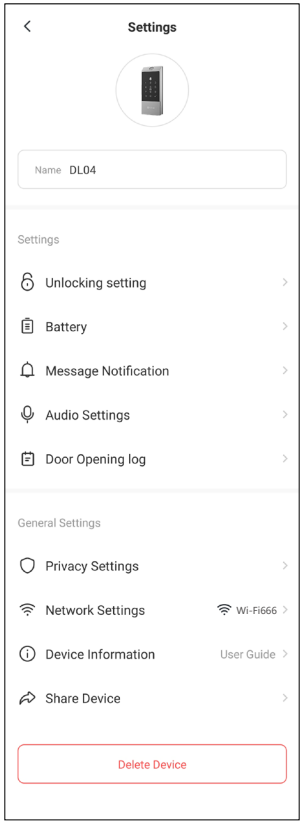
When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.



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.
Unlock	Tap to unlock the lock. The function is disabled by default. If you want to use it, please go to "settings-Unlocking settings" to enable it.
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 share Bluetooth key to your family members or guests.
All Events	Check all events happened to the lock.

2. Settings

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



Parameter	Description
Name	View or tap to customize the name of your device here.
Unlock Settings	You can enable remote unlock here, set the unlock method and door opening direction, etc.
Battery	Check the battery capacity of the lock.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set relevant audio parameters for your device.
Door-opening Logs	You can see the door-opening logs here.
Privacy Settings	• Privacy mode: When enabled, the door can only be unlocked with the fingerprint, passcode and proximity card of the administrator, or with the mechanical key. And the lock will mute at the same time. • Trial and error locking: when enabled, the system will be locked for 3 minutes and you cannot use the electronic key to unlock when unlocking errors reached 5 times in 5 minutes.
Network Settings	You can see the Wi-Fi connection status here.
Device Information	You can see the device information here.
Share Device	You can share the device to your family members or guests.
Delete Device	Tap to delete the lock from your EZVIZ account.

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.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock. Pay attention to the positive and negative poles of batteries when replacing them.
- 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.
- Keep the mechanical key properly.

2. FAQ

Problem	Cause	Solution
Door cannot be opened normally by fingerprint, passcode or card verifications.	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.
No response from the fingerprint reader.	Fingerprint reader is damaged.	Please have professionals recheck the installation.
Lock cannot be locked.	The motor is damaged.	Please have professionals recheck the installation.
	Issue with unlocking method setup	Enter the EZVIZ app to set up unlocking method.
Issue with lock tongue popping out.	Installation error	Please have professionals recheck the installation.
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 is unstable	Please change to a stable network signal.
		Please turn off the Wi-Fi switch on 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	

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