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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>).

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Overview

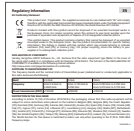
1. Package Contents



Smart Home Hub (x1)
(Hereinafter referred to as "Hub")



Power Adapter (x1)



Regulatory Information (x2)



Quick Start Guide (x1)

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

2. Basics



Front View (Remove the Magnetic Cover)

* NFC Reading Zone



Top View



Back View

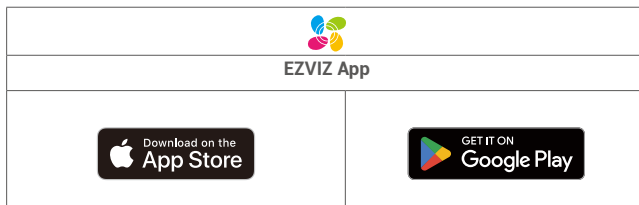
- Power Button *
- RESET Hole *
- HDMI™ 1.4 Output Port *
- USB 3.0 Output Port *
- LAN Port *
- POWER Port *

Name	Description
Magnetic Cover	Remove the magnetic cover to see the two hard drive trays.
LED Indicator	<p>Solid white: Hub powered on successfully / Network normal / Hard drive normal</p> <p>Flashing white: Hub powering off / Restarting / Ready for network configuration</p> <p>Solid red: Hub system abnormal / No network / Hard drive abnormal</p> <p>Flashing red: Hub resetting to factory settings</p> <p>Colorful running lights: Hub upgrading / Tap-to-connect successful / File uploading / Hard drive formatting</p>
NFC Reading Zone	When the hub is powered on and running normally, tap your phone here for automatic photo backup.
Power Button	<ul style="list-style-type: none"> • Power on: Press once to power on the hub. • Power off: Press and hold for 5 seconds to power off the hub. • Restart: In power-on state, press three times consecutively (with intervals of no more than 1 second between presses) to restart the hub.
RESET Hole	<p>In power-on state, use a pin (not provided) to press and hold for 3 seconds to reset the hub.</p> <p>1 Resetting the hub only deletes the hub's network information and does not erase user data.</p>
HDMI™ 1.4 Output Port	Connects to a display screen for watching live views.
USB 3.0 Output Port	Connects to USB devices, such as USB drive, USB mouse, USB keyboard, etc.
LAN Port	Connects to a router via an Ethernet cable (purchase separately).
POWER Port	Connects to a power supply via the power adapter (included in the package).

Get the EZVIZ App

- Before downloading the app:
 - If the app is already installed, verify that it is the latest version by checking for updates in your app store.
 - If the app is not installed, follow the steps below to download it.

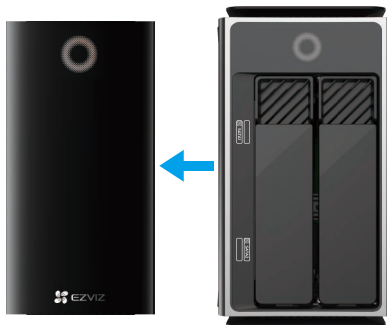
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
3. Register an EZVIZ account and log in to the app.



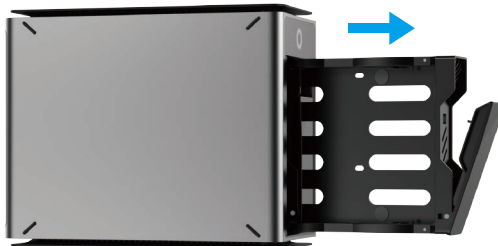
Install Hard Drives

- The hub supports up to two 3.5-inch or 2.5-inch SATA hard drives, each with a maximum capacity of 30 TB. The rated power of the hard drive must not exceed 8 W. The figures below use a 3.5-inch hard drive for illustrative purposes.
- Power off the hub before installing or removing any hard drives.

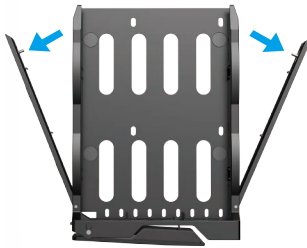
1. Peel off the tape securing the magnetic cover, then remove the magnetic cover.



2. Pull the hard drive tray latch outward and gently pull to remove the hard drive tray.

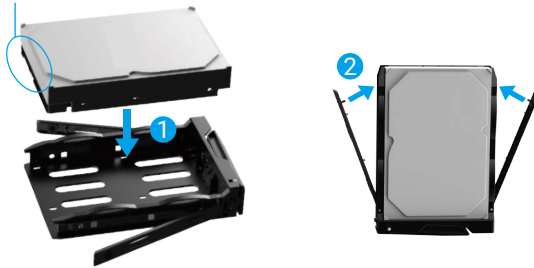


3. Open the retaining clips on both sides of the hard drive tray.



4. Place a hard drive into the tray and close the retaining clips on both sides of the tray.

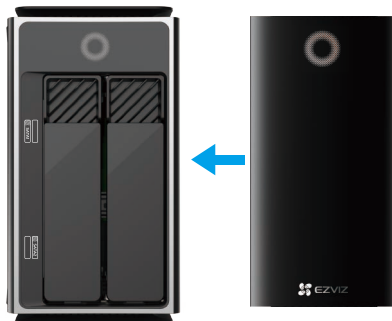
Note: Install with the SATA interface facing inward.



5. Pull the hard drive tray latch outward, push the tray inward to insert it into the hub, and then close the latch to complete the installation.



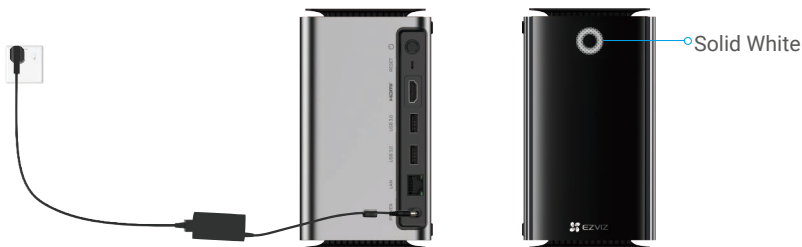
6. Reattach the magnetic cover.



Set Up the Hub

1. Power On the Hub

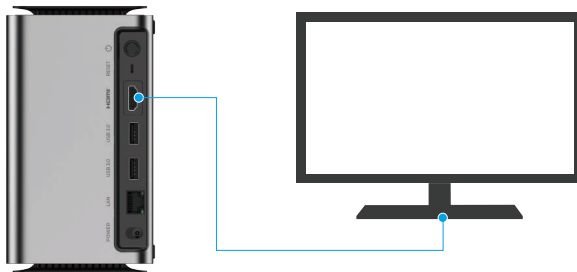
Use the power adapter (included in the package) to connect the hub's POWER port to a power outlet. The hub's LED indicator becomes solid white, indicating that the hub is powered on successfully.



- Please use the power adapter included in the package for power supply. Do not use adapters of other specifications, as doing so may pose a risk of explosion in severe cases.
- The hub will automatically power on after being connected to the power outlet.
- For disconnection from power supply, unplug the power connector from the hub.
- Do not disconnect the power adapter directly to avoid potential data loss or hard drive damage. To power off the hub, press and hold the POWER button on the hub for 5 seconds or use the shutdown option on the display screen.

2. Connect to Display Screen

Use an HDMI™ cable (purchase separately) to connect the hub's HDMI™ port to the HDMI™ port of a display screen (purchase separately).



After a successful connection, the display screen lights up, plays the startup page, and then shows two QR codes, one for downloading the EZVIZ app and one for adding the hub to EZVIZ app. If you haven't downloaded the EZVIZ app, scan the first QR code to download.

3. Add the Hub to EZVIZ

- It is recommended to connect the hub to a wired network for more stable performance.

Method 1: Wired Setup

1. Use an Ethernet cable (purchase separately) to connect the hub's LAN port to your router's LAN port. After successful connection, the hub will automatically connect to the network.



2. Log in to your EZVIZ account.
3. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
4. Scan the QR code on the display screen (or the QR code on the Quick Start Guide cover or on the bottom of the hub).



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

5. Follow the EZVIZ app wizard to add the hub to your EZVIZ account.

Method 2: Wi-Fi Setup

1. Log in to your EZVIZ account.
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 display screen (or the QR code on the Quick Start Guide cover or on the bottom of the hub).



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

4. Follow the EZVIZ app wizard to finish Wi-Fi configuration and add the hub to your EZVIZ account.

Associate Device with the Hub

You can associate EZVIZ video products (such as network cameras) with the hub for live video display.

1. Preparation

- **Wired Association:** Use an Ethernet cable (purchase separately) to connect the Ethernet port of EZVIZ camera and the LAN port of the same router as the hub.

① Wired association only supports EZVIZ devices that have an Ethernet port. Here we take EZVIZ camera as an example.



- **Wireless Association:** Power on the EZVIZ device and restore it to factory settings (For details, please refer to the EZVIZ device's user manual).

① Ensure the distance between the EZVIZ device and the hub does not exceed 5 meters.

2. Associate EZVIZ Device via EZVIZ App

- Please ensure that you have added the EZVIZ device to your EZVIZ account.
- The app interface may change due to version update.

1. Log in to your EZVIZ account, find the card of this hub and tap to enter the page as shown below.



2. Tap "Associate Device". The system will automatically search for EZVIZ devices and display them in the list.
3. Select the target devices and tap "Associate". The devices will be automatically associated with the hub.

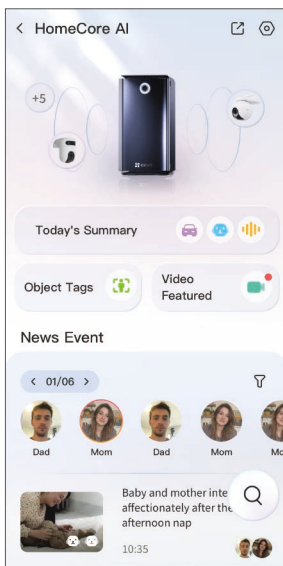
- The hub supports up to 16 video stream channels on the same local area network as the hub.
- Each lens occupies one video stream channel. Therefore, a single-lens camera uses one channel, while a dual-lens camera uses two channels.
- The hub can perform real-time video analysis of up to 4 channels. After association, you can select up to 4 channels as needed.

Operations in the EZVIZ App

 The app interface may change due to version update.


1. Hub Homepage


Once device association is completed, the hub homepage appears. The homepage displays a summary of today's activities, object tags, and featured videos. The "News Event" section shows recent alerts, such as unrecognized hard drives, with timestamps for quick reference. Use this page to monitor hub status and view important notifications at a glance.



2. Allocation of Hard Drive Space

After adding the hub to the EZVIZ app, you need to allocate hard drive space. Follow the steps below:

1. Tap on the hub's card to enter its homepage.
2. Tap the  icon in the upper right corner to enter the settings page.
3. Tap "Hard Drive Management".
4. Set the "Hard Drive Storage Mode" and "Storage Space" respectively.

-  • Explanation of storage modes:
 - Dynamic Backup: The hard drive capacity is shared for both storage and backup.
 - Dual-Drive Mirroring: One drive is dedicated to backup for data security.
 - Single-Drive Mode: Only one drive is used for storage (default when a single drive is installed).
- If there are no files on the hard drive yet, you can go to Settings > Storage Settings > Backup Settings to configure it later.

3. Settings

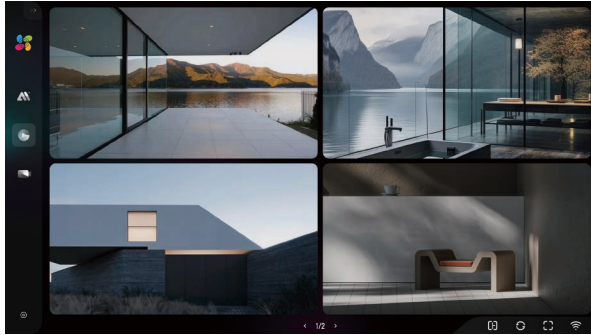
On the hub's homepage, tap the  icon in the upper-right corner to enter the settings page, where you can set the following parameters.












Parameter	Description
Name	View or tap to customize the name of your hub here.
Remote Control	You can pair a remote controller with your hub here.
Hard Drive Management	You can view hard drive status and format the drive here.
Message Notifications	Choose whether to record and send notifications when events occur.
Lighting Settings	Set relevant light parameters for your hub.
Authorization Management	Enable or disable device authorization for your hub.
Host Information	View host information here.
Network Settings	View network information here.
Device Information	View device information here, such as serial number, device version and user guide.
More	Restore the hub to factory settings.
Restart Device	Tap to restart the hub.
Delete Device	Tap to delete the hub from EZVIZ app.

Operations on the Display

 The app interface may change due to version update.

After successful device association in the EZVIZ app, you can check the live views of the associated devices on the display screen connected to the hub. The live view page is shown below.



Icon	Description
	Intelligent Recording Search. Enables rapid retrieval of recordings based on intelligent analysis (e.g., pet detection, human shape detection, vehicle detection, etc.). You can filter searches by bound device, date or event type.
	Recording. You can review recorded footage and quickly scan summarized events (e.g., pet detection, human shape detection, vehicle detection, etc.).
	Live view. View live camera feeds directly on the screen.
	Settings. View or configure system settings, including camera, storage, and system parameters.
	Shut the hub down or restart it.  Unplug the adapter from the power outlet if the device will not be used for an extended period.
	Split screen. Toggles between single-channel and multi-channel display layouts for real-time monitoring.
	Tour. Enables automated sequential switching between camera channels for cyclic monitoring.
	Full screen. Toggles the selected camera channel to occupy the entire display area for focused monitoring.
	Wi-Fi connection. Only displayed when the hub is connected to a Wi-Fi network.
	Wired connection. Only displayed when the hub is connected to a router.

FAQ

Q: Why is there no response when tapping the phone against the device?

A: Keep the phone still on the hub for a few seconds before retrying.

Q: Why is there no response when tapping the push notification triggered by NFC?

A: The EZVIZ app must be installed on the phone.

Q: Why does the pre-configured object have poor detection accuracy?

A: For merged objects that have been created, it is better to collect multiple perspectives of human figures, such as front, left, right, and back angles, to improve detection performance.

Q: Why is the message management function not working when associating devices?

A: The hub sends a command when the function is enabled. If the push settings of a camera are manually modified, the management feature will be disabled.

Q: What should I do if the hub runs out of storage space?

A: If an empty hard drive slot is available, insert a new drive. The storage mode will switch to dynamic backup by default, allowing continued use of the hub's storage. If no extra slots exist, use the "Hard Drive Migration" function. Contact customer service for details.

Q: Why is there missing footage from the camera's recordings?

A: Currently, the device supports 24/7 recording, and generally, there should be no data loss. However, data loss may occur in the following situations, which should be avoided:

- The device repeatedly restarts or powers on/off;
- The camera repeatedly restarts or powers on/off;
- Poor network connection between the device and the camera (wired connection is recommended).

Q: Why does the associated camera exhibit irregular recording?

A: If other backend devices under the same account compete for the associated smart home camera (SHC), disassociate the previous device in the EZVIZ app to avoid conflicts when both devices are online.

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

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.

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 wheellie bin": The symbol of a crossed-out wheellie 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.