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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 – April, 2026

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Instruction

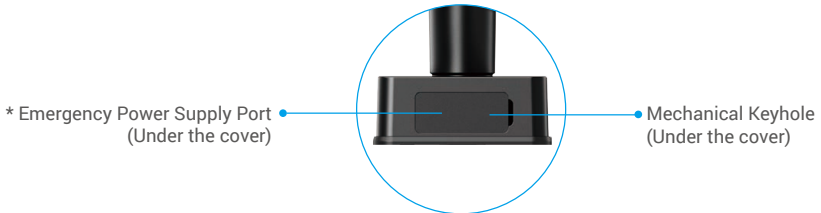
- The installation of EZVIZ Smart Lock (hereinafter referred to as "lock") affects its normal operation and service life. It is recommended to let professionals install, and drill holes for the lock set according to the hole template in appendix.
- It is recommended to remove the lock if your house is 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.
- Once initialization is completed, the lock will clear all user information.
- 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 lifespan.
- Considering that the lock is put in an open environment, we suggest you pay attention to the safety in use, including keep small parts (like the mechanical key or the proximity card) properly. 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 unlock information.
- 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, 50 passcodes, and 50 proximity cards.
- 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.

Packing List

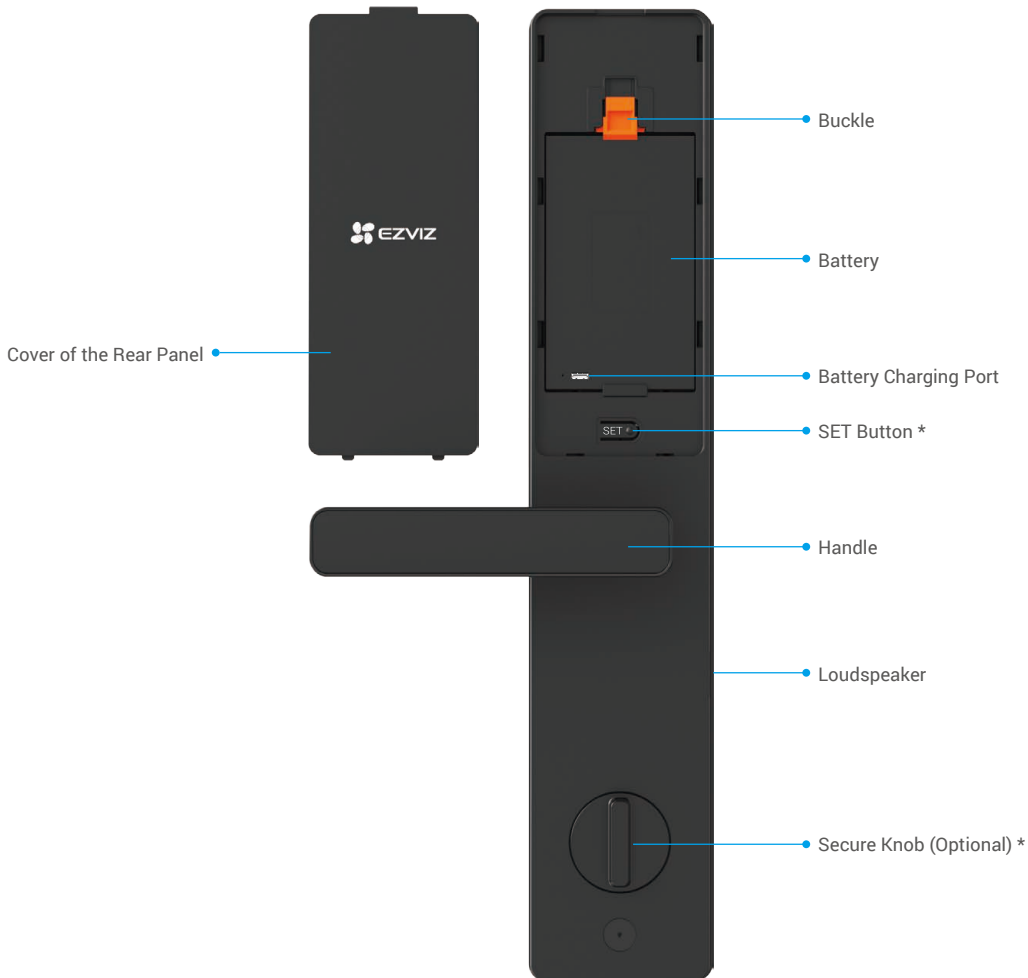
NO.	Part Name	Quantity
1	Front Panel	×1
2	Rear Panel	×1
3	Hole Template	×1
4	Lock Body	×1
5	Standard Screw Bag	×1
6	Handing Screw Bag	×1
7	Battery	×1
8	Key Bag	×1
9	Square Rod	×1
10	Regulatory Information	×1
11	Quick Start Guide	×1

Overview

1. Front Panel



2. Rear Panel

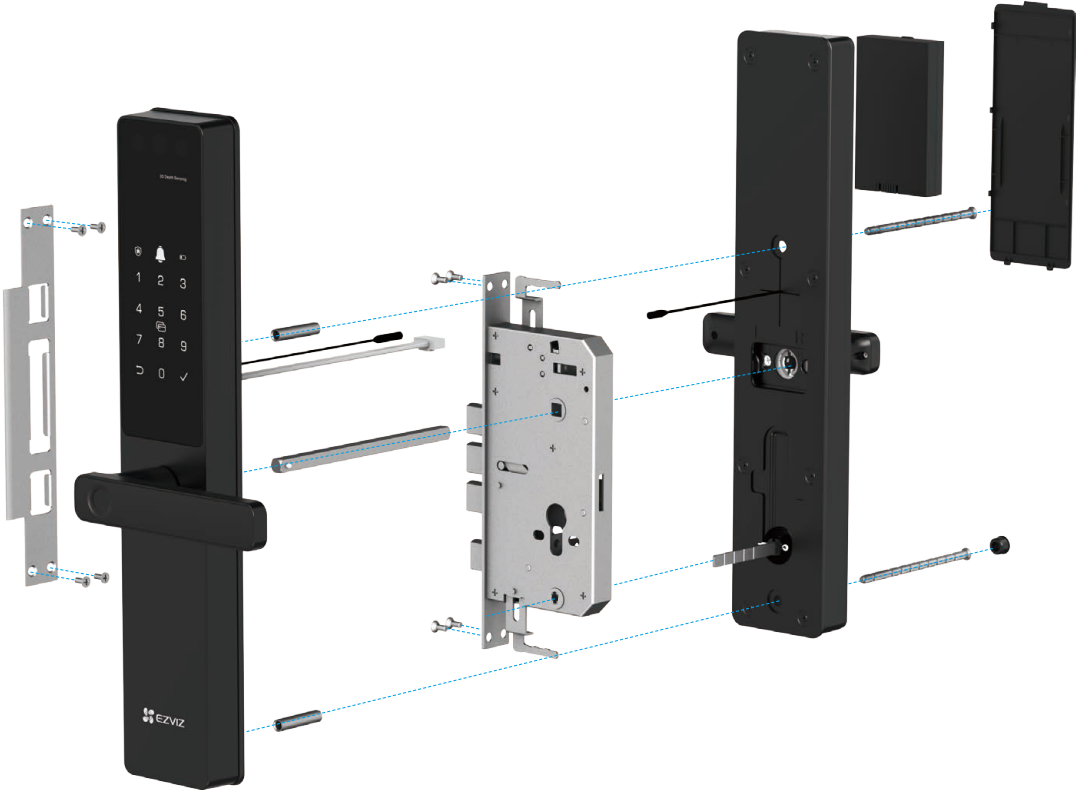


Name	Description
Doorbell Button	Press to ring the doorbell.
Leaving-home Mode Button	Press when the icon is lit to enable leaving-home mode. Opening the door from inside triggers an alarm. <ul style="list-style-type: none"> • This feature is disabled by default (the icon is off). To enable it, go to the EZVIZ app and turn it on. • After verification and unlocking, leaving-home mode will exit automatically.
Low-battery Indicator	When the battery level is below 20%, the indicator turns on. Please charge the battery as soon as possible.
Numeric Keypad	Press to input numbers 0-9.

Name	Description
Emergency Power Supply Port (Bottom of front panel)	When the battery is depleted, connect the front panel emergency power supply port to a power bank with a Type-C cable (purchase separately). Then unlock by face, palm vein, fingerprint, passcode, or proximity card.
SET Button	Press and hold the SET button for 3 seconds to enter matching mode.
Secure Knob (Optional)	When locked, rotate the knob to engage indoor deadbolt. i The Secure Knob is included only when the lock body is of the 6068 version.

Installation

1. Installation Diagram



2. View Installation Video

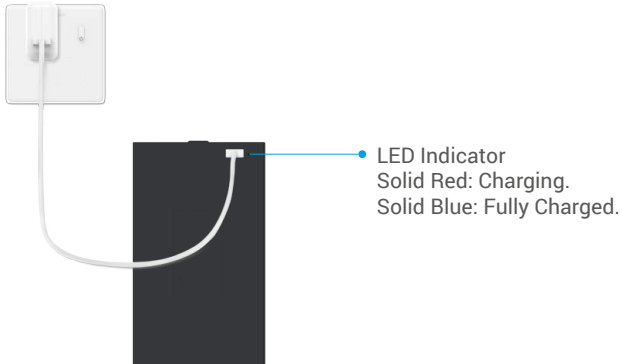
Please tap  to watch the installation video.



3. 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.

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



4. Install Battery

1. Insert the lower part of the battery (included in the package) into the battery slot as shown.
2. Lift the buckle upward to open, insert the upper part of the battery, then release. A "click" confirms installation.
3. Install the cover of the rear panel.

i Please insert the battery with the charging port facing you.

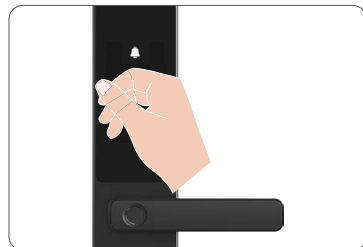


Create a New Administrator

Please follow the voice prompt to create the first administrator.

1. Touch the keypad to activate.
2. "↵" "✓" on keypad light up. 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.

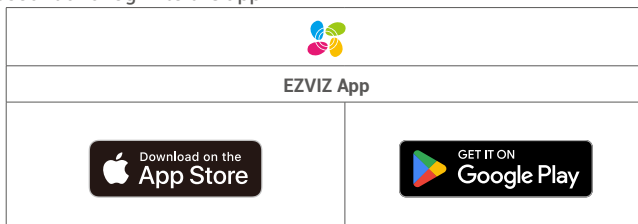
- i** 6-10 consecutive or repeated numbers are not allowed.
- 6-10 consecutive digits, such as 123456/654321.
 - 6-10 repeated digits, such as 111111.



Get the EZVIZ App

- i** 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 a 2.4GHz 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.

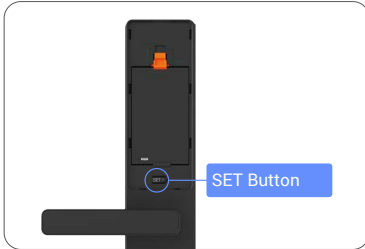


Add the Lock to EZVIZ

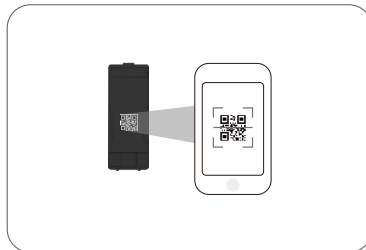
- The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.
- Supports 2.4GHz Wi-Fi only. 5GHz Wi-Fi is not supported.

Please add lock to EZVIZ app by the following steps:

1. Log in to your EZVIZ app.
2. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
3. Remove the cover of the rear panel, press and hold the SET button until the lock sends a voice prompt and the keypad number 0 flashes, which means the matching mode has been enabled.



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



5. Follow the EZVIZ app wizard to finish the Wi-Fi configuration and add the lock to EZVIZ app account.

Lock Settings

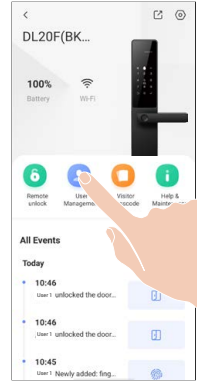
After adding the lock, you can set the lock in the EZVIZ app.

- 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. Add Administrator/User

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

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



2. Add Human Face

- Add up to 3 human faces per user.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Face key > Add Face key" and follow the voice prompt and the following instructions carefully to add your face.
4. After adding a face, you can use it to unlock the door.

- 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 it 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.



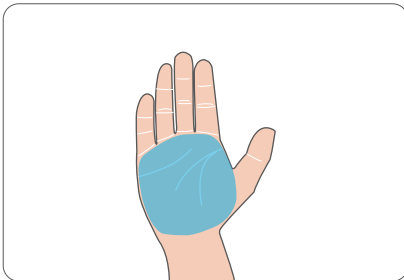
6 Operation successful.

3. Add Palm Vein

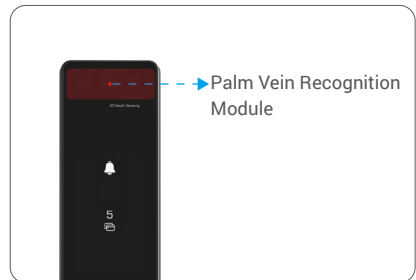
i Add up to 2 palm vein keys per user.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Palm Vein > Add Palm Vein" and follow the voice prompt and the following instructions carefully to add your palm vein.
4. After adding a palm vein, you can use it to unlock the door.

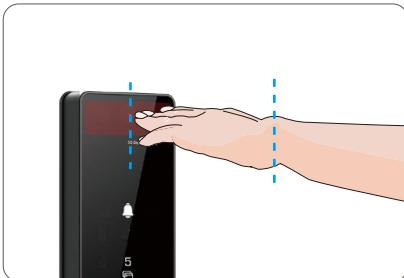
1 The valid area for palm vein recognition is the center of the palm.



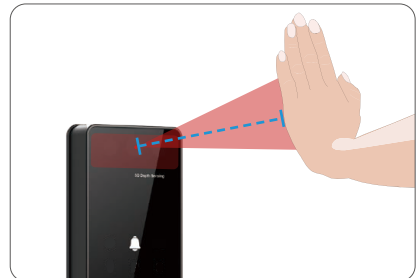
2 When the red light at the upper part of the lock turns on, you can start adding or recognizing.



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.

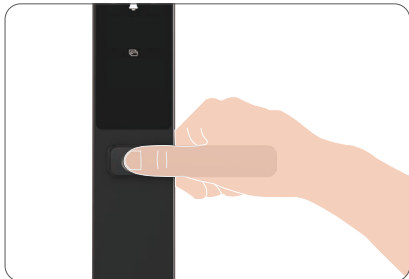


i Keep your palm at a distance of about 20 cm. A child's palm can be at a properly closer distance of about 10 cm.

4. Add Fingerprint

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

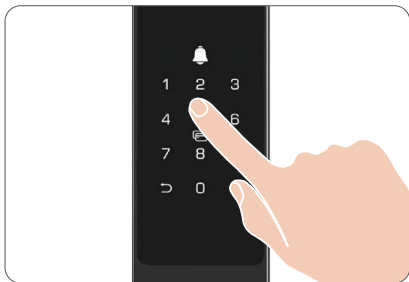
1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Fingerprint > Add Fingerprint" and follow the voice prompt to add a fingerprint.
4. After adding a fingerprint, you can use it to unlock the door.



5. Add Passcode

- Add up to 1 passcode per user.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
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, press "✓" to confirm.
4. Repeat the passcode once again, press "✓" to confirm, accompanied by a success beep, the passcode is successfully added.
5. After adding a passcode, you can use it to unlock the door.



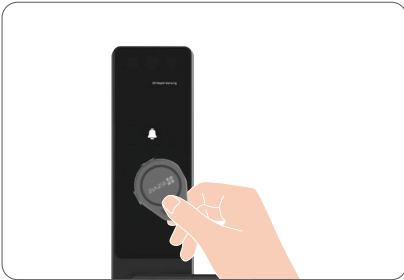
- 6-10 consecutive or repeated numbers are not allowed.
- 6-10 consecutive digits, such as 123456/654321.
- 6-10 repeated digits, such as 111111.

1. 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. Add Proximity Card

- Add up to 1 proximity card per user.
- The proximity card is not included in the package, which should be purchased separately

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Proximity Card".
4. Place the unrecorded proximity card on the card swiping area.
5. Press "✓" to confirm, accompanied by a success beep, the card is successfully added.
6. After adding a card, you can use it to unlock the door.



7. Delete Administrators/Users

1. Log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Delete user > OK" to delete the administrator or user.

- The last administrator can not be deleted.

Multiple Unlock Methods



Face recognition unlock



Palm vein recognition unlock



Fingerprint unlock



Passcode unlock



Card swiping unlock



Mechanical key unlock



Remote unlock

1. Face Recognition Unlock

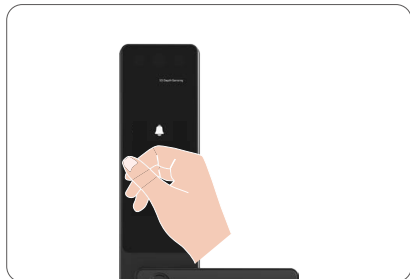
Automatically triggered

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 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.



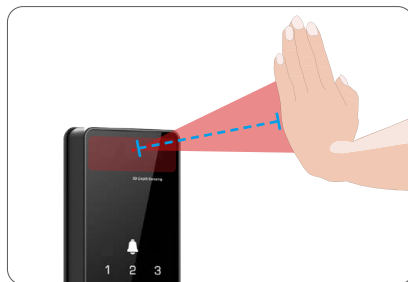
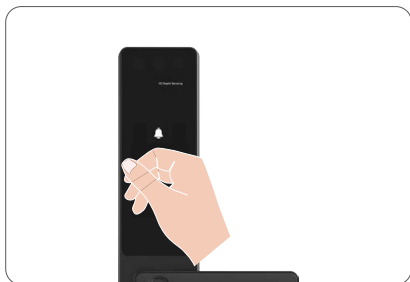
2. Palm Vein Recognition Unlock

Automatically triggered

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

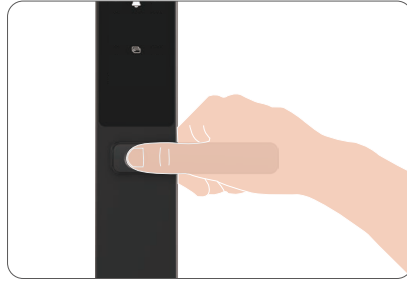
Manually triggered

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



3. Fingerprint Unlock

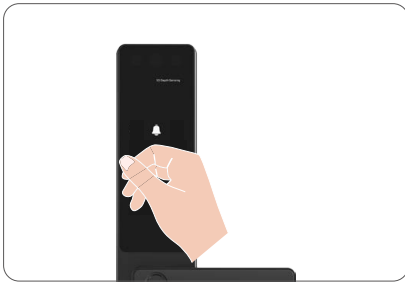
Put your finger on the fingerprint reader, the lock will verify the fingerprint and unlock the door.



4. Passcode Unlock

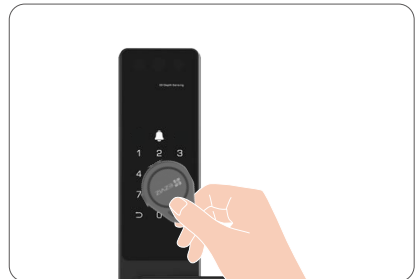
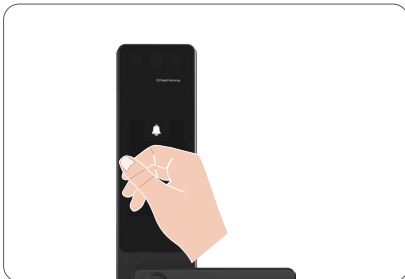
- The lock supports Anti-Peeping Passcode: simply add random digits before or after your actual passcode to prevent prying eyes, and the door will still unlock.
- For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.

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



5. Card Unlock

1. Touch the keypad to activate.
2. Place the recorded proximity card on the card swiping area.
3. When you hear the voice prompt, press down the handle to open the door.



6. 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.



7. One-time Passcode

Create a one-time passcode for visitors in the EZVIZ app ("Visitor Passcode > Create One-time Passcode"). The passcode allows one-time door access within its validity period.

i One-time passcodes take effect immediately upon generation and can be created even when the lock is offline.

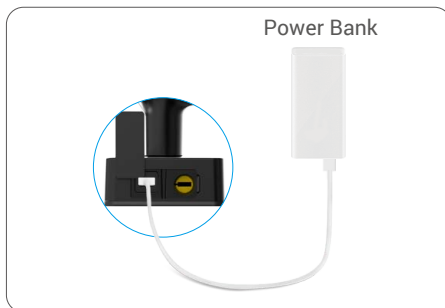
8. Periodic Passcode

Create a periodic passcode for visitors in the EZVIZ app ("Visitor Passcode > Create Periodic Passcode").

Operation and Management

1. Emergency Power Supply

When the battery is depleted, connect the front panel emergency power supply port to a power bank with a Type-C cable (purchase separately). This provides temporary power to the lock, allowing you to unlock the door using any one of the previously set unlock methods (face, palm vein, fingerprint, passcode, or card).



2. Indoor Lock

Lift the handle on the rear panel, when you hear the lock cylinder pop out, it indicates that the door is locked.

3. 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, go to the EZVIZ app and navigate to "Settings > Privacy Settings > Trial and error locking".

3. Low Battery Warning

A voice prompt will alert you when the battery is low. Please charge the battery promptly.

4. Privacy Mode


When you enable the privacy mode, the door can only be unlocked with the administrator's authentication key, or the mechanical key. The lock will also enter silent mode. To enable or disable the mode, go to the EZVIZ app and navigate to "Settings > Privacy Settings > Privacy Mode".

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

5. One-time Mute Function

1. Touch the keypad to activate.

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 door goes into silent mode.
- The lock will automatically exit this mode when the lock is under sleep mode.
- This differs from Privacy Mode as it only mutes sounds temporarily without restricting unlock methods.

6. Smart Always-open Mode

After the administrator's initial verification within the scheduled period, the lock will enter Always-open Mode.

To disable it, press "5" on the keypad or the SET button on the rear panel. The mode will operate according to the active schedule. To enable or disable the mode, go to the EZVIZ app and navigate to "Settings > Unlocking Settings > Smart Always-open Mode".

7. Restore to Factory Settings

1. Remove the cover of rear panel and take out the battery.

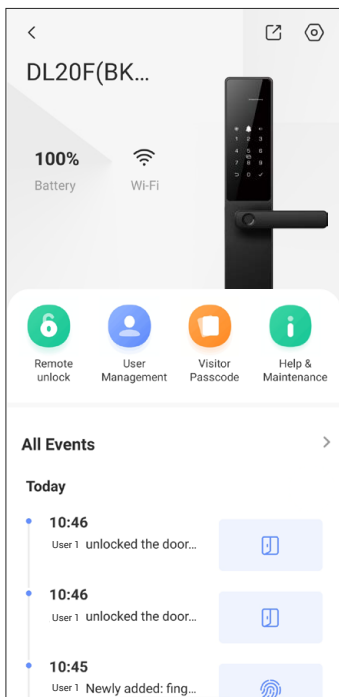
2. Press and hold the SET button for 5 seconds, meanwhile put the battery back into the slot.



3. Release the SET button and press "√" to confirm after voice prompts.

Operations on the EZVIZ App

i 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 share your device with anyone you want.
	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.
Remote Unlock	Tap the icon and follow the app wizard to unlock the lock in the app.
User Management	You can tap to manage the users and unlock methods here.
Visitor Passcode	Tap to generate one-time passcode or periodic passcode for visitors.

Maintenance

1. Daily Maintenance

- Do not put corrosive materials near the lock to avoid lock damage and impacting its gloss.
- If door deforms, it increases friction that combined latch bolt entering the box strike plate and bolt cannot extend fully. At this time, adjusting strike plate position is needed.
- Charge the battery immediately once battery voltage is low to ensure the normal use of the lock.
- Keep the mechanical key properly.
- 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, palm vein, fingerprint, passcode or card.	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. The mechanical key cannot be fully inserted.	After opening the door, please have professionals check and replace damaged components.
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 installation.
	Clutch is damaged.	
	Smart always-open mode is enabled.	Disable the mode, go to the EZVIZ app and navigate to "Settings > Unlocking Settings > Smart Always-open Mode".
Door cannot be opened with the handle.	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 (up to 10 m in open environment).	Please get closer to the lock and try again.
	Other reasons.	<ul style="list-style-type: none"> a. Try again after restarting the mobile phone Bluetooth. b. Try again after exiting and re-entering the EZVIZ app.
Users, faces, palm veins, fingerprints, passcodes or cards 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.

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