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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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Table of Contents

Overview 1
1. Package Contents 1
2. Basics 1

Setup 2
1. Power-on 2
2. Connect to the Internet 3

Installation 3
1. Install the Micro SD Card (Optional) 3
2. Install the Base 4
3. Install the Camera 4

Operations on the EZVIZ App 5
1. Live View 5
2. Settings 6

EZVIZ Connect 7
1. Use Amazon Alexa 7
2. Use Google Assistant 7

FAQ 8

Initiatives on the Use of Video Products 9

Overview

1. Package Contents



Camera (x1)



Power Adapter (x1)



Power Cable (x1)



Drill Template (x1)



Mounting Plate (x1)



Screw Kit (x1)



Regulatory Information (x2)



Quick Start Guide (x1)

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

2. Basics



Front View

Name	Description	
LED Indicator		Solid Red: Camera starting up.
		Slow-flashing Red: Network exception.
		Fast-flashing Red: Camera exception (e.g. Micro SD card error).
		Solid Blue: Video being viewed in the EZVIZ app.
		Slow-flashing Blue: Camera running properly.
		Fast-flashing Blue: Camera ready for Wi-Fi connection.



Rotate the sphere upwards until you see the card slot



Back View

Name	Description
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it.
Reset Button	Hold for 4 seconds to restart and set all parameters to default.

Setup

1. Power-on

Plug the power cable into the camera, and then plug the power adapter into an outlet as shown in the figure below.



2. Connect to the Internet

1. Get the EZVIZ App

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

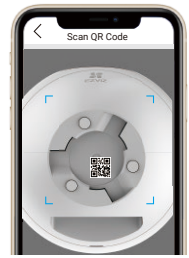
EZVIZ App

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.

2. Add camera to EZVIZ

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



- Follow the EZVIZ app wizard to finish Wi-Fi configuration.

If you want to change your camera's Wi-Fi, press and hold the reset button for 4s and repeat the steps above.

Installation

1. Install the Micro SD Card (Optional)

- Rotate the sphere upwards until you see the card slot.
- Insert the Micro SD card (sold separately) into the card slot as shown in the figure below.

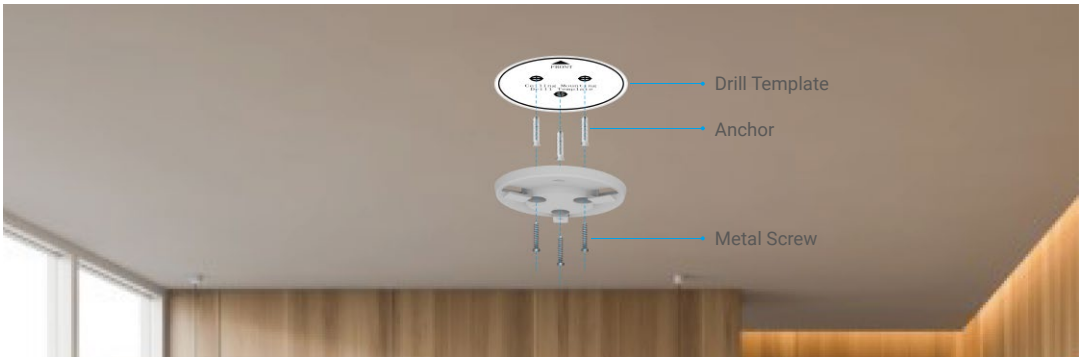


2. Install the Base

The camera can be placed horizontally or mounted on the ceiling. Here we take ceiling mounting as an example.

- Please install the device indoor as the device is not waterproof.
- Make sure the ceiling is strong enough to withstand three times the weight of the camera.
- Avoid positioning the camera in an area that gets a lot of light shining directly into the camera lens.
- Recommended mounting height: 3 meters above the ground.

- Place the drill template onto the surface you have chosen to mount the camera.
- (For cement wall/ceiling only) Drill screw holes according to the template, and insert three anchors.
- Use three metal screws to fix the camera base.



3. Install the Camera

Mount the camera to the base, and turn it clockwise until it is fixed.

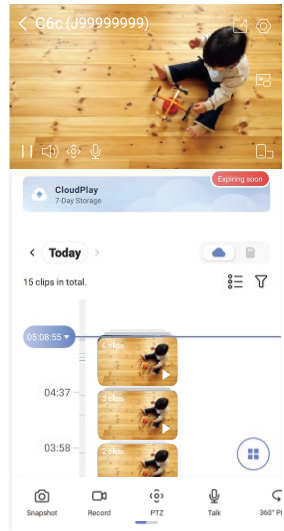


Operations on the EZVIZ App

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

1. Live View

When you launch the EZVIZ app, the device page displays as shown below.
You can view and listen to a live feed, take snapshots or recordings, and choose video definition as needed.



Swipe left and right across the screen to see more icons.

Icon	Description
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Popup. View the video displayed on top of another app you are using.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	PTZ. Rotate the camera to get broader field of view.
	360° Picture. Tap to generate a 360 degree view picture.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Privacy Mode. Enable to hide the screen display.
	Definition. Select video resolution from Ultra HD, Full HD, Hi-Def or Standard.
	Multi-screen Live. Tap to select window layouts.

2. Settings

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

Parameter	Description
Intelligent Detection	You can select between different detection types for your device.
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	When disabled, the device indicator will be off.
PTZ Settings	You can set parameters of PTZ for your device, like PTZ position calibration and 360° Picture here.
CloudPlay	You can subscribe and manage the cloud storage.
Record List	You can see micro SD card capacity, used space and free space here, and also you can enable or disable cloud storage service here.
Security Settings	You can encrypt your videos with encryption password and customize the privacy area.
Network Settings	You can see the connection status.
Device Information	You can see the device information here.
Share Device	You can share the device to you family member or guest.
Restart the device	Tap to restart the camera.
Delete Device	Tap to delete the device from EZVIZ App.

For privacy protection, please remove SD card or other storage media(if any)when transferring the device to others.

EZVIZ Connect

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 "Image Encryption" 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 modified in the EZVIZ app. Every time you change the name of the device, you will need to discover the device again to update the name.

Troubleshooting

What do I do if Alexa fails to discover my device?

Check if there are any Internet connecting problems.

Try to reboot the smart device and re-discover the device on Alexa.

Why does the device's status show "Offline" on Alexa?

Your wireless connection might have been disconnected. Reboot the smart device and re-discover on Alexa.

Internet access on your router could be unavailable. Check if your router is connected to the Internet and try again.

For details about countries that support the using of Amazon Alexa, see its 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 "Image 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 Store™ and log into your Google account.
3. On the Myhome screen, tap “+” on 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 is offline, will the video recording be continued?

A: If the camera is powered on but disconnect to the Internet, then video recording on micro SD card will continue but cloud recording will stop. If the camera is powered off, both video recordings will stop.

Q: Why the alarm is triggered when nobody in the image?

A: Try to set the alarm sensitivity lower. Please notice that vehicle and animals are also the trigger source.

Q: What if I forget my password?

A: Please go to the EZVIZ app > login page, tap on “Forgot password?” > Enter your account’s email address or phone number. (Send)> Input the verification code > Reset your password.

Q: Why can't I receive my verification code?

A:

1. If you registered the account via email, please check your junk mail.
   If still haven't received the verification code, you might have email filter/block restricting this email, please check with your email provider.
2. If you registered an account via mobile number, please confirm whether your mobile can receive SMS short codes or not.
3. If you still haven't received the verification code, please provide your number, your country, time of request to the support center at support@ezvizlife.com or contact your regional support team.

Q: How to solve Wi-Fi configuration failed?

A: Please check the following settings:

1. Ensure that your mobile phone is connected to the Wi-Fi and the Wi-Fi network is working properly.
2. Check the network condition:
   - Make sure your network has no firewall or other limits.
   - Ensure the router can distribute IP address to your device or disable the static IP setting (DHCP is enabled by default on all EZVIZ devices).
3. Reset your camera; ensure that your device is in ready mode or Wi-Fi configuration mode > then use the EZVIZ app for device Wi-Fi configuration.

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

Initiatives on the Use of Video Products

Initiatives on the Use of Video Products

Thank you for choosing EZVIZ products.
Technology affects every aspect of our life. As a high-tech company, we are increasingly aware of the role technology plays in improving business efficiency and quality of life, but at the same time, the potential harm of its improper usage. For example, video products are capable of recording real, complete and clear images. This provides a high value in retrospect and preserving real-time facts. However, it may also result in the infringement of a third party's legitimate rights and interests if improper distribution, use and/or processing of video data takes place. With the philosophy of "Technology for the Good", EZVIZ requests that every end user of video technology and video products shall comply with all the applicable laws and regulations, as well as ethical customs, aiming to jointly create a better community.
Please read the following initiatives carefully:
1. Everyone has a reasonable expectation of privacy, and the installation of video products should not be in conflict with this reasonable expectation. Therefore, a warning notice shall be given in a reasonable and effective manner and clarify the monitoring range, when installing video products in public areas. For non-public areas, a third party's rights and interests shall be evaluated when installing video products, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products.
2. The purpose of video products is to record real activities within a specific time and space and under specific conditions. Therefore, every user shall first reasonably define his/her own rights in such specific scope, in order to avoid infringing on a third party's portraits, privacy or other legitimate rights.
3. During the use of video products, video image data derived from real scenes will continue to be generated, including a large amount of biological data (such as facial images), and the data could be further applied or reprocessed. Video products themselves could not distinguish good from bad regarding how to use the data based solely on the images captured by the video products. The result of data usage depends on the method and purpose of use of the data controllers. Therefore, data controllers shall not only comply with all the applicable laws and regulations and other normative requirements, but also respect international norms, social morality, good morals, common practices and other non-mandatory requirements, and respect individual privacy, portrait and other rights and interests.
4. The rights, values and other demands of various stakeholders should always be considered when processing video data that is continuously generated by video products. In this regard, product security and data security are extremely crucial. Therefore, every end user and data controller, shall undertake all reasonable and necessary measures to ensure data security and avoid data leakage, improper disclosure and improper use, including but not limited to, setting up access control, selecting a suitable network environment (the Internet or Intranet) where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to the improvement of social security around the world, and we believe that these products will also play an active role in more aspects of social life. Any abuse of video products in violation of human rights or leading to criminal activities are contrary to the original intent of technological innovation and product development. Therefore, each user shall establish an evaluation and tracking mechanism of their product application to ensure that every product is used in a proper and reasonable manner and with good faith.