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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



Camera (x1)



Screw Base (x1)



Power Cable (x1)



Drill Template (x1)



Screw Kit (x1)

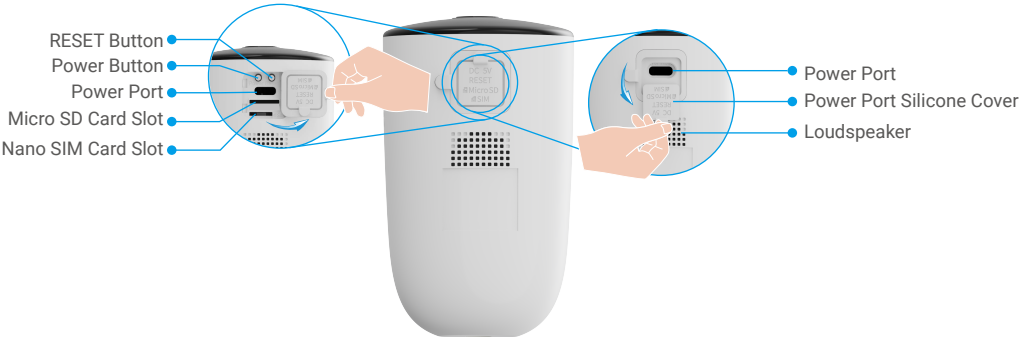


Regulatory Information (x1)



Quick Start Guide (x1)

2. Basics



Name	Description
RESET Button	Press and hold for 4 seconds to restart and set all parameters to default.
Power Button	- Power on: Press and hold for 2 seconds in shut-down state. - Power off: Press and hold for 4 seconds to power off the camera .
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB.
Nano SIM Card (sold separately)	Insert a valid Nano SIM card to the card slot, before powering on the device.
Power Port	For charging the camera.



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

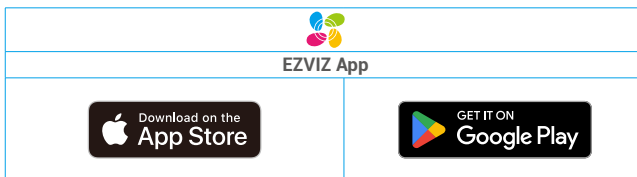
Setup

Follow the steps to set your camera:

1. Get the EZVIZ app, and log in to your EZVIZ app account.
2. Install a Nano SIM card.
3. Power on your camera.
4. Fully charge the camera (optional).
5. Add your camera to your EZVIZ account.

1. Get the EZVIZ App

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



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

2. Install the Nano SIM Card

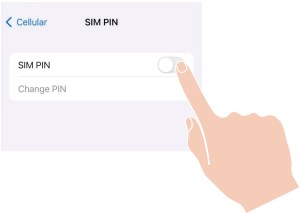
When the SIM card PIN is locked, it needs to be unlocked before being insert into the device.

Q: How do I unlock the SIM PIN of my SIM Card?

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

•For IOS system:

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



•For Android system:

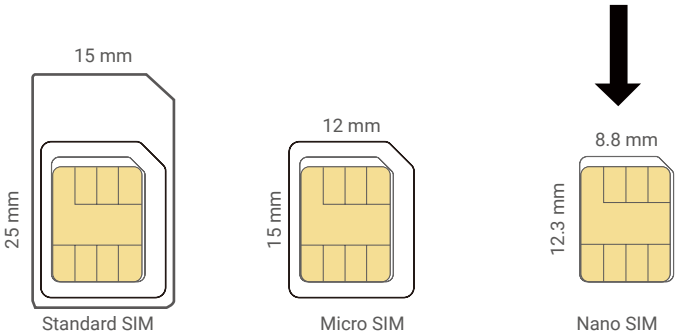
1. Insert your Nano SIM card.
2. On your phone, go to Settings > Security > More settings > Set up SIM lock.
3. Under Set up SIM lock, touch to disable the "Lock SIM card" by entering PIN code.



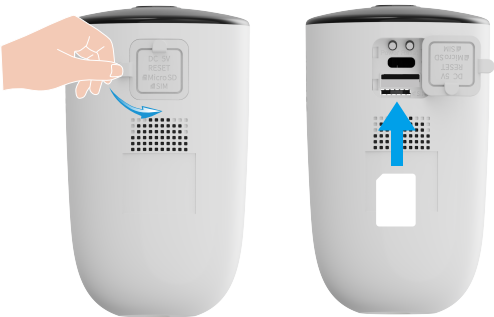
If the SIM PIN cannot be unlocked or is invalid, please contact your carrier.

What is a Nano SIM card?

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

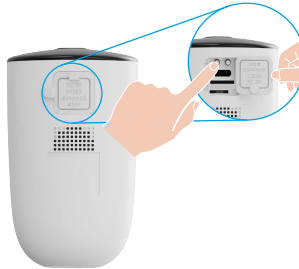


- Insert a 4G Nano SIM card into the Nano SIM card slot as shown in the figure below.



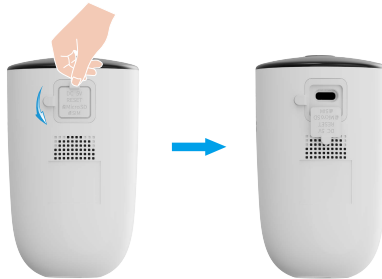
3. Power on the Camera

1. Open the bigger silicone cover on the camera.
2. In the shutdown state, press and hold the power button for 2 seconds to power on.
3. Place the cover back on.



4. Fully Charge the Camera (Optional)

If the camera is out of battery, rotate the smaller silicone cover of the power port on the camera.



Option 1: Connect the camera to power outlet with a power adapter for charging (5V 2A).

Option 2: Connect the camera to a solar panel or solar panel with battery storage (sold separately) for charging.



- Remove the camera from the wall before charging.
- Both of the power adapter (5V 2A) and solar panel with battery storage need to be purchased separately.
- Please do not charge the camera when the temperature exceeds 45 degrees or below 0 degrees.
- It is not allowed to charge the camera with power adapter outdoors.
- When charging, the camera will be automatically turned on.
- The power outlet shall be installed near the power adapter and shall be easily accessible.

5. Add camera to EZVIZ

1. Press and hold the power button for 2s to power on the camera.
2. Wait for a moment, until you hear the device voice prompt "Platform registration successful".
3. Log in to your EZVIZ app account.
4. On the Home screen, tap "+" on the upper-right corner to go to the Scan QR Code interface.
5. Scan the QR code on the Quick Start Guide cover or on the body of the camera.



6. Follow the EZVIZ app wizard to add the device to the EZVIZ app account.

i If the device prompts "Connection failed", Please follow the steps below:

1. Press and hold the reset button for 4s to reset the device, and wait until you hear the voice prompt "Platform registration successful", then repeat the above steps to add the device to EZVIZ app account.
2. If the device still prompts "Connection failed", tap "Try APN Configuration" in the app interface and follow the app wizard to finish the APN Configuration.

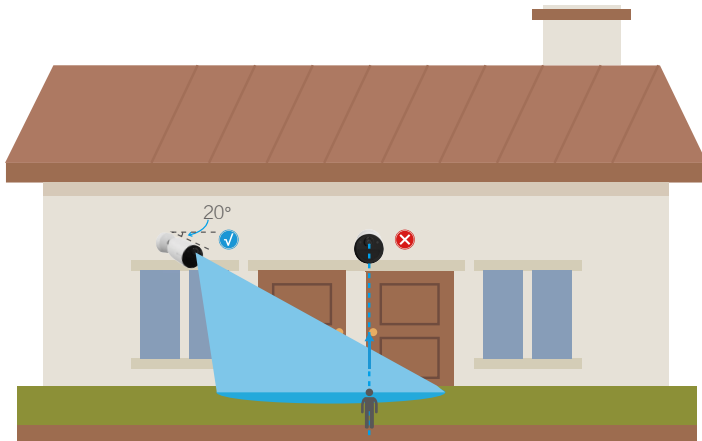
For APN information, please liaise with your carrier.

Camera Installation

1. Installation Location

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

- Make sure the wall is strong enough to withstand three times the weight of the camera.
- Recommended installation height: 7-10 ft (2-3 m) above the ground.
- Recommended installation angle: Tilt down 20 degrees.
- Make sure that side-to-side traffic crosses camera's field of view. The camera's motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera.



- i Limited by PIR detection technology, the camera may fail to detect motion when environment temperature is close to human body temperature or someone approaches the PIR sensor vertically.
- It is recommended to set detection sensitivity on the EZVIZ app when selecting location. Thus you can verify if motion can be detected in the camera's placement and adjust the sensitivity based on the size and distance of detected object.

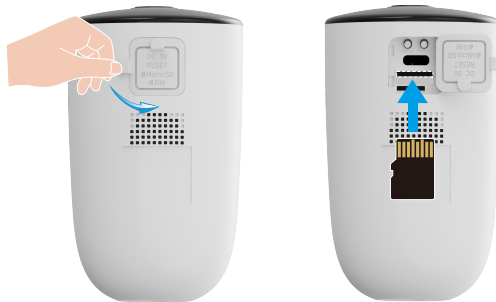


Important Notes on Reducing False Alarms:

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

2. Install the Micro SD Card (Optional)

1. Open the bigger silicone cover on the camera.
2. Insert a micro SD card (sold separately) into the card slot as shown in the figure below.
3. Place the cover back on.



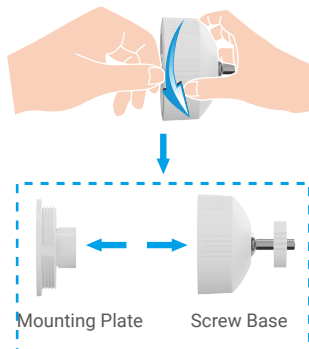
- i After installing the micro SD card, you should initialize the card in the EZVIZ app before using it.

4. In the EZVIZ app, tap the Record List in the Device Settings interface to check the SD card status.
5. If the memory card status displays as Uninitialized, tap to initialize it.

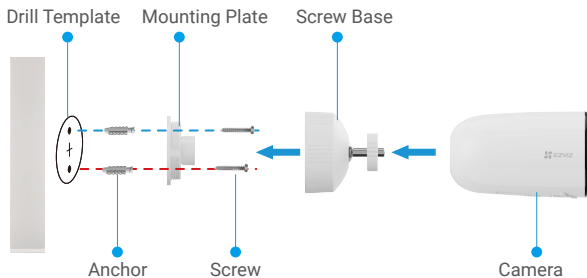
- i The status will then change to **Normal** and it can store videos.

3. Installation Steps

1. Please separate the mounting plate from the screw base first.



2. Place drill template onto a clean and flat surface.
3. (For cement wall only) Drill screw holes according to the template, and insert anchors.
4. Use screws to fix the mounting plate according to the template.
5. Rotate the screw base to the mounting plate.
6. Mount the camera to the base.



i For a better image quality, please remove the protective film from the lens before using it.

4. Adjust Angle

1. Adjust the camera angle, and tighten the secure screw (if you use the screw base) to the camera direction (the secure screw may not be tightened on the camera) to fix the camera angle.



2. Keep the lens level for best result.

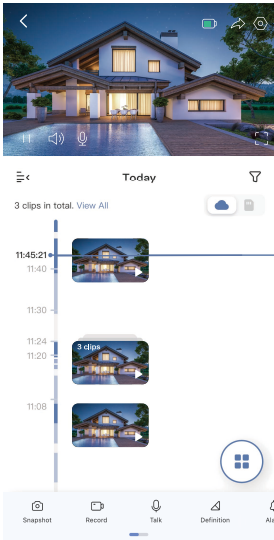


View Your Device

 The app interface may change due to version update. Please refer to the actual interface.

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.
	Battery. View the remaining battery capacity.
	Picture in Picture. You can select to see the pictures taken simultaneously by two lens in the live view.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Alarm. Sound or flash to deter intruders.
	Definition. Select video resolution as you needed.
	Nearby Device. Tap to check available devices nearby.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

 Please refer to the actual interface for specific information.

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.
Battery	You can see the battery remaining capacity here and choose the working mode of your device.
Intelligent Detection	You can select between different detection types for your device.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set audio and device voice prompt here.
Image Settings	You can set relevant image parameters for your device.
Light Settings	You can set relevant light parameters for your device.
Record List	You can see the micro SD card status, and also you can enable or disable cloud storage service here.
Privacy Settings	You can encrypt your videos with encryption password and customize the privacy area.
4G Network	You can see the connection status, used data here.
Device Information	You can see the device information here, including the user guide.
CloudPlay	You can subscribe and manage the cloud storage.
Share Device	You can share the device to your family member or guest.
Delete Device	Tap to delete the camera from EZVIZ app.

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

To Control EZVIZ devices with Amazon Alexa:

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

Voice Command

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function. Once the device is found, you can control it with your voice. Speak simple commands to Alexa.

-  Your device's name for example: "show xxxx camera," can be 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 "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. A TV with functional Chromecast connecting to it.
4. The Google Assistant app on your phone.

To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play 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 on the App, will the video recording be continued?

A: If the camera is powered on but disconnect to the Internet, then local recording 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: Why the alarm is not triggered when there is human appear in the PIR detection area?

A:

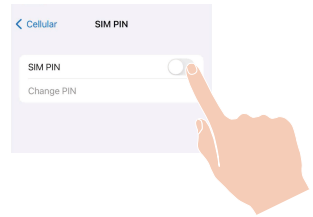
- Try to set the alarm sensitivity higher.
- Make sure that there is someone in detection area, and the PIR detection distance is 9 meters when the detection sensitivity is set to 100.
- Limited by PIR detection technology, the camera may fail to detect motion when environment temperature is close to human body temperature or someone approaches the PIR sensor vertically.

Q: How do I unlock the SIM PIN of my Nano SIM Card?

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

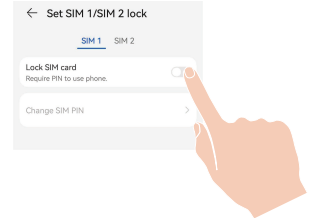
•For IOS system:

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



•For Android system:

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



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

Q: If the camera is offline on the App, and I have already attempted to reset the device but the camera remains offline, what steps should I take to resolve this issue?

- A:
1. Firstly, confirm that a valid Nano SIM card has been inserted into the camera. If not, insert a valid Micro SIM card and power on your camera.
 2. If a valid Micro SIM card has been inserted and the camera remains offline, proceed as follows:
 - Go to the app interface, tap "Device Settings" ->"APN Network Settings", then follow the app wizard to finish the network configuration.
 - Or go to the app interface, tap "Learn More" ->"reconfigure network", then follow the app wizard to finish the network configuration.

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

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1. Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.

2. Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.

3. Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.

4. The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.

5. Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.