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 ЕZVIZ ™ website (http://www.ezvizlife.com).

Revision Record

New release – January, 2021

Trademarks Acknowledgement

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Legal Disclaimer

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Pick the one for best surveillance angle.

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Stabilize the mounting plate when installing it on the rough surface.

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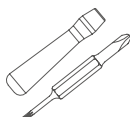
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Basics

Faceplate

Lens
MIC
QR Code
Reset Button
Doorbell
LED Indicator

UP

Terminals

Micro SD Card Slot
(Behind the cover)

Speaker
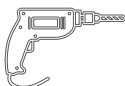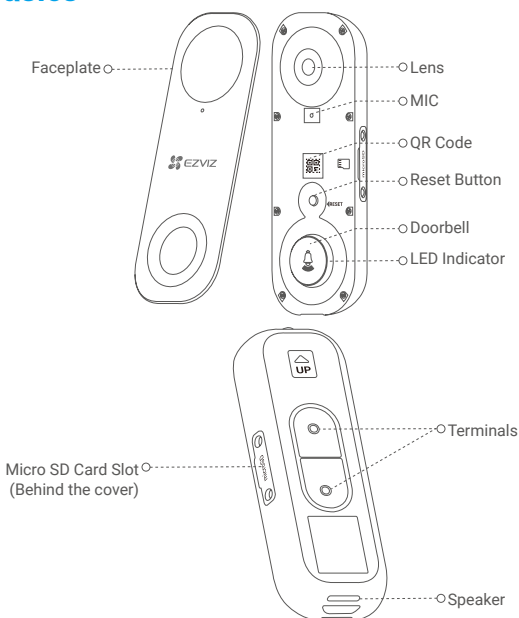
Name	Description	
LED Indicator	**Red**	• Solid Red: Doorbell is starting up. • Fast-flashing Red: Doorbell exception (e.g. Micro SD card error).
	Blue	• Solid Blue: Doorbell is functioning properly. • Fast-flashing Blue: Doorbell is ready for Wi-Fi connection.
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it.	
Reset Button	Hold for 5 seconds to reset and enter to Wi-Fi configuration mode.	

Get the EZVIZ App

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

Wiring Overview

EZVIZ doorbell with chime

i If you have mechanical chime or electronic chime installed in your home, install the power kit and doorbell, and connect the wires as shown in the figure below.

LIVE

12VAC to 24VAC

110 to 240VAC

12VAC to 24VAC

Transformer   NEUTRAL

Doorbell

TRANS

0

FRONT

3

12VAC to 24VAC

Power Kit

Mechanical Chime / Electronic Chime
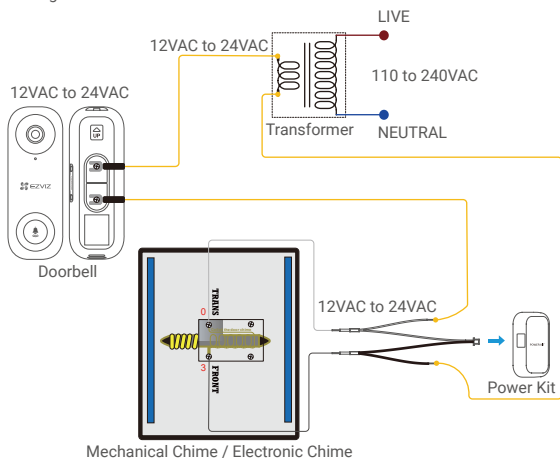
EZVIZ doorbell with no chime

i If no chime is installed, skip power kit installation, install the doorbell, and connect the wires as shown in the figure below.

LIVE

12VAC to 24VAC

110 to 240VAC

12VAC to 24VAC

Transformer   NEUTRAL

Fuse Wire

Doorbell
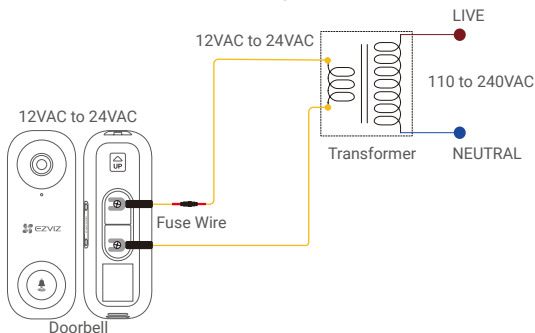
i • We recommend installing a new transformer to bring the output 12 to 24 volts.
  • Please refer to Quick Start Guide of your chime or transformer for the chime or transformer installing details.

Power Kit Installation

ℹ️ The power kit ensures that your doorbell gets the power it needs, so be sure to install it before you install your Doorbell.

1 Shut off the electricity at the breaker that controls doorbell's circuit.
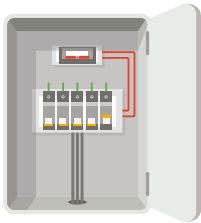
2 Insert one end of the wire harness into the power kit.
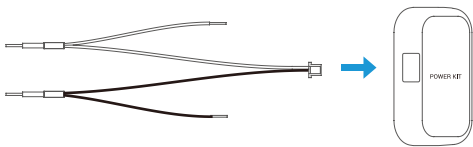
3 Remove the cover from your mechanical chime.
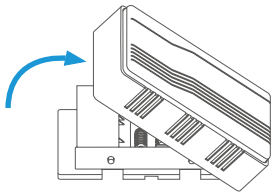
4 Remove the existing chime wires in the terminals named TRANS and FRONT.
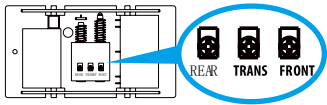
5 Connect the wire harness to the chime's terminals named TRANS and FRONT.

REAR   TRANS   FRONT
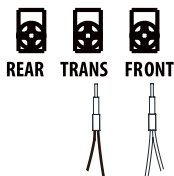
6 Insert the existing chime wire and the other end of the wire harness into the wire connector and twist it tightly. Repeat this step with the other chime wire.

Wire Connector

Chime Wire   Wire Harness
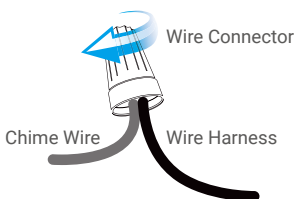
7 Mount the power kit to the side of the chime.
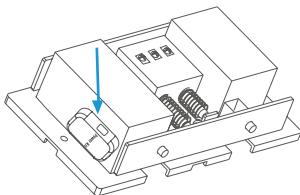
8 Put back the chime cover.
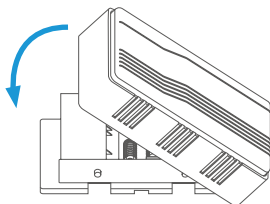
Doorbell Installation

ℹ Recommended Installation Height: 1.2 m (4 ft) above the ground.

1 Shut off the electricity at the breaker that controls doorbell's circuit.
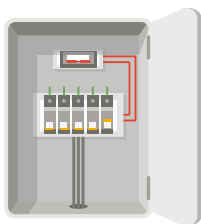
2 (Optional) When the wall is uneven, paste the plate foam to the mounting plate.
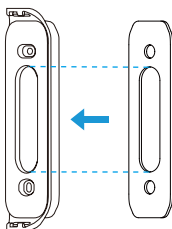
3 Using your mounting plate as a template, mark the location of the two mounting holes on your wall, and insert anchors, then fix the mounting plate to the wall.

Mounting Screw   Anchor
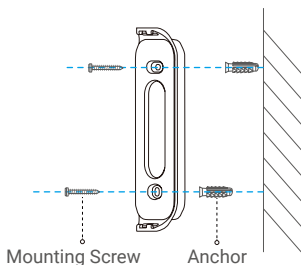
ℹ Recommended Hole Depth: 25 to 30 mm (1 inch to 1.2 inch).

4 If you have a chime installed, follow Option A; If not, follow Option B.

Option A Connect doorbell with your existing doorbell wires.

Fixing Screw

U-Shaped Wire
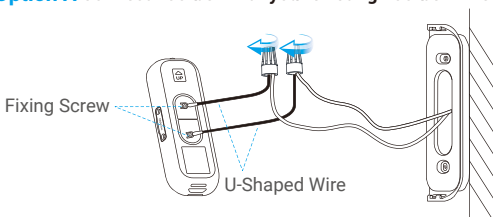
Power Supply: 12 to 24 VAC

Option B Connect the fuse wire with your existing doorbell wire.

Fuse Wire

Fixing Screw
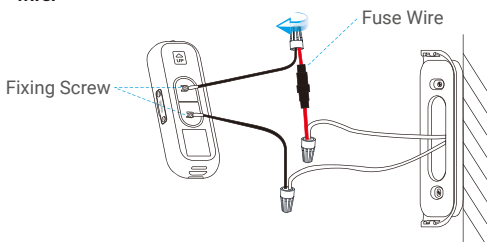
Power Supply: 12 to 24 VAC

5 Install the doorbell to the mounting plate.
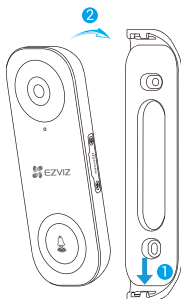
6 Insert the security screw into the top of the mounting plate to secure the doorbell.

7 Restore the electricity at the breaker.
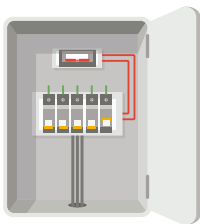
i Doorbell is powered on when its indicator flashes blue quickly. If not, make sure your electricity is off and check the wiring. If yes, proceed to doorbell setup.

Doorbell Setup
Add your doorbell to EZVIZ app.

1. Remove the faceplate of the doorbell.
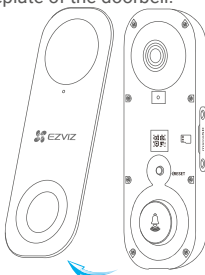
2. Log in to your EZVIZ account.
3. On the Home screen, tap "+" on the upper-right corner to go to the Scan QR Code interface.
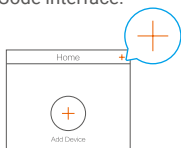
4. Scan the QR code on the device or the cover of this quick start guide when the indicator flashes blue.
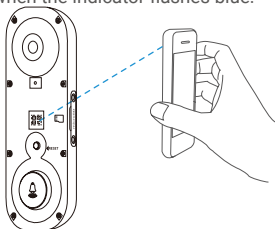
5. Follow the wizard to add the doorbell to the EZVIZ app.

   i If you want to change the Wi-Fi which your doorbell has connected to, press and hold the reset button for 5s and repeat this part.

6. Put the faceplate back.
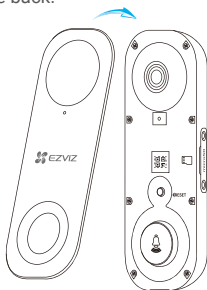
Choose the corresponding chime type.

1. In the EZVIZ app, tap the **Chime Type** in the Device Settings interface to go to the Chime Type interface.
2. Choose the chime type which you have installed in your home.

Install the Micro SD Card (Optional)

1. Remove the cover on the side of the doorbell with the screwdriver.
2. Insert a micro SD card (sold separately) into the slot until a click.
3. Place the cover back on, and tighten the screws with the screwdriver.
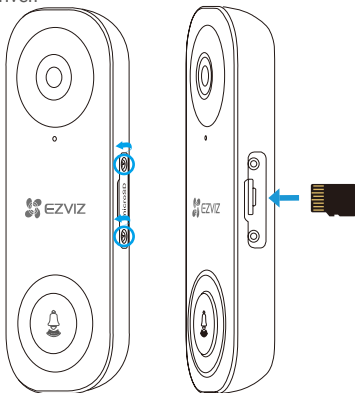
> ℹ After installing the micro SD card, you should initialize the card in the EZVIZ app before using it.

Initialize Micro SD Card

1. In the EZVIZ app, tap the **Storage Status** in the Device Settings interface to check the micro SD card status.

Wi-Fi Configure	TEST-WiFi 🔊 ›
Storage Status	›
Device Version	Vx.x.x build xxxxxx No new version.

2. If the card status displays as **Uninitialized**, tap to initialize it.
3. The status will then change to **Normal** and it can store videos.

Troubleshooting

1 **I have installed my doorbell, but the chime in my home doesn't function.**

Please confirm the following details.

1. Make sure the right input voltage range (12V to 24V) has been used. Your doorbell is designed to work with at least 12 volts of AC power, which is in line with a majority of standard doorbell systems. Doorbell running at a lower voltage (or runs on DC rather than AC) may cause chime malfunction.
2. Select the right chime type (same as the product label) in the EZVIZ app.
3. Make sure the chime model used in your home is compatible with the doorbell. Please check the compatibility list on www.ezvizlife.com.
4. Power on the doorbell and wait for 10 minutes to 3 hours, and then try again.

2 **I have failed to connect my doorbell to Wi-Fi.**

1. Make sure your doorbell is not blocked by firewall or any limitation in your network.
2. Do not connect too many devices to the router.
3. Make sure the static IP setting is disabled and the router can distribute IP address to your device (DHCP is on).

3 **My doorbell is offline frequently.**

1. Make sure the doorbell has received strong and stable Wi-Fi signal.
2. Make sure your router and the internet is functional.
3. The doorbell requires at least 2 Mbps uploading speed, please make sure the bandwidth of the network is sufficient, and do not have too many devices connected to the router.
4. If all the troubleshooting techniques listed above does not resolve the problem, please delete the device from your EZVIZ account, reset and re-add.

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" 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 changed in the EZVIZ app. Each time you change the name of the device, you will need to discover the device again to update the name.

Troubleshooting

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

Check if there are any Internet connecting problems.

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

Your device might have been disconnected from the network. Restart the smart device and re-discover on Alexa.

Check if your router is connected to the Internet and try again.

ⓘ For details about countries where Amazon Alexa is available, see Amazon Alexa's 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

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

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.