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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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Instruction

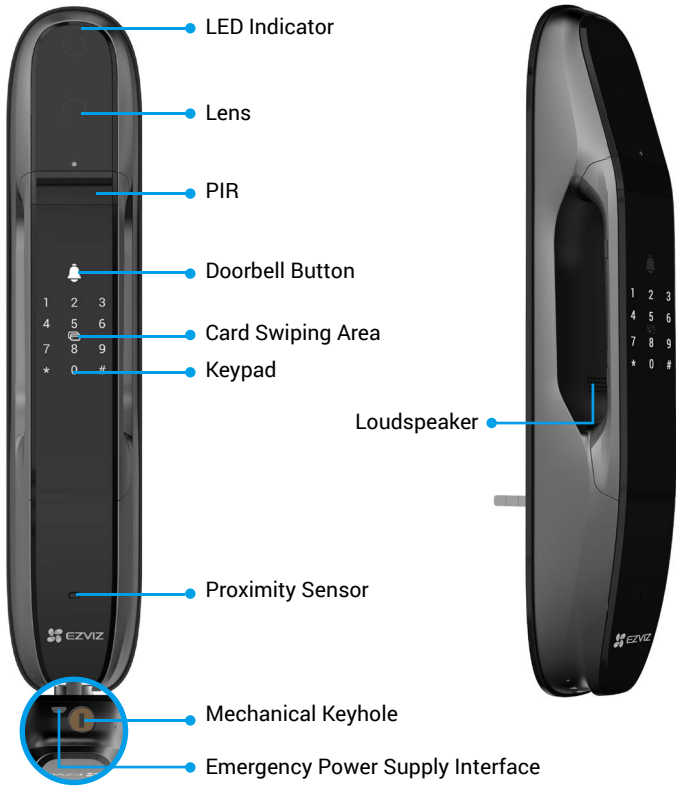
- The installation of EZVIZ Lock (hereinafter referred as to "lock") impacts its normal operation and service life. It is recommended to let professionals install, and drill holes for lock set in accordance with hole templet in appendix.
- It is recommended to remove the lock if your house is under decoration, 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 completes, the lock will clear all user information. After lock installation and configuration, please add faces, passwords or cards as needed.
- When battery voltage is low after being used for a while, low voltage alarm alerts. Please 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 service life.
- Considering that the lock is put in an open environment, we suggest you pay attention to the safety in use, including keep properly small parts like the mechanical key or the sensing card. You should check the surrounding environment before unlocking and updating your password and sensing card settings on time as well in case of any danger of illegal stealing or copying of your unlocking information.
- The lock accommodates up to 100 faces, 100 passwords and 100 cards.
- The face recognition technology under this product only serves the sole purpose of unlocking, and is only applied when the designated people initiate an request to do so. The face images involved and the analysis processes of them are carried out locally on the product, which is completely controlled and managed by you.

Packing List

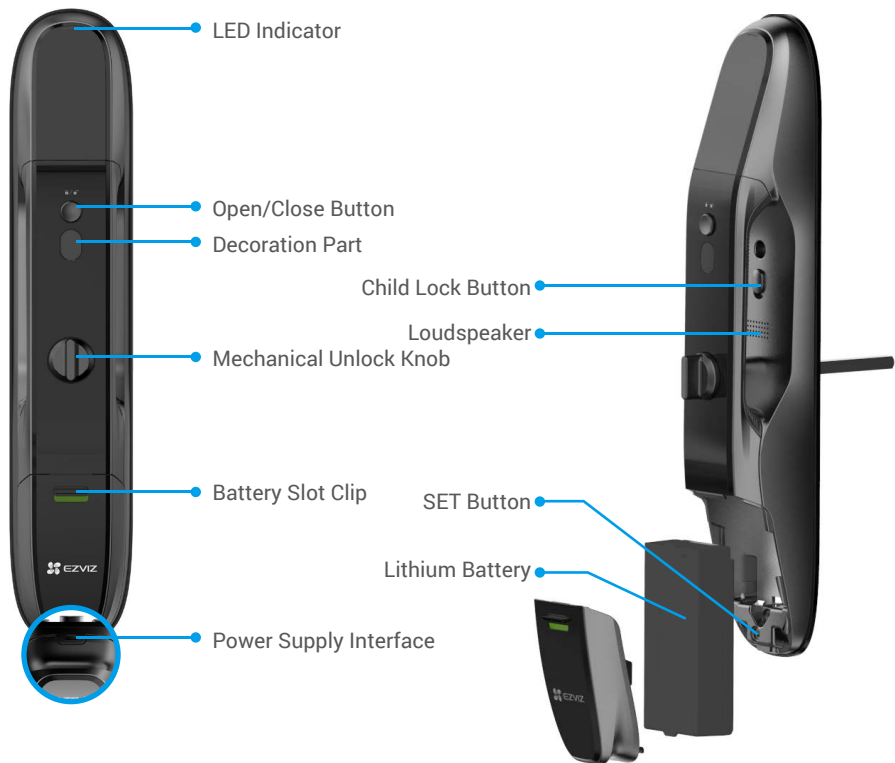
1	Front Panel	×1
2	Rear Panel	×1
3	Lock Body	×1
4	Frame Edge	×1
5	Square Rod	×1
6	Card	×2
7	Hole Templet	×1
8	Standard Screw Bag	×1
9	Lock Body Screw Bag	×1
10	ScREW Bag	×1
11	Barrier Strip	×2
12	Lithium Battery	×1
13	Data Cable	×1
14	Regulatory Information	×1
15	Quick Start Guide	×1

Overview

Outdoor



Name	Description
LED Indicator	● Solid Blue: The lock is recognizing face.
	● Flashing Red: Validation failed.
	● Flashing Green: Validation succeeded.



Name	Description
LED Indicator	<div><div></div></div> Solid Blue: Charge completed.
	<div><div></div><div></div></div> Slow-flashing Blue: Charging.
	<div><div></div><div></div><div></div></div> Fast-flashing Blue: Lock ready for Wi-Fi configuration.

Lock Installation



- The standard accessories for this product support installation of doors with the thickness from 40mm to 100mm. The distance between the edge and buckle area shall be no less than 20mm. If the thickness of the door is beyond this range, please contact your local dealer.
- When fixing front and rear panel, do not press internal connection cable.
- When installing front and rear panel, handle with care in case of any panel damage.

1. Drill Holes

The product is applicable to wooden doors and burglar-proof metal doors. Drill holes in accordance with hole templet in packing list.

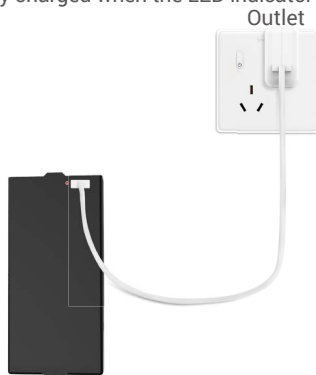


2. Install

Please tap  to watch the installation video.



- ❶ Charge the battery first. It's fully charged when the LED indicator is flashing green.



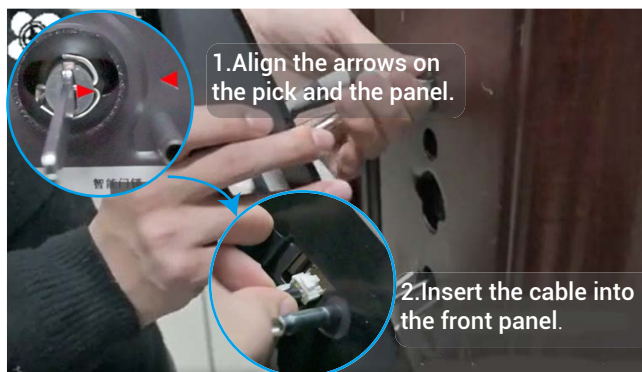
- ❷ Fix lock body into door panel with screws.



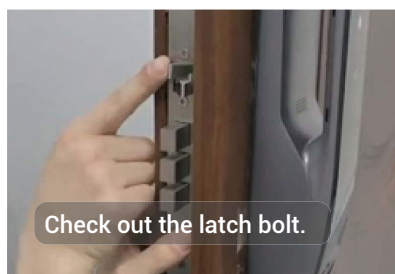
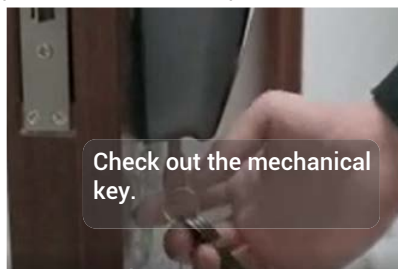
- ❸ Tighten the fixing screws.



- ④ Plug the connecting wire into the hole and through the door frame without being squeezed by the panel.



- ⑤ Insert the front panel and test normal operations of latch bolt and handle.



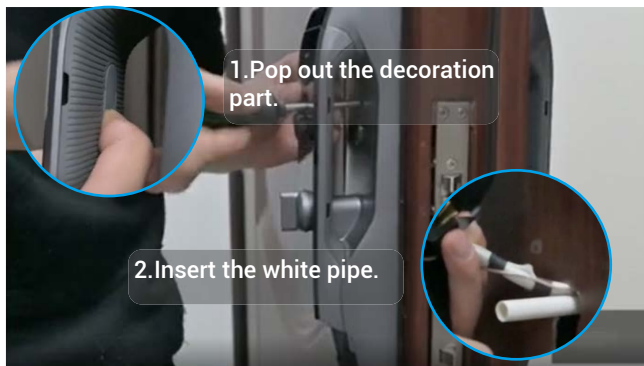
- 6 Insert the square rod into the rear panel.



- 7 Connect the front panel and rear panel with video cable.



8 Install the rear panel.



9 Place the battery into the rear panel.




10 Put the decoration part back and install two barrier strips.




11 The installation is finished.

Lock Settings

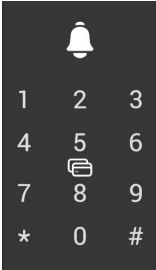
After installation, you can set the lock as needed.






Please tap  to watch the setup video.



-  • Please remove protective film from lock before the first use.
- Please note that disinfectant may cause damage to the lock body.

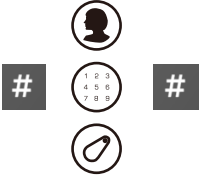
Numeric Keypad



-  ~  number key
-  cancel, return and exit
-  confirm
-  doorbell button

Add Administrator

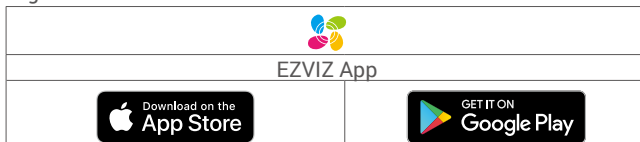
Press # to add administrator. The user number is 001. Press # to confirm after you add faces, passwords, cards or anti-hijacking passwords.



- After each successful unlocking verification, the user number will appear on the keypad. You can query the user number here;
- Deleting a user requires the corresponding user number. Please remember the user number currently entered.
- The anti-hijacking password is the password set by the user. When the user opens the door with the anti-hijacking password, the lock will send alarming information to the associated EZVIZ App.

Get the EZVIZ App

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



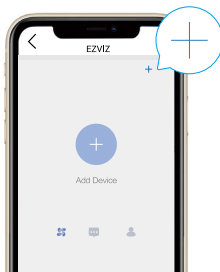
- If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Add Lock to EZVIZ

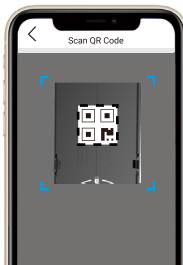
- The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

Please add lock to EZVIZ by following steps:

1. When you are using the lock for the first time, remove the battery cover, take out the battery and put it back to restart the lock. The lock is ready for Wi-Fi configuration when the LED indicator on the rear panel is flashing fast blue.
2. Log in to your account through EZVIZ app, tap the device adding icon and then the QR code scanning interface will be displayed.



3. Scan the QR code at the back of the battery cover.



4. Add lock by following the wizard on the app.



To switch the network, follow the steps below:

1. Remove the battery cover on the rear panel, press the SET button, and enter the menu after successful verification with the face, password or card of the administrator.
2. Follow the voice prompt to find the following path in the menu for network reset: System setting > Advanced setting > Wi Fi setting.
3. After Wi-Fi network is reset successfully, follow the voice prompt and use the EZVIZ App to scan the QR code on the device to reconfigure the network.

Activate Lock

Press # to activate the lock.



The lock is unable to recognize faces within 30 seconds after the door is closed. Please press # to activate the lock before you recognize face on the lock,

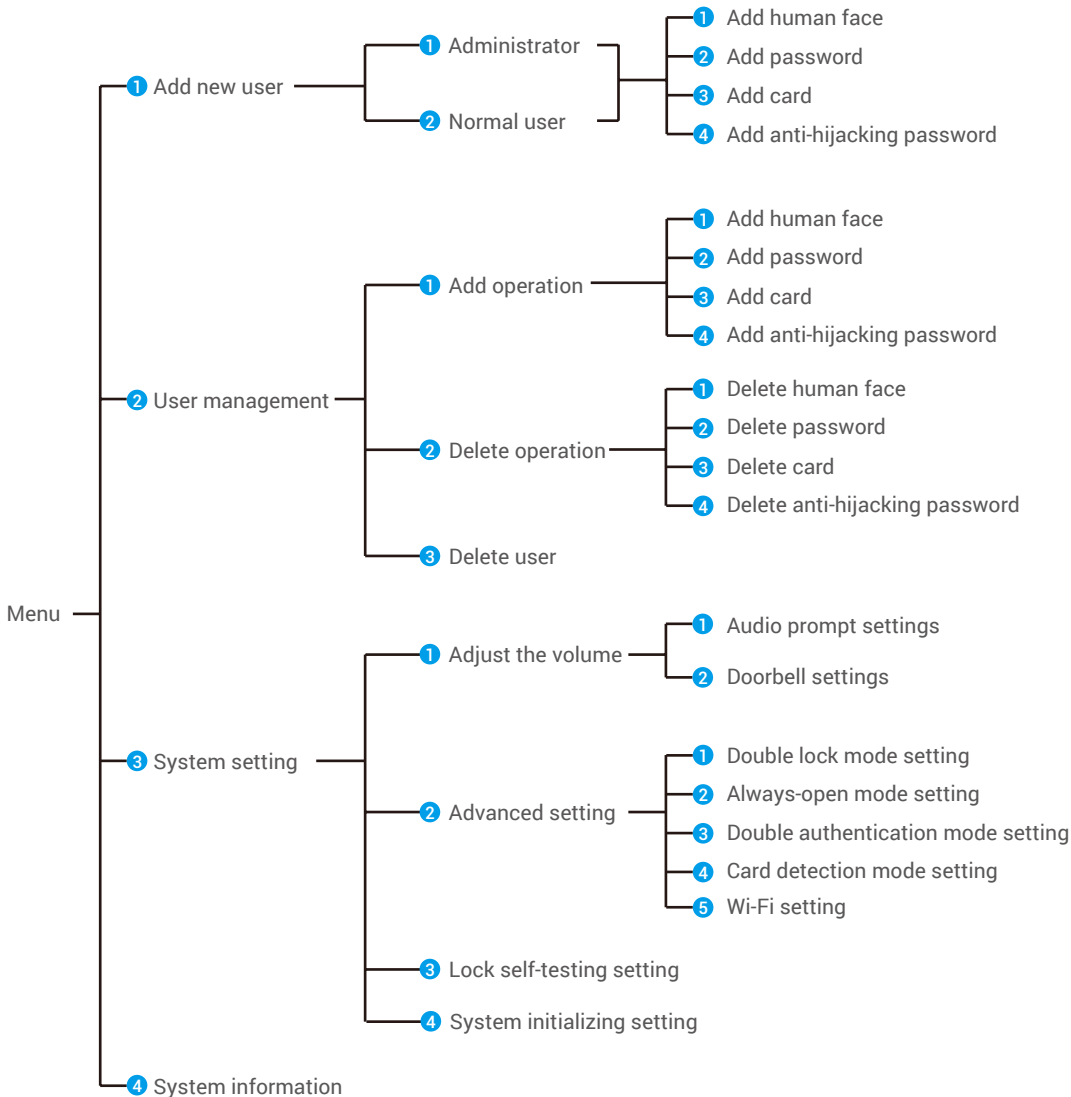
Enter Menu

Remove the battery cover, press the SET button and use the face, password or card of the administrator to enter menu.

Menu Index



The menu here is for reference only.



Add User



- Please log into the administrator account before creating a new normal user.
- The administrator can log into the menu to add and delete users or settings while ordinary users only unlock the lock.

Press 11 to add administrator or 12 to add normal user. Then add face, password or card and press # to confirm.



Add Human Face/Password/Card/Add Anti-hijacking Password

Add Human Face

Press 2 to enter user management and enter your user number and #. Then press 11 to add human face and press # to confirm.



Add Password

Press 2 to enter user management and enter your user number and #. Then press 12 to add password. Enter password (6 to 10 digits) and press #. Then enter password and press # again to confirm.



Add Card

Press 2 to enter user management and enter your user number and #. Then press 13 to add card. Swipe card and enter card password (6 to 10 digits) and press #. Then enter card password, press # and swipe card again to confirm.



- The 6-digit password is used for the encryption of the card and cannot be modified after the initial setting. When adding card again, you need to enter the previous password again. This password is not required for normal use.
- When adding a card, please stick the card close to the lock and remove it after hearing the voice prompt indicating that card adding is successful. Otherwise, the operation may fail and thus cause card abnormality.
- Please remember your card number well in case you want to delete the card in the future.
- Card which has been added cannot be added again.

Add Anti-hijacking Password

Press 2 to enter user management and enter your user number and #. Then press 14 to add anti-hijacking password. Enter anti-hijacking password (6 to 10 digits) and press #. Then enter anti-hijacking password and press # again to confirm.



Delete Operation



- The current user cannot be deleted.

Press 2 to enter user management and enter your user number and #. Then press 2 to choose the face, password, card or anti-hijacking password to delete. Then press # to confirm.



2

user
number

#

2

#

Delete User

The current user cannot be deleted.

Press 2 to enter user management and enter your user number and #. Then press 3 to cancel a user. Then press # to confirm.

2

user
number

#

3

#

Adjust the Volume

Press 3 to enter system settings and 1 to adjust the volume Then adjust the audio prompt or doorbell.

3

1

Advanced Setting

Press 32 to enter advanced setting and set parameters as you need.

3

2

- Double lock mode: after the mode is enabled, only administrator can open the door outside (you can still open the door inside).
- Always-open mode: after the mode is enabled, you can push or pull the handle to open the door directly. Verify the face, password, or card under the user; Dual verification users need to add more than two electronic keys, face included (electronic keys refer to face, password and card). When dual verification users unlock the device, they need to use face + password verification or face + card verification.
- Card detection mode: after the mode is enabled, the lock can be unlocked as long as the card is close to the detection area.
- Wi-Fi configuration: add a network.

System Initializing Setting

Press 33 to initialize the lock and press # to confirm.

3

3

#

System information

Press 4 to look up to the system information of the lock.

4

Lock Using

Unlock



Face Unlock




Password Unlock



Key Unlock



Card Unlock

- 
- Press # to activate the lock.
 - For your privacy security, it is recommended to change passwords and clean keypad area regularly in case of remaining marks.

Scramble Password

The smart lock applies scramble password function. Scramble password increases safety and avoid password being peeped.

When entering password, you can enter any random number among where there has the right password. Max. length: 20 digits (scramble password + right password).

For example: the right password is 123456, you can enter xxx123456xxx and end by # to confirm, and the door will unlock.

Child Lock

Pull down the child lock button on the rear panel, then the indoor open / close button cannot unlock the door.

Operation and Management

Emergency Power Supply

When battery is out of power, connect the emergency power supply interface of the front panel with power bank (or phone supporting OTG) to charge lock through micro-USB charging line, and then unlock the door.

Power Bank



Charge Battery

When battery is out of power, remove battery cover and charge the battery. It's fully charged when the LED indicator flashes green.

Outlet



Note: install correct battery in case of explosion.

- When not using the battery for a long time, remove them from battery seat.
- Dispose used the battery according to the local environmental protection law.

Or connect the power supply interface of the rear panel with power cable

Outlet



Alarms

1. 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, password or card 5 times in a row, the system will be locked for 3 minutes.

3. Low Voltage Alarm

Once battery voltage is low, the voice prompt will remind you to replace battery.

Once battery voltage is low, face recognition is prohibited. Please use the password or card to unlock the lock.

Restore to Factory Settings

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

2. Press the SET button for 5 seconds, meanwhile put back the battery in the battery seat.

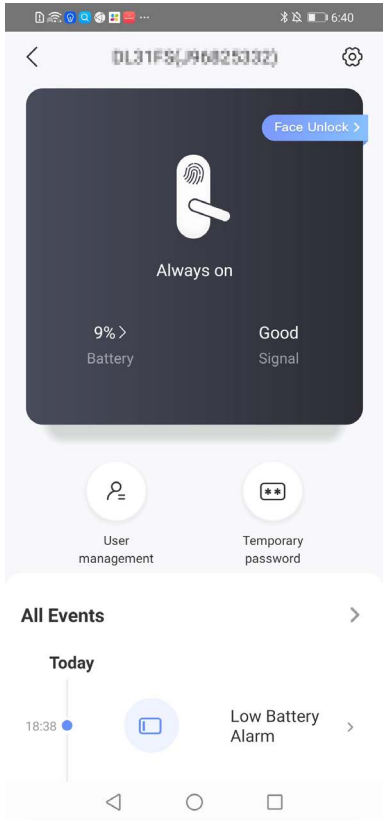
3. Release the SET button and press # to confirm after voice prompts.

Operations on the EZVIZ App

Homepage

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.



Status	The status of your lock.
Battery	The storage of the battery of the lock.
Signal	The status of the network signal.
User management	Click to manage the name, digit code, card and face key for users.
Temporary password	When your family have a visitor, for your privacy security, you can creat a temporary password of door opening.
All Events	Check all events happened to the lock.

Settings

Parameter	Description
Door opening reminder	When enabled, EZVIZ will send you a message when the door is opened.
Volume settings	Set the doorlock system volume and doorbell volume.
Battery	Check the storage and the description of the battery of the lock.
Face unlock settings	<ul style="list-style-type: none">• Face unlock switch: when enabled, the lock can be unlocked by face recognition.• Face unlock way: if you choose Auto, face recognition will be enabled without any operations when you enter the detection area. If you choose Manual, please touch digital key area of your lock to awake the lock and then open the door by face recognition.• Automatic unlocking sensitivity.• Auto face unlocking schedule: when enabled, the lock will automatically unlock the face only during the set period of time and manually unlock the face at other times.• Face key entry guidance: guide to add face key.
Double lock mode	When enabled, only the administrator can unlock the door.
Cloud door-opening logs	Check the logs of door-opening.
Time zone	You can select time zone as needed here.
Date format	You can select date format as needed here.
Wi-Fi	You can select Wi-Fi for your device.
Device version	You can see device version here.
Phone alarm service	When enabled, there is a phone call to remind you for alarm triggered.
Offline notification	When enabled, notifications will be pushed to your app once the lock is offline.
User guide	You can read user guide of the lock here.
Device information	You can see the device information and upgrade it if upgradeable.
Delete device	Tap to delete the lock from your EZVIZ account.

Maintenance

Daily Maintenance

- Do not put corrosive materials near to 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.
- Recharge 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 or cannot be held in correct position.
- It is recommended to wipe and clean the lens and proximity sensor on the front panel regularly to keep them clean and ensure the normal use of face recognition function. It is recommended to use lens paper, cotton swabs dipped in water or soft tissue for wiping.
- 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.

FAQ

Problem	Cause	Solution
Door cannot be opened successfully through verifications by face, password or card.	Lock installation problem.	Ask professionals to check the lock.
Door cannot be opened with mechanical key.	Incorrect mechanical key.	Use correct mechanical key.
	Lock cylinder damaged.	Ask professionals to check the lock and replace the damaged components after opening door by other methods.
	Lock body damaged.	
	The key does not insert to end.	
Verified by face, password and card successfully, but motor doesn't work, and door cannot be opened.	Connection line loosens.	Ask professionals to check the lock, and replace damaged components.
	Motor fault.	
No response of keypad.	Battery is out of power or installed in a wrong way.	Unlock the lock through external power supply or mechanical key, and check the battery.
	Connection line between front lock body and rear one loosens.	Ask professionals to check the lock after opening door with mechanical key.
	Keypad damaged.	
The lock remains open, and cannot be used normally.	Clutch components fault.	Ask professionals to check the lock.
	The lock has entered always-open mode.	Verification by face, password or card to cancel always-open mode.

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