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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 – January 2023

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Overview

1. Package Contents



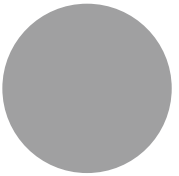
Camera (x1)



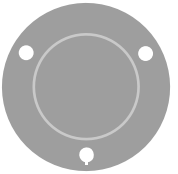
Power Adapter (x1)



Power Cable (x1)



Foam Sticker (x2)



Metal Plate (x1)



Regulatory Information (x1)



Quick Start Guide (x1)

2. Basics





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.
		Fast-flashing Blue: Camera ready for Wi-Fi connection.
		Slow-Flashing Blue: Camera working properly.
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB.	
Reset Button	Press and hold for 5 seconds to restart and set all parameters to default.	
Power Port	For powering on the camera.	

Setup

Follow the steps to set your camera:

1. Get the EZVIZ app, and log in to your EZVIZ app account.
2. Power on your camera.
3. Add your camera to your EZVIZ account.

1. Get the EZVIZ App

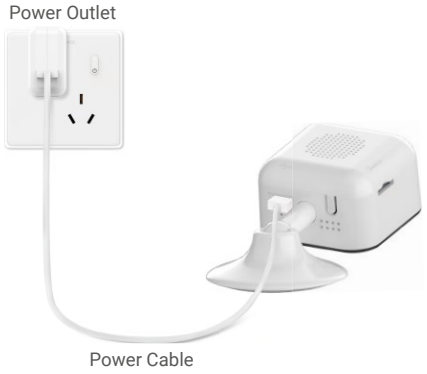
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching “EZVIZ” in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.

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. Power-on

Connect the camera to power outlet with the power adapter (5V 1A) to power on.



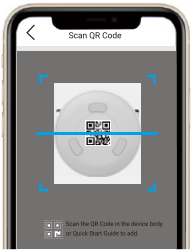
It is recommended to use the power cable and power adapter included in the package.

3. Add camera to EZVIZ

1. When the LED indicator flashes blue quickly, indicates that the camera is ready for Wi-Fi configuration.



2. Log in to your account using the EZVIZ app.
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 Quick Start Guide cover or on the body of the camera.



5. 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 5 seconds and repeat the steps above.



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:

- Remove the protective film from the lens.
- Make sure the wall is strong enough to withstand three times the weight of the camera.
- Installation height: Less than 6.6 ft(2 m) above the ground.
- Recommended installation angle: Tilt down 15 degrees.



- It is recommended to set detection sensitivity on 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.

2. Installation Steps

1. Install Micro SD Card (Optional)

- Insert the Micro SD card (sold separately) into the card slot as shown in the figure below.



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

- In the EZVIZ app, tap the **Storage Status** in the Device Settings interface to check the Micro SD card status.
- If the memory card status displays as **Uninitialized**, tap to initialize it.

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

2. Install Camera

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

Secure the metal plate with foam sticker

1. Pick a clean and flat surface.
2. Secure the metal plate with the foam sticker.
3. Mount the camera to the metal plate or attach it directly to a magnetic surface.

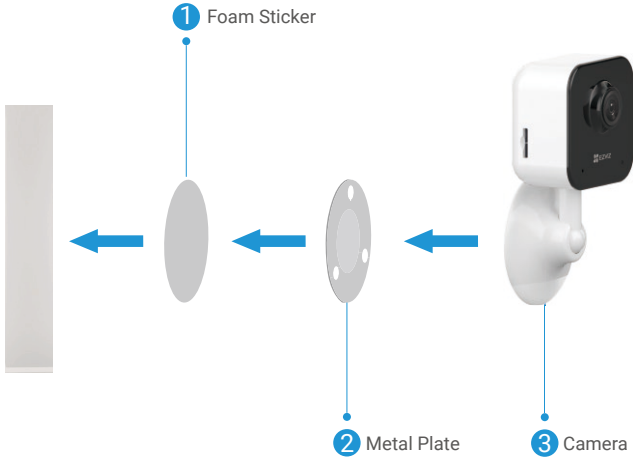


Fig.1 Mount by Foam Sticker

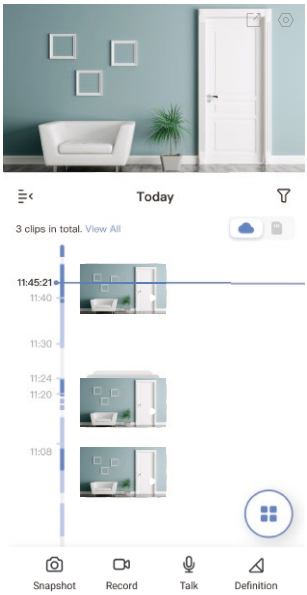
View Your Device

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 toolbar to see more icons.

Icon	Description
	Share. Share your device.
	Settings. View or change the device settings.
	Popup. View the video displayed on top of another app you are using.
	Full screen display. Tap to enjoy a full screen display for your filed of 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.
	Definition. Select video resolution from Ultra HD(only for 5MP device), Full HD, Hi-Def or Standard.
	Multi-screen Live. Tap to select window layouts.

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	Customize the name of your device.
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 camera indicator will be off. Exceptions: The camera indicator will still be on, when the camera is charging or the camera is exception.
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.
Restart Device	Tap to restart the device.
Share Device	You can share the device to you family members or guests.
Delete Device	Tap to delete the device 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 "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.

i 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.

INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.
2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.
3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.
4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.
5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.