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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)




Drilling Template (x1)



Power Adapter (x1)



Waterproof Kit（x1）



Screw Kit (x1)



Regulatory Information (x1)



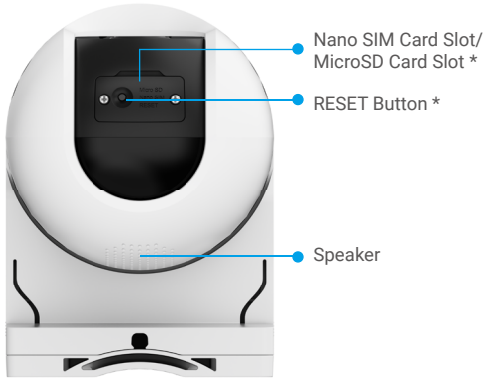
Quick Start Guide (x1)

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

## 2. Basics




| Name | Description | |
|---|---|---|
| LED Indicator | — | Solid Red: Camera starting up. |
| | — | Slow-flashing Red: Network not connected. |
| | — | Fast-flashing Red: Camera exception (e.g. MicroSD card error). |
| | — | Solid Blue: App visiting camera. |
| | — | Slow-flashing Blue: Camera running properly. |
| | — | Fast-flashing Blue: Camera ready for APN configuration. |

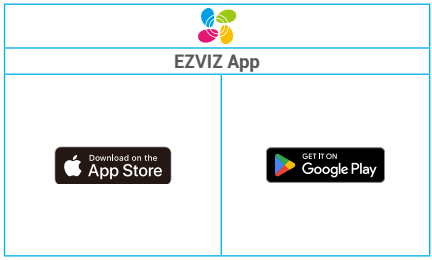



| Name | Description |
|---|---|
| RESET Button | Press and hold for about 4s to restart and set all parameters to default. |
| Nano SIM Card (sold separately) | Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB. |
| MicroSD Card (sold separately) | Insert a valid MicroSD card to the card slot, before powering on the device. |

# Setup

## 1. Get the EZVIZ App

- Download and install the EZVIZ app by searching for “EZVIZ” in the App Store or Google Play™.
- 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".

## 2. Install Nano SIM Card

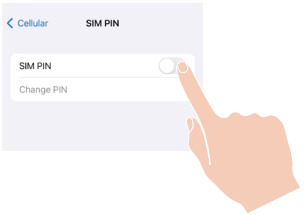
**When the Nano SIM card PIN is locked, it needs to be unlocked before being insert into the device.**

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

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

•For IOS system:

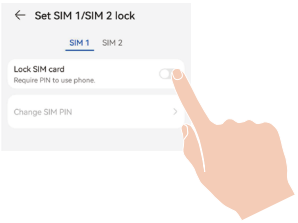
1. Insert your Nano SIM card.
2. On your phone, go to Settings > Cellular > SIM PIN.
3. Under SIM PIN, touch to disable the “SIM PIN” by entering PIN code.




•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.




The following operation steps may vary slightly depending on the phone model, please refer to the actual mobile phone interface.

- Remove the cover on the camera.
- Insert the 4G Nano SIM card into the Nano SIM card slot as shown in the figure below.



## 3. Install Micro SD Card (Optional)

- Remove the cover on the camera.
- Insert a Micro SD card (sold separately) into the SD 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 **Record List** in the Device Settings interface to check the 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.

## 4. Add the camera to EZVIZ

1. Connect the power adapter cable to the camera's power port.
2. Plug the power adapter into an electrical outlet.
3. Wait for a moment, until you hear the device voice prompt "Platform registration successful".
4. Log in to your EZVIZ app account.
5. On the Home screen, tap "+" on the upper-right corner to go to the Scan QR Code interface.
6. Scan the QR code on the Quick Start Guide cover or on the body of the camera.




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

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

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.

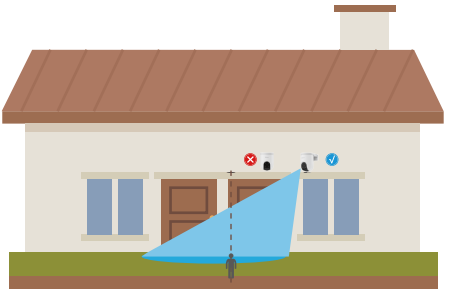
For APN information, please liaise with your carrier.

# 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: 10.0 ft (3m);
- Detection distance range: 6.5-32.8 ft (2-10m).
- 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.



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 Too Much 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. Installation Steps

The camera can be wall mounted and ceiling mounted.

### Ceiling/Wall Mount

1. Please separate the mounting base and the camera first.




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

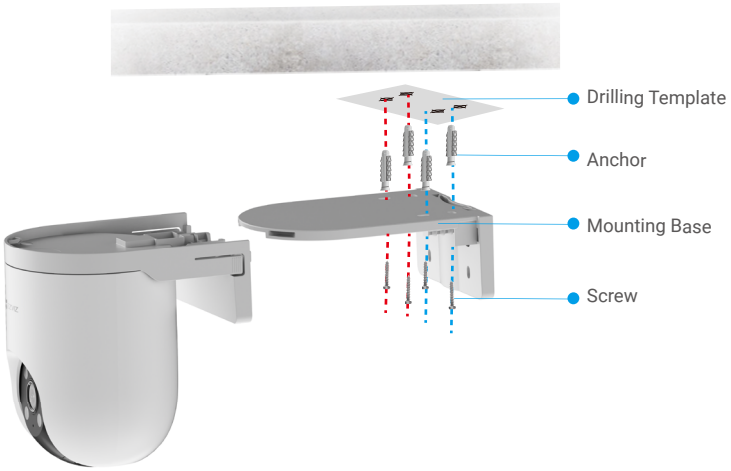



Fig. 1 Ceiling Mount

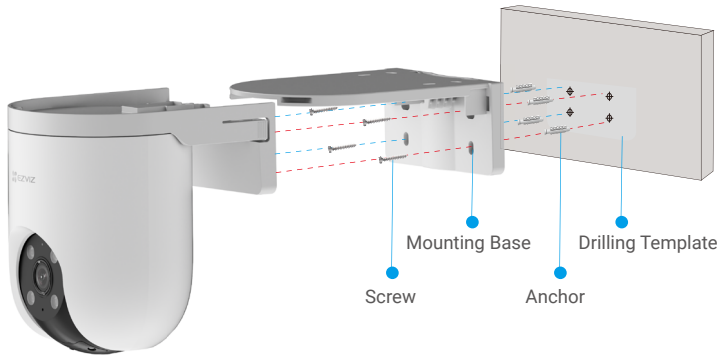
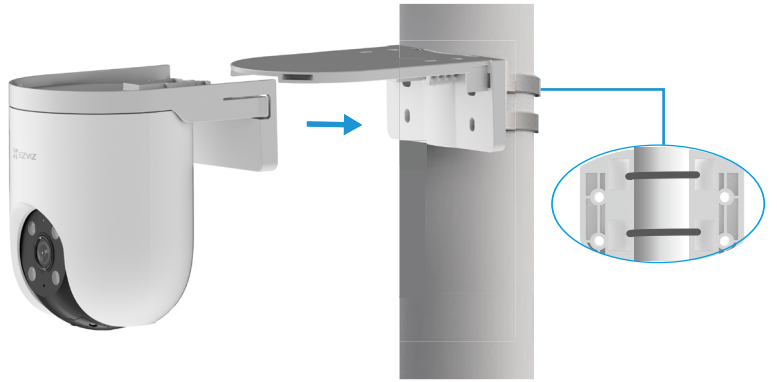



Fig. 2 Wall Mount

## Pole Mount

1. Remove the protective film from the lens.
2. Use the cable tie (not provided in the package) to fix the mounting bracket to the pole.
3. Push the camera onto the mounting bracket

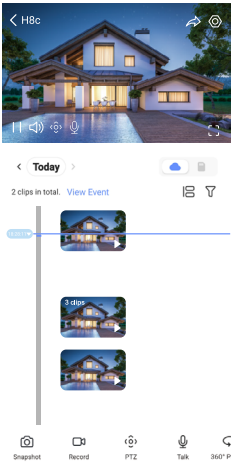


# View Your Device

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 are shown below.
You can view and listen to a live feed, take snapshots, record videos, and choose video definition as needed.




| Icon | Description |
|---|---|
| | Share. Share your device with anyone you want. |
| | Settings. View or change the device settings. |
| | 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. |
| | Alarm. Sound and flash to deter intruders. |
| | Full screen display. Tap to enjoy a full screen display for your filed of view. |
| | PiP. View the video displayed on top of another app you are using. |
| | Floodlight. Tap to lighten the field of view. |
| | Definition. Select video resolution from Full HD, Hi-Def or Standard. |
| | Nearby Device. Tap to select more devices for multi screens live view. |
| | Sleep. Tap to enable sleep mode for the device. |

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

## 2. Settings

| Parameter | Description |
|---|---|
| Intelligent Detection | You can select basic algorithms for your device. |
| Message 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 devicell indicator will be off.<br>The device indicator will still be on, when the device is charging or the device is exception. |
| PTZ Settings | You can set parameters of PTZ for your device, like PTZ position calibration and 360° Picture here. |
| Record List | You can see the status and total capacity of the microSD card. |
| Privacy Settings | You can encrypt your videos with encryption password. |
| 4G Network | You can see detailed traffic calculation here |
| Device Information | You can see the device information here. |
| Share Device | You can share the device to you family members or guests. |
| CloudPlay | You can subscribe and manage the cloud storage. |
| Device Inspection | Value-added service. |
| Restart Device | Tap to restart the device. |
| 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 "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 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.

Why the device's status is "Offline" 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

# FAQ

**Q: If the camera is offline on the App, will the video recording continue?**

A: If the camera is powered on but disconnected from 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.

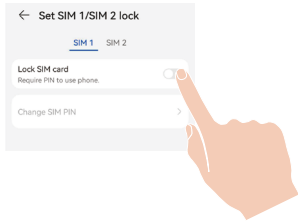
**Q: How do I unlock the SIM PIN of my Nano SIM Card?**

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 Micro SIM card has been inserted into the camera. If not, insert a valid Nano SIM card and power on your camera.
2. If a valid Nano 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.

**Q: How to use APN Configuration?**

A: If the H8c 4G prompts "Connection Failed", you can operate as follows:

1. Please tap "Try APN Configuration" in the app interface and follow the app wizard. (If the LED indicator is not in fast-flashing blue, Please press the RESET button three times to APN Configuration.)

When you ensure that the conditions for APN Configuration are met, please tap "Next" in the app interface.

2. Please input APN based on carrier info. "APN" and "Authentication Type" are required information. After filling in the relevant information, please tap "Submit".

3. Please make sure that the conditions for APN Configuration are met:

· The environment is quiet and the phone stays close to device.

· The LED indicator is still in fast-flashing blue.

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.