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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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# Table of Contents

<b>Overview</b> .....	<b>1</b>
1. Package Contents .....	1
2. Basics .....	2
<b>Setup</b> .....	<b>3</b>
1. Get the EZVIZ App .....	3
2. Power on the Camera .....	4
3. Power on the Base Station.....	4
4. Connect the Base Station to the Internet .....	5
5. Add the Base Station to EZVIZ.....	5
6. Pair Base Station with Camera(s) .....	6
<b>Camera Installation</b> .....	<b>6</b>
1. Installation Location.....	6
2. Installation Steps .....	7
<b>View Your Device</b> .....	<b>9</b>
1. Live View.....	9
2. Settings .....	10
<b>EZVIZ Connect</b> .....	<b>11</b>
1. Use Amazon Alexa.....	11
2. Use Google Assistant .....	11
<b>FAQ</b> .....	<b>12</b>
<b>Initiatives on the Use of Video Products</b> .....	<b>13</b>

# Overview

## 1. Package Contents



Base Station (x1)



\*Camera



Power Adapter (x1)  
(for base station)



USB Cable (x1)



Ethernet Cable (x1)



\*Drill Template  
(for camera)



\*Screw Base  
(for camera)



\*Mounting Plate  
(for camera)



\*Screw Kit  
(for camera)



Regulatory Information (x1)

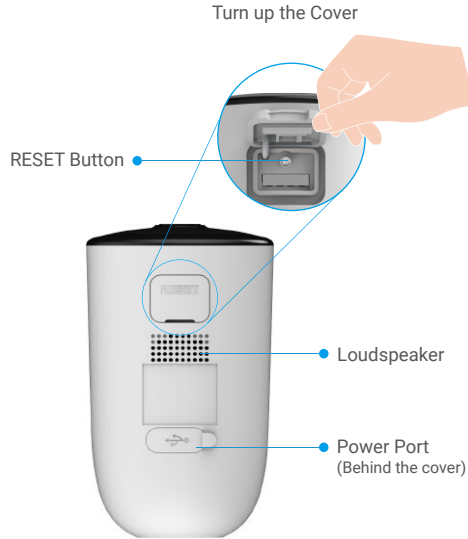


Quick Start Guide (x1)

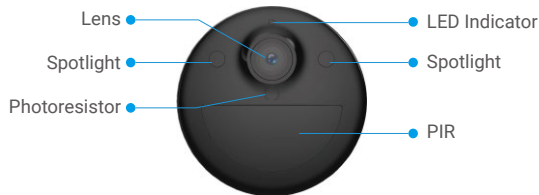
- i** • The number of cameras and their accessories depends on how many cameras are included in the package you purchase.
- You can also purchase camera separately as needed.
- The power adapter's appearance is subject to the actual one you have bought.

## 2. Basics

### Camera

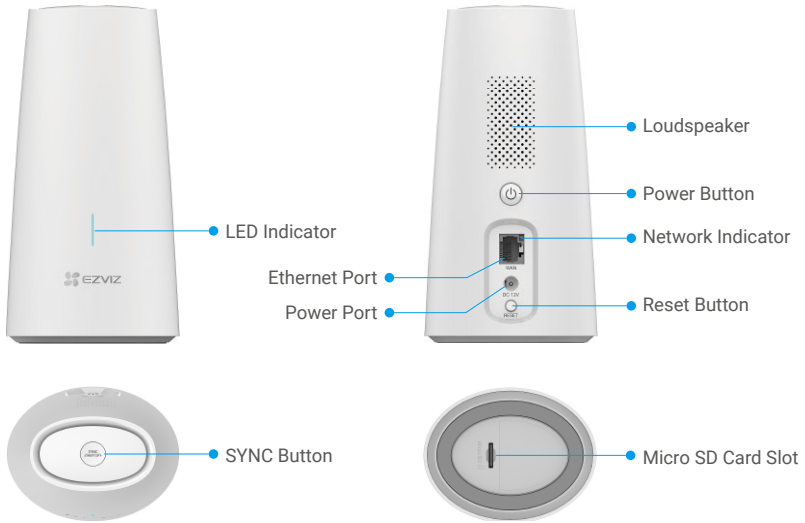









Name	Description
RESET Button	<ul style="list-style-type: none"> <li>• Power on: Press and hold for 2 seconds in shut-down state.</li> <li>• Reset and get ready for pairing: Press and hold for 4 seconds.</li> <li>• Power off: Short press the button 3 times within 1 second.</li> </ul>
Power Port	For charging 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 pairing./Pairing in progress.
	Slow-flashing Blue: Camera working properly.
	Slow-flashing Red: Network exception.
	Fast-flashing Red: Camera exception.
	Solid Green: Camera fully charged.
	Slow-flashing Green: Charging.

## Base Station

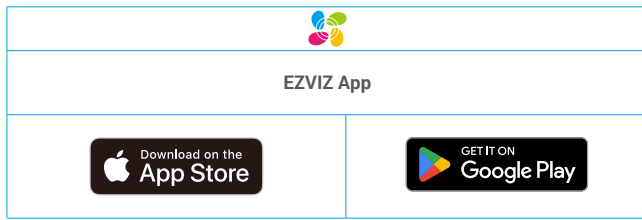


Name	Description
SYNC Button (SIREN OFF)	<ul style="list-style-type: none"> <li>• Short press to turn off the siren when an alarm occurs.</li> <li>• Press and hold for 2 seconds to start pairing with the camera (Pairing can last up to 2 minutes).</li> </ul>
Power Port	For powering up the base station.
LED Indicator	<ul style="list-style-type: none"> <li> Solid Blue: The base station is not connected to the Internet.</li> <li> Flashing Blue: The base station is pairing with the camera.</li> <li> Solid Red: Micro SD card error.</li> <li> Flashing Red: An alarm occurs.</li> <li> Solid Green: The base station works properly.</li> <li> Solid White: Restore factory settings successfully.</li> </ul>
Power Button	Press to connect or cut off power.
Network Indicator	 Solid Green: The Ethernet cable is connected.
Reset Button	Press and hold for 4 seconds to restart and reset all parameters to default.
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 256GB.

## Setup

### 1. Get the EZVIZ App

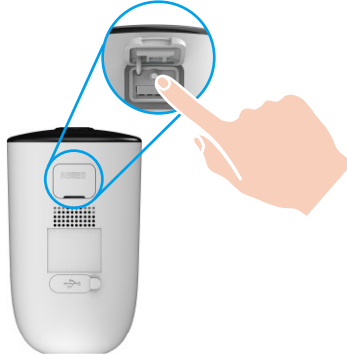
- Connect your mobile phone to Wi-Fi (suggested).
- Download and install the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
- Launch the app and register an EZVIZ user account.



1 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 the Camera

In the shutdown state, press and hold the Reset Button for 2 seconds to power on.



If the camera is out of battery, connect it to power outlet with the power adapter for charging (5V 2A).



Charging with power adapter

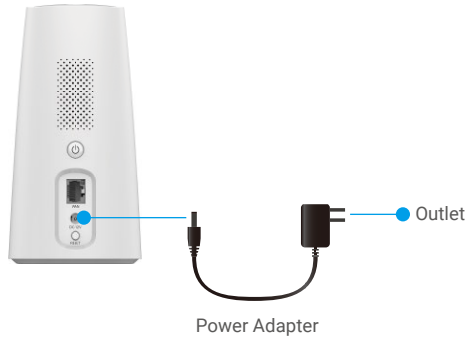


Charging with solar panel

- 1 • Both of the power adapter (5V 2A) and solar panel need to be purchased separately.
- Remove the camera from the wall before charging.
- 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.
- For better weatherproof, always keep the charging port covered with the rubber plug after charging the battery.

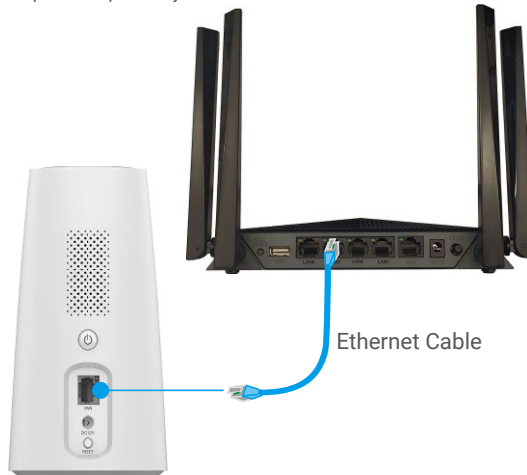
### 3. Power on the Base Station

Connect the base station to power outlet with the power adapter (12V 1A).



### 4. Connect the Base Station to the Internet

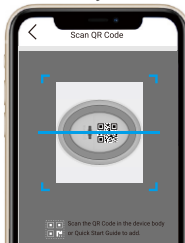
Connect the base station to an open LAN port on your router with Ethernet cable.



 Please make sure the router can access the Internet.

### 5. Add the Base Station to EZVIZ

1. Login to the EZVIZ App.
2. On the Home screen, tap "+" on the upper-right corner to go to the scan QR code interface.
3. Scan the QR code on bottom of the base station or manually enter the serial number to add the base station.

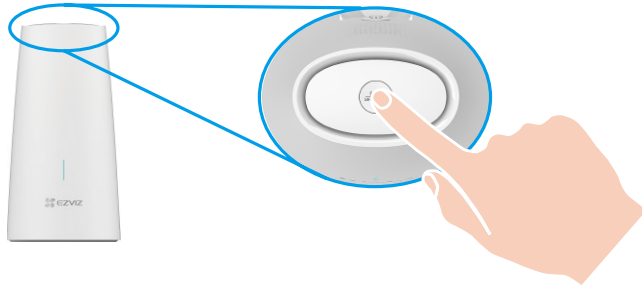


4. Follow the EZVIZ app wizard and voice prompt to finish network configuration of the base station.
5. When the base station is added to your EZVIZ account successfully, tap "Next" button to link camera(s) to your base

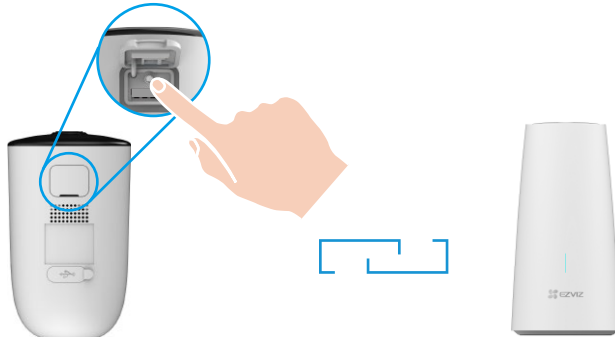
station.

## 6. Pair Base Station with Camera(s)

1. Press and hold the SYNC Button on the base station for 2 seconds. The LED indicator will flash blue.



2. Place the camera 1 to 3 ft (30 to 100 cm) from the base station. Press and hold Reset Button on the camera for 4 seconds. The LED indicator will fast flash blue.



3. Wait for about 120 seconds, and tap  to refresh the current page on the EZVIZ app.

 The camera LED indicator slow-flashing red indicates the pairing has failed, and you can repeat above steps to try again.

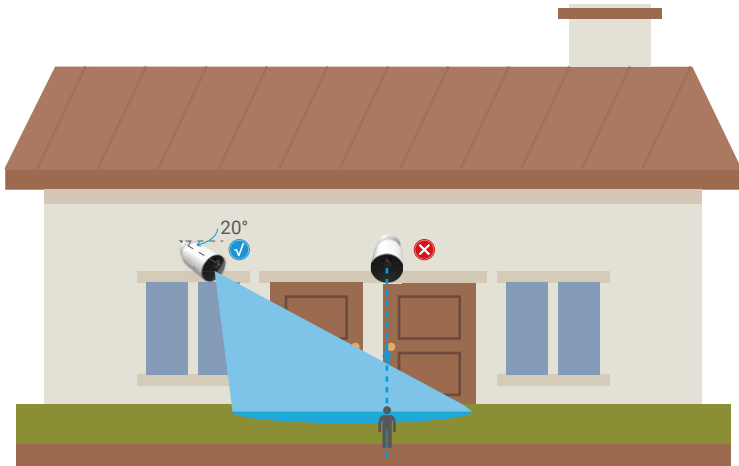
## Camera Installation

### 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 (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.

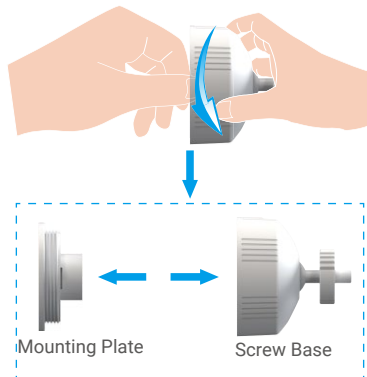


**Important Notes on Reducing False Alarms:**

- 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.

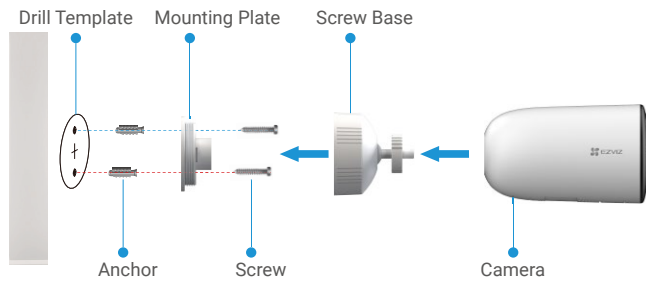
## 2. Installation Steps

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



2. Remove the protective film from the lens.
3. Place drill template onto a clean and flat surface.
4. (For cement wall only) Drill screw holes according to the template, and insert anchors.

5. Use screws (PA4×25) to fix the mounting plate according to the template.
6. Rotate the screw base to the mounting plate.
7. Mount the camera to the base.

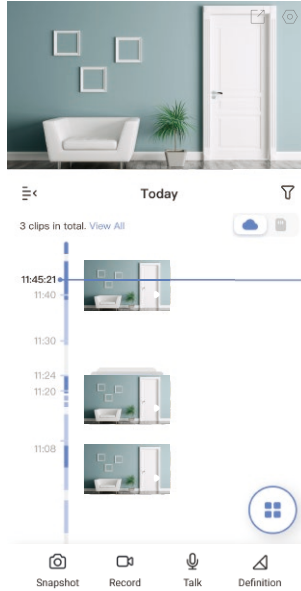


# View Your Device

**i** 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.





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

Icon	Description
	Share. Share your device.
	Settings. View or change the device settings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Talk. Start using talk and listen.
	Alarm. Flash to deter intruders.
	Definition. Select video resolution from Ultra HD, Hi-Def or Standard.
	Multi-screen Live. Tap to select live view window layout.

**i** 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.
Working Mode	<ul style="list-style-type: none"><li>• Performance Mode: One video clip is longer but saves less power.</li><li>• Power Saving Mode: One video clip is shorter but saves more power.</li><li>• Super Power-saving: Sleep Mode is on. Active live view can wake up the camera.</li><li>• Configure Working Mode: Customize the working mode in different periods.</li></ul>
Intelligent Detection	<p>You can customize the detection notification by changing the value of detection sensitivity. The higher sensitivity is, the easier people farther to the camera can be detected.</p> <p>Basic Detection (Required):</p> <ul style="list-style-type: none"><li>• PIR Infrared Detection: Higher sensitivity, farther detectable distance.</li><li>• Human Shape Detection: Higher sensitivity, farther detectable distance.</li></ul> <p> Devices will alert based on the selected mode, including device-side audible notification and App-side message notification.</p>
Notification	You can set the notification from the device-side and app-side.
Audio	When disabled, both live view and recorded videos will not have audio.
Image	<p>You can select different shooting modes here.</p> <ul style="list-style-type: none"><li>• Image Style:<ul style="list-style-type: none"><li>• Original: Default image style.</li><li>• Soft: Lower color saturation.</li><li>• Vivid: Higher color saturation.</li></ul></li><li>• Night Vision Mode:<ul style="list-style-type: none"><li>• Color Night Vision: Warm light, can be used as night light and the image is colorful.</li><li>• Black/White Night Vision: IR light, of high invisibility and the image is black and white.</li></ul></li></ul>
Light	<p>When disabled, the camera indicator will be off.</p> <p> Exceptions: The camera indicator will still be on, when the camera is charging or the camera is exception.</p>
Battery	You can see the battery capacity here.
Cloud Storage	You can subscribe and manage the cloud storage.
Record List	You can see the device storage status, include cloud storage and memory card.
Network	<ul style="list-style-type: none"><li>• You can see the base station that the camera has linked to, and you can tap to link to another base station.</li><li>• You can add new base station here, tap "+ Add New Base Station" and follow the app wizard to finish the link.</li></ul>
Device Information	You can see the device information here, including the user guide.
Share the Device	Enter an email address or phone number to invite and grant device permissions to a family member or guest.
Delete Device	Tap to delete the camera from your EZVIZ account.

## 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.

- ① 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.

- ① 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 10 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.

 For additional information about the device, please refer to [www.ezviz.com](http://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.