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### **Revision Record**

New release – January, 2023

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# Instruction

- The installation of EZVIZ Smart Fingerprint Lock (hereinafter referred as to "lock") impacts its normal operation and service life. It is recommended to let professionals install, and drill hole 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 initialized completed, the lock will clear all user information. After lock installation and configuration, please add fingerprint, Password or card as needed.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace battery timely and pay attention to positive and negative poles.
- 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.
- For users with flat or thin fingerprint, it is recommended to use thumb to register fingerprint for inceasing success rate, and register more than one fingerprint with the same user.
- The lock accommodates up to 30 fingerprints, 50 Passwords and 50 cards.

# Packing List



Front Panel (x1)



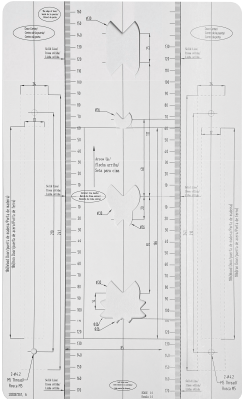
Rear Panel (x1)



Home Gateway (x1)



Lock Body (x1)



Hole Templet (x1)



Standard Screw Bag (x1)



USB Cable (x1)  
(for gateway)



Power Adapter x1  
(for gateway)





AA-sized Battery (x4)



Key (x2)



Card (x2)



Square Rod (x1)



Lock Body Screw Bag (x1)



Regulatory Information (x1)



Quick Start Guide (x1)

 The appearance of the rear panel, lock body and power adapter is subject to the one you have bought.

# Overview

## 1. Lock




**i** The rear panel's appearance is subject to the one you have bought.

## 2. Gateway



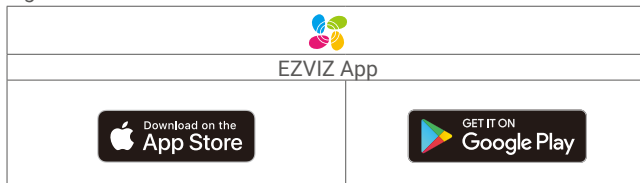



Name	Description
Function Key	<ul style="list-style-type: none"> <li>Press and hold the button for over 4s, the gateway will enter Wi-Fi configuration mode.</li> <li>Press the button once, the gateway will enter device adding mode; press again, the gateway will exit adding mode.</li> <li>If the gateway sends alarms, press the button to clear alarms.</li> </ul>
LED Indicator Ring	<p><b>White</b></p> <ul style="list-style-type: none"> <li>Solid: Working properly and has been connected to the EZVIZ Cloud.</li> <li>Slow-flashing: Entered device adding mode.</li> <li>Fast-flashing: Configuring network.</li> </ul> <p><b>Orange</b></p> <ul style="list-style-type: none"> <li>Solid: Starting up or upgrading.</li> <li>Slow-flashing: Offline.</li> <li>Fast-flashing: Breakdowns occur or alarms produced.</li> </ul>
RESET Hole	While the gateway is running, poke the hole with SIM card eject needles or clips for over 4s, the gateway will restart, and the Wi-Fi configuration, local records, current alarm status and all sub devices will be cleared. After resetting the gateway, there will be a voice prompt.

 The eject needles or clips should be purchased separately.

## 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 Play™.
3. Launch the app and register an EZVIZ user account.



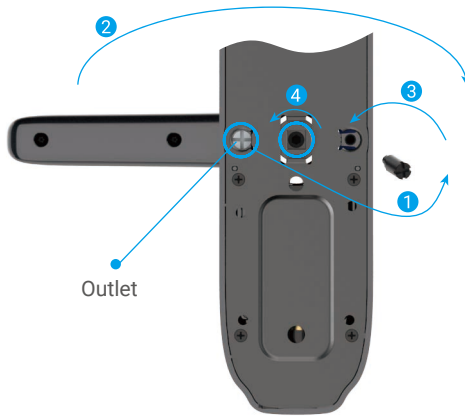
 If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

## Lock Installation

### 1. Switch Lever Handle Direction (Optional)

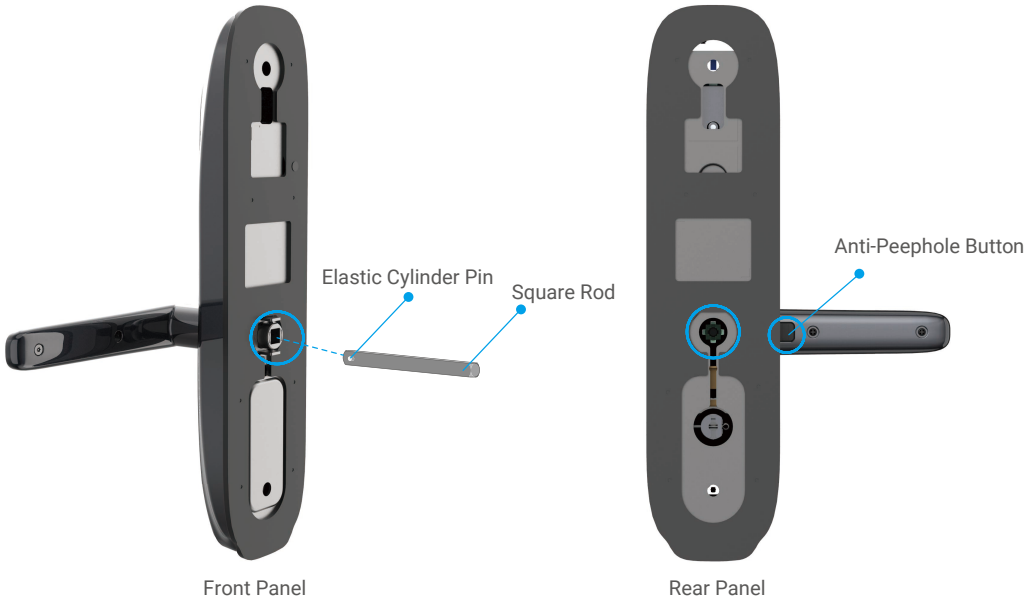
#### 1. Switch Lever Handle Direction

- Take off the rubber and remove the reversing screw with screwdriver.
- Rotate the lever handle 180 degrees upwards.
- Screw the reversing screw into the opposite screw hole.
- Use the screwdriver to rotate the screw 180 degrees in the sleeve.



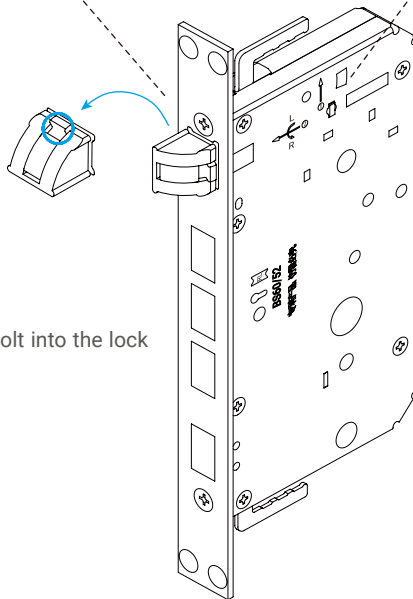
## 2. Confirm Clutch Direction

- Front panel: Insert square rod into sleeve and lift lever handle. Rotate sleeve 90 degrees if lever handle idles.
- Rear panel: Turn on the anti-peephole button. Insert square rod into sleeve and lift lever handle. Rotate sleeve 180 degrees if lever handle idles.



## 2. Switch Lock Latch Bolt (Optional)

- ② Rotate the latch bolt 180 degrees. Turn the central part 90 degrees and tuck it in.
- ① Uplift the metal here.



- ③ Push the latch bolt into the lock body.

## 3. Installation Steps

- i** • The standard accessories for this product support installation for 40mm-50mm wooden doors. 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 Hole

The product is applicable to wooden door. Drill hole in accordance with hole templet in packing list.

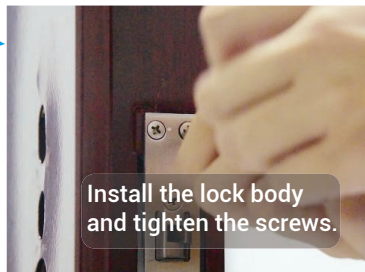


## 2.Install

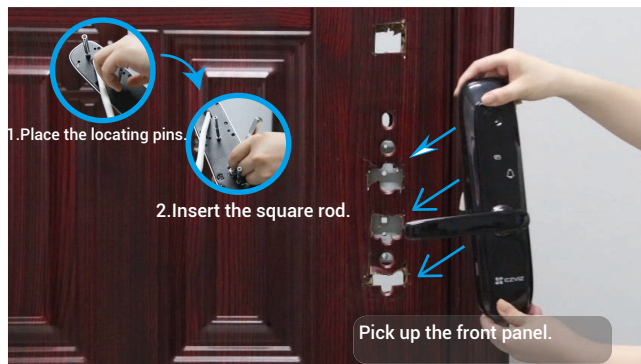
Please tap  to watch the installation video.



- 1 Fix lock body into door panel with screws.



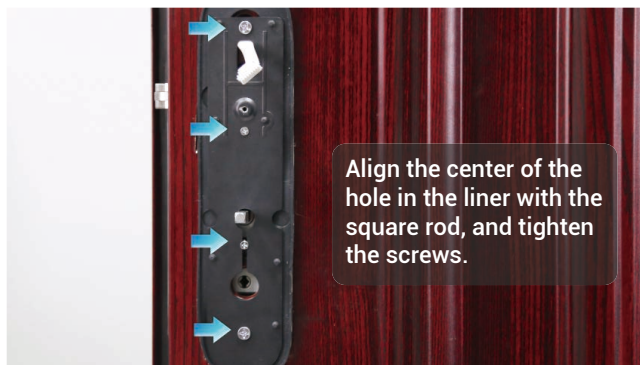
- 2 Insert square rod into front panel and install the front panel into door as shown below.



- 3 Insert the front panel in the correct position and test normal operations of latch bolt and handle.



- 4 Fix the fixed plate and rubber pad into the door with the tighten sleeve.



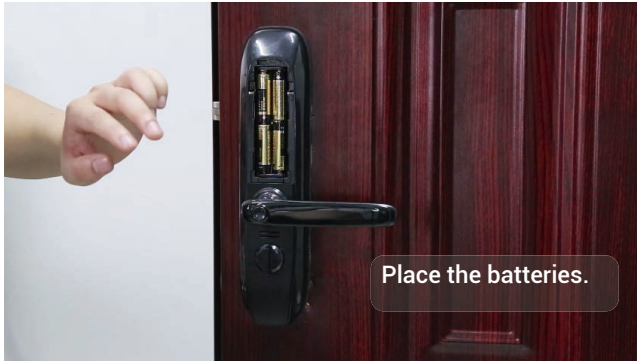
- 5 Connect the front and the rear panels with the cable.



- 6 With the secure knob keeping upright, fix the rear panel with screws as shown below.




7 Place the batteries into the rear panel.



8 Test your Passwords, fingerprint and proximity card, and then the installation is finished.

## Lock Settings

After installation, remove back cover of battery seat and install 4\*AA-sized batteries. Then you can set the lock as needed.

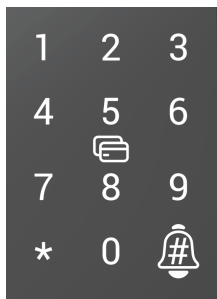
Please tap  to watch the setup video.



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



## 1. Keypad



~ : number key

: card swiping area

: cancel, return or exit

: doorbell, confirm

## 2. Enter the Menu

• In initial state, follow these steps for settings.

❶ Touch the keypad area to activate the lock.



❷ Press "3" "5" "7" "1" ""#" to enter the menu.



• In non-initial state, follow these steps for settings.

❶ Touch the keypad area to activate the lock.



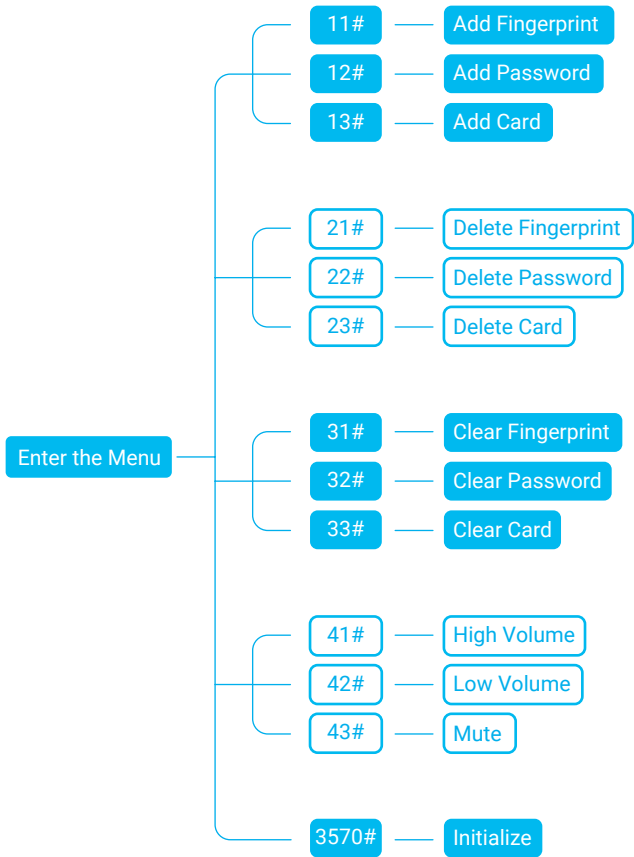
❷ Press "3" "5" "7" "1" ""#" to enter the menu.



❸ Verify with administrator's fingerprint, Password or card.

### 3. Menu Index

**i** The menu here is for reference only.



**i** After every successful setting, you will return to the menu. Then you can enter short code again to set or press \* to exit.

# Add Fingerprint / Password / Card

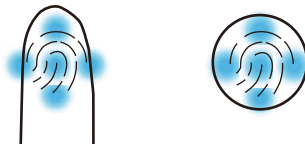
## 1. Add Fingerprint

- 1**
  - The number of times will be displayed on the keypad each time you touch the fingerprint reader.
  - Please remember your fingerprint number well in case you want to delete the fingerprint in the future.
  - The fingerprint which has been added cannot be added again.
- 2** After entering the menu (refer to "Enter the Menu"), press "1, 1, #" to add fingerprint.
- 2** Touch the fingerprint reader. Then touch again after voice prompt and repeat the operation for 5 times to confirm. The fingerprint number will flash on the keypad when complete.



### Fingerprint Collection

When collecting fingerprint, please adjust your finger to maximize the fingerprint contact surface as shown below, which helps to improve fingerprint verification success rate.



## 2. Add Password

- 1**
  - Please remember your Password number well in case you want to delete the Password in the future.
  - The Password which has been added cannot be added again.
- 2** After entering the menu (refer to "Enter the Menu"), press "1, 2, #" to add Password.
- 2** Enter Password (6 to 10 digits) and press #. Then enter Password and press # again to confirm. The Password number will flash on the keypad when complete.



### 3. Add Card



- 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.

- ➊ After entering the menu (refer to [“Enter the Menu”](#)), press “1, 3, #” to add a card.
- ➋ Place the unrecorded proximity card on the card swiping area. The card number will flash on the keypad when complete.



## Delete Fingerprint/Password/Card

### 1. Delete Fingerprint



The current verified fingerprint cannot be deleted.  
For example, if you verify with fingerprint 1, then fingerprint 1 cannot be deleted.

- ➊ After entering the menu (refer to [“Enter the Menu”](#)), press “2, 1, #” to delete fingerprint.
- ➋ Enter the fingerprint number and press #.



- ➌ The fingerprint number flashes and then press #.



## 2. Delete Password

**i** The current verified Password cannot be deleted.  
For example, if you verify with Password 1, then Password 1 cannot be deleted.

- 1** After entering the menu (refer to "Enter the Menu"), **2** Enter the Password number and press #.  
press "2, 2, #" to delete Password.



- 3** The Password number flashes and then press #.



## 3. Delete Card

**i** The current verified card cannot be deleted.  
For example, if you verify with card 1, then card 1 cannot be deleted.

- 1** After entering the menu (refer to "Enter the Menu"), **2** Enter card number and press #.  
press "2, 3, #" to delete card.



- 3** The card number flashes and then press #.



## Clear Fingerprint/Password/Card

- i** The current verified method cannot be cleared.  
For example, if you verify with fingerprint, then the fingerprint cannot be cleared.

### 1. Clear Fingerprint

- 1** After entering the menu (refer to "Enter the Menu"), press "3, 1, #" to clear fingerprints. **2** Press # to confirm.



### 2. Clear Password

- 1** After entering the menu (refer to "Enter the Menu"), press "3, 2, #" to clear Passwords. **2** Press # to confirm.



### 3. Clear Card

- ❶ After entering the menu (refer to "Enter the Menu"), press "3, 3, #" to clear cards.
- ❷ Press # to confirm.



### 4. Initialize

- ❶ After entering the menu (refer to "Enter the Menu"), Press "3" "5" "7" "0""#" to initialize.
- ❷ Press # to confirm.



### Volume Control

- ❶ After entering the menu (refer to "Enter the Menu"),
  - press 41# to select High Volume,
  - press 42# to select Low Volume,
  - press 43# to select Mute.
- ❷ Press # to confirm.



High Volume



Low Volume




Mute



- ❶ Only key sound and verification sound can be muted.

# Lock Using

Please tap  to watch the management video.



## 1. Normal Unlock



Fingerprint Unlock




Password Unlock



Key Unlock



Card Unlock

-  • When opening the door by mechanical key, rotate the key and down press the handle.
- Please touch the keypad area to activate the lock before open the door by Password.
- For your privacy security, it is recommended to change Passwords and clean keypad area regularly in case of remaining marks.

## 2. 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.

-  Temporary password does not support the feature of scramble password.

# Operation and Management

## 1. Emergency Unlock

When batteries are out of power, connect lock's micro-USB emergency power supply interface with power bank (or phone supports OTG) to charge lock through micro-USB charging line, and then unlock the door.





## 2. Install Battery

1. Install battery: remove battery cover, install 4\*AA-sized batteries in battery seat, and then tighten battery cover.
2. Note: install correct batteries in case of explosion.
  - When not using batteries for a long time, remove them from battery seat.
  - Do not use new batteries with old ones at the same time.
  - Do not place battery with the (+) and (-) in the wrong way around.
  - Dispose used batteries according to the local environmental protection law.

## 3. 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 fingerprint, 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 batteries.

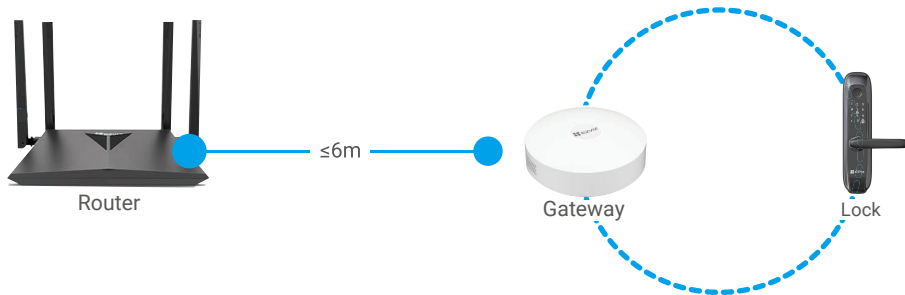
## 4. Restore to Factory Settings

1. Remove the battery cover of rear panel and take out batteries.
2. Press reset button for 5 seconds with needle-resemble object, meanwhile put back batteries in the battery seat.
3. Release reset button and press "#" to confirm after voice prompts.

## Add Gateway to EZVIZ

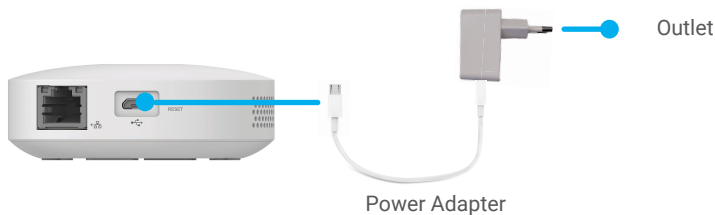
### 1. Select Appropriate Location

- The gateway needs to be plugged in.
- To ensure that the connection between the gateway and sub devices is stable, please place the gateway at the center of the sub devices, and the distance between the gateway and the router should be  $\leq 6$  meters.
- There should be no metal obstacles and walls between the gateway and sub devices, and the gateway and the router.
- Do not place any gateway or detector on the top of the router.



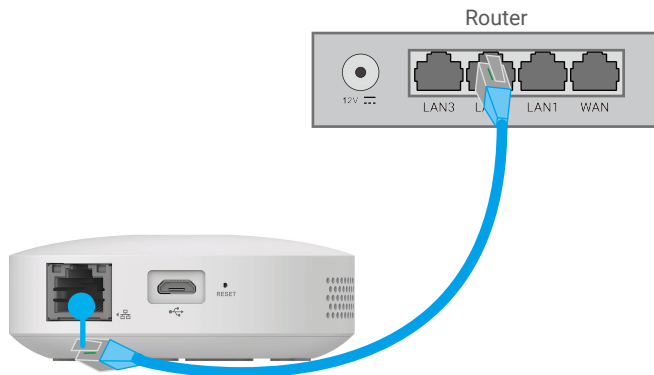
## 2. Connect Gateway to Power Source

Plug the gateway in. When start up the gateway for the first time, the LED indicator ring turns from solid orange to fast-flashing white, which means that the gateway has entered network configuring mode.



## 3. Connect to Network

- Wired network is recommended. You need to connect the gateway to the LAN port of the router with ethernet cable (purchase separately) as displayed in the figure below.



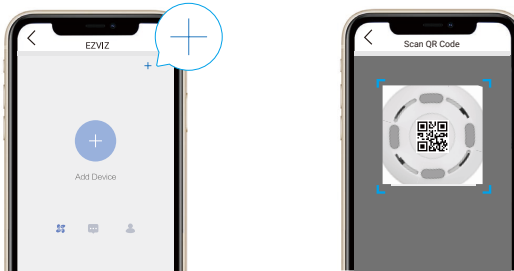
- You can also use wireless network. Scan the QR code at the bottom of the gateway with the EZVIZ app, and then connect the gateway to Wi-Fi by following the on-screen instructions.

- i** If the Wi-Fi connection failed, or you want to connect the gateway to another Wi-Fi, you need to make the gateway enter Wi-Fi configuration mode. Press and hold the function key for over 4 seconds until you hear the voice prompt, and then connect the gateway to Wi-Fi by following the on-screen instructions.

## 4. Add Gateway to EZVIZ app

Please add lock to EZVIZ by following steps:

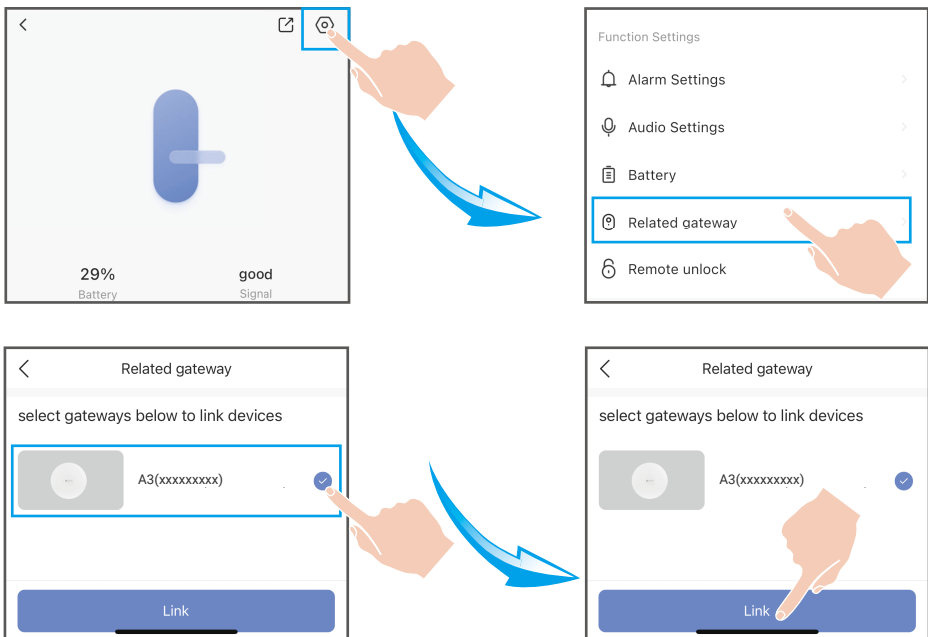
1. Log in to your EZVIZ app account.
2. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
3. Scan the QR code at the bottom of the gateway.



4. Follow the EZVIZ app wizard to add the gateway to EZVIZ app account.

## Add Lock to Gateway

1. Launch your EZVIZ app.
2. Tap your lock and choose Settings -> Related gateway, choose your gateway and tap Link.

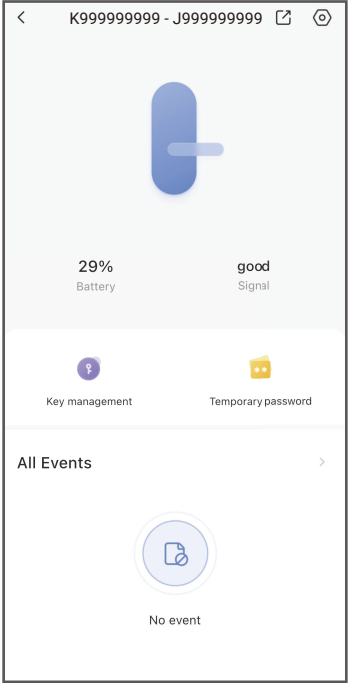


# Operations on the EZVIZ App

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

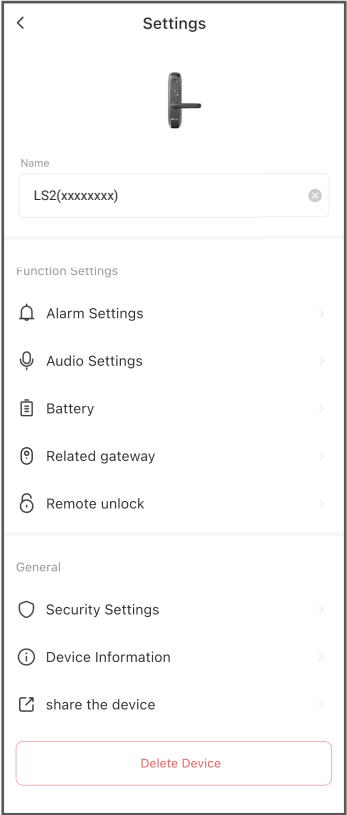
## 1. Homepage of the Lock

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.



Parameter	Description
Battery	You can see the battery remaining capacity here.
Signal	You can see the Wi-Fi signal strength of the lock here.
key management	Click to manage the bluetooth keys for your family or your guests.
Temporary Password	Tap to generate a temporary access code for visitors to open the door.
All Events	Check all events happened to the lock.

## 2. Settings of the Lock

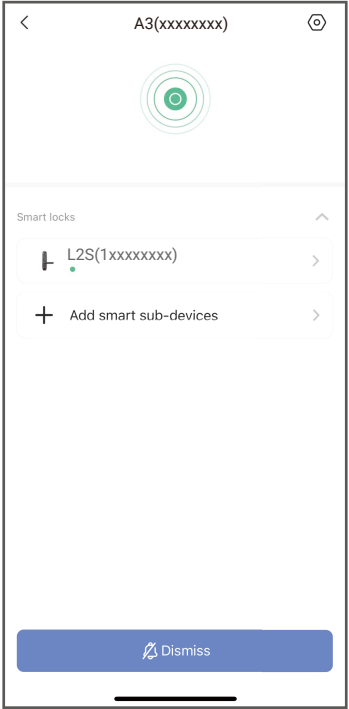


Parameter	Description
Name	View or tap to customize the name of your device here.
Alarm Settings	When enabled, the keypad will issue a warning sound and generate alarm messages when someone is dismantling the keypad.
Audio Settings	Set the volume of the lock.
Battery	Check to the storage of the battery of the lock.
Related gateway	You can relate a gateway here.
Remote unlock	You can enable remote unlock here.
Security Settings	<ul style="list-style-type: none"><li>• Privacy mode: When you enable the privacy mode, the lock will mute at the same time.</li><li>• Trial and error locking: when enabled, the system will be locked for 3 minutes and you cannot use the electronic key to unlock when unlocking errors reached 5 within 5 minutes.</li></ul>
Device Information	You can see the device information here.
Share Device	You can share the device to you family members or guests.
Delete Device	Tap to delete the lock from your EZVIZ account.

### 3. Homepage of the Gateway


**i** If you purchase a package model without a gateway, you can skip this chapter or purchase a gateway.

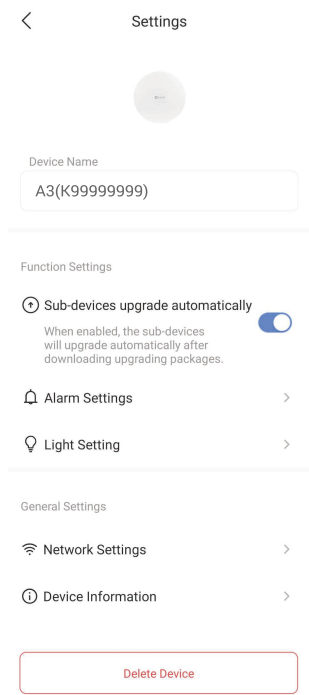
You can view and manage the gateway and sub-devices as needed on the homepage of the gateway.



Parameter	Description
Lock	Click your lock, you can see and manage it as needed.
Add smart sub-devices	Click this icon, you can add your sub-devices to the gateway.
Dismiss	Clear alarms of all sub-devices.

## 4. Settings of the Gateway

 If you purchase a package model without a gateway, you can skip this chapter or purchase a gateway.



Parameter	Description
Device Name	Customize the name of your gateway.
Sub-devices upgrade automatically	When enabled, the sub-devices will upgrade automatically after downloading upgrading packages.
Alarm Settings	You can set the notification parameters as needed.
Light Setting	When disabled, the indicator ring will be off.
Network Settings	You can see the Wi-Fi name and the connection status.
Device Information	You can see the device information here.
Delete Device	Tap to delete the gateway from EZVIZ account.

# Maintenance

## 1. Daily Maintenance

- Do not let lock contact with corrosive materials to avoid lock damage and impacting its gloss.
- As a key part of the lock, do not hang any object on the lever handle for its flexibility directly impacting the use of the lock.
- 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.
- After using fingerprint reader for a long time, its surface may be stained or wet. Wipe gently with a soft and dry cloth.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock. Pay attention to the positive and negative poles of batteries when replacing them.
- Keep the mechanical key properly.
- Do not scratch the fingerprint reader and keypad surface with hard, sharp objects.
- When collecting fingerprint, press your finger on the reader horizontally.
- Ask professionals to check the lock if it is not flexible or cannot be held in correct position.
- 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.

## 2. FAQ

Problem	Cause	Solution
Door cannot be opened successfully through verifications by fingerprint, Password or card.	Lock installation problem.	Ask professionals to check the lock.
	When verified by fingerprint or Password, lever handle doesn't return to its position.	Return lever handle to its position, and then re-enter Password or fingerprint.
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.	
When unlocking by fingerprint, the door cannot be opened.	The fingerprint is invalid.	Unlock the door by valid fingerprint, Password or mechanical key.
	The fingerprint has been deleted.	
	Large deviation of valid fingerprint.	Re-verify fingerprint, press finger on the reader horizontally to reduce deviation; or unlock the door by Password or mechanical key.
	The fingerprint is damaged.	Re-add a fingerprint (it is recommended to register more than one fingerprint for the same user); or unlock the door by Password or mechanical key.
	The fingers are too dry, wet or dirty.	Re-verify fingerprint after fingers are in proper condition.



Problem	Cause	Solution
When unlocking by fingerprint, the door cannot be opened.	The fingerprint deforms for applying too much pressure when collecting fingerprint.	Re-verify fingerprint in correct way.
	The fingerprint doesn't fully touch with fingerprint reader for applying little pressure when collecting fingerprint.	
Verified by fingerprint, 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.	Batteries are out of power or installed in a wrong way.	Unlock the lock through external power supply or mechanical key, and check batteries.
	Connection line between front lock body and rear one loosens.	Ask professionals to check the lock after opening door with mechanical key.
	Keypad damaged.	
No response from fingerprint reader.	Fingerprint reader damaged.	Ask professionals to check the lock and replace damaged components after opening door by other methods.
The lock remains open, and cannot be used normally.	Clutch components fault.	Ask professionals to check the lock.
	The lock has entered remaining open mode	Verification by fingerprint, Password or card to cancel remaining open mode.
The main bolt cannot be extended, or extend partially by uplifting lever handle.	The door deforms, and main bolt doesn't align with the hole in the strike plate.	Ask professionals to check the lock

## 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.