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Quick Start Guide

www.ezvizlife.com


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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.evizlife.com>).

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that there will be no personal injury or property loss as a result. You are highly recommended to raise your vigilance and strengthen the safety awareness in the daily life.

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IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.



EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

EC DECLARATION OF CONFORMITY

Hereby, Hangzhou Hikvision Digital Technology Co., Ltd. declares that the radio equipment type [CS-CV240 (B0-21WFR)] is in compliance with Directive 2014/53/EU.

The full text of the EC DECLARATION OF CONFORMITY is available at the following web link:
<http://www.ezvizlife.com/declaration-of-conformity>.

Safety Instruction

CAUTION: THE PRODUCT IS BUILT IN A REPLACEABLE BATTERY. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

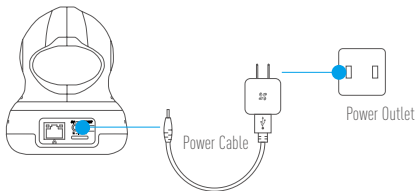
Due to the product shape and dimension, the name and address of the importer/ manufacturer are printed on the package.

SAVE THIS MANUAL FOR FUTURE REFERENCE

Setup

Step 1 Power-on

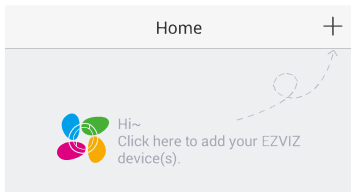
Plug the power cable into the camera, and then plug the power adapter into an outlet as shown in the figure below. The LED indicator will flash red and blue when the camera is ready for setup.



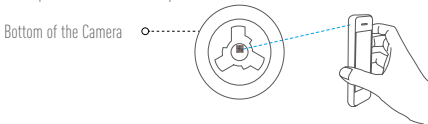
 For details of the LED indicator status, refer to the Basic section.

Step 2 Camera Setup

1. Create a user account
 - Connect your mobile phone to Wi-Fi using your 2.4GHz network.
 - Search for "EZVIZ" in the App Store or Google Play ^(TM).
 - Download and install the EZVIZ app.
 - Launch the app.
 - Create, and register an EZVIZ user account by following the startup wizard.
2. Adding a camera to EZVIZ
 - Log in to your account using the EZVIZ app.
 - Tap "+" on the Home page to go to the Scan QR Code interface.



- Scan the QR Code on the bottom of the camera or the front cover of the Quick Start Guide.
- Enter the password for your Wi-Fi network.
- Select the correct time zone and DST information.
- Tap "Finish" to finish setup.

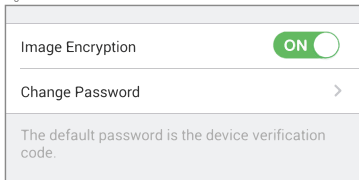


- i** • If the camera fails to connect to your Wi-Fi network, press and hold the RST button for 3s and repeat Step 2.2.
- To select another Wi-Fi network, press and hold the RST button for 3s to reboot the device. When the LED indicator flickers red and blue, you can choose a new Wi-Fi network.

3. To Change the Default Password

The camera uses the verification code found on the bottom of the camera as the default password. After adding the camera to your network, you will be required to change the device password to ensure video security. The password is used for Image Encryption, too. If you turn on the Image Encryption, you will be required to input your password when you view live video or playback stored video from the camera.

- Go to the camera settings screen to change the default password.
- Tap on "Change Password".



- Tap on "Edit".
- Enter the original verification code located on the bottom of the camera.
- Enter the new password. Please use letters and numbers to make a password anywhere from 6 to 12 characters in length.

4. Angle Adjustment

You can adjust the camera using the EZVIZ app to find the best angle. The camera pans from 0° to 340° and tilts from -80° to 50° (-80° to 0° is the range of privacy mask coverage).

Turning on Smart Mask

- Log into the EZVIZ app.
- Select the camera.
- Tap on the "Smart Mask" icon. The camera lens will rotate up and hide under the lens cover.

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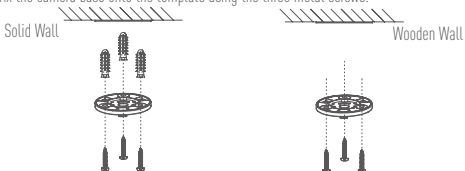


Lens will rotate up under the lens cover

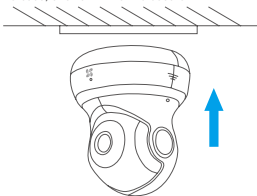
Wall Mounting (Optional)

The camera can be mounted on the wall or ceiling.

- i** • Make sure the wall is strong enough to withstand three times the camera's weight.
 - The installation surface should be clean and flat.
1. (Optional) If you want to install the microSD card, insert the microSD card into the microSD card slot on the rear side of the camera. Otherwise, you can skip this step.
 2. Attach the camera base to the place where you want to affix the camera.
 3. (Optional) If the wall is solid, drill and insert three expansion screws.
 4. Affix the camera base onto the template using the three metal screws.



5. Make sure the  on the base towards you and fix the base to the wall with three screws.
6. Install the camera on the base, and turn it 15° to secure it.



7. Connect the power cable to the camera. If the camera was previously connected to the Wi-Fi network, it will automatically connect to the same Wi-Fi network.

Appendix

Box Content

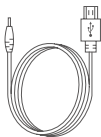
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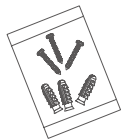
Camera (x1)



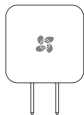
Base (x1)



Power Cable (x1)



Screw Kit (x1)

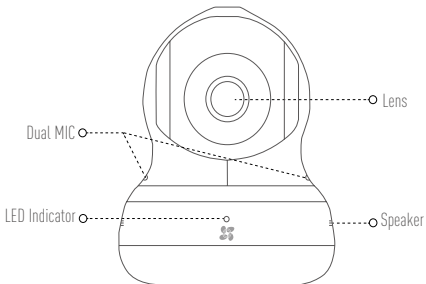


Power Adapter (x1)



Quick Start Guide (x1)

Basics

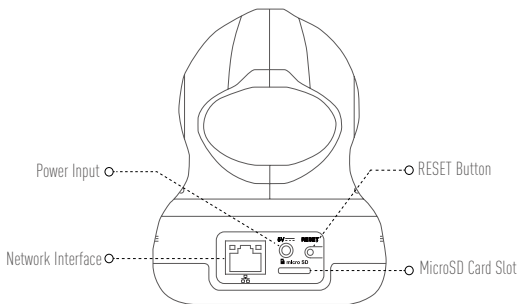


LED Indicator Status



LED Indicator

- Blue Flicker: The network is properly connected.
- Solid Red: The device is activating.
Slow Red Flicker: Invalid network connection.
Fast Red Flicker: MicroSD card or other error occurred.
- Alternating Blue and Red Flicker: Camera is ready for Wi-Fi setup.



Name	Description
Power Input	5V±10%
Network Interface	10M/100M Self-adaptive Ethernet Interface
Reset Button	Hold down the reset button for 10 seconds to restore default settings.
MicroSD Card Slot	Insert microSD card for local storage.

Troubleshooting

Q: "The device is offline." or "The device is not registered." prompts appear when adding the camera using the EZVIZ app.

A:

1. Make sure the network, which the camera is connected to, is working properly and the router's DHCP is enabled.
2. Hold down the RESET button for 3 s to reset the settings and set the network again.

Q: How to use the microSD for local sotrage?

A: Insert a microSD card into the card slot and add the camera to your EZVIZ account. Log in the EZVIZ app and enter the "Device Details" interface, if the "Initialize Storage Card" button appears, you need to initialize the microSD card first.

The microSD card storage for the motion detection recording is enabled by default.

Q: The mobile phone cannot receive alarm prompts when the camera is online.

A:

1. Make sure the EZVIZ app is running on your mobile phone.
2. For Android OS mobile phone, make sure the app is running in the background; and for iOS mobile phones, enable the message push function in "Settings > Notification".

Q: Live view or playback failed.

A: Make sure your network is well connected. Viewing live video requires a good bandwidth. You can refresh the video, or change a network and try again.

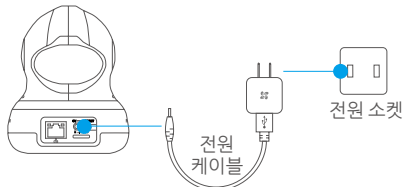
설정

1단계 전원 켜기

전원 케이블을 카메라에 연결한 후 아래 그림과 같이 전원 어댑터를 전원 소켓에 꽂습니다. 카메라에 설정할 준비가 되면

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LED 표시등이 빨간색과 파란색으로 깜빡입니다.



- i** LED 표시등의 상태에 대한 자세한 내용은 기본 사항을 참조하십시오.

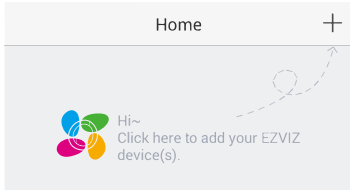
2단계 카메라 설정

1. 사용자 계정 생성

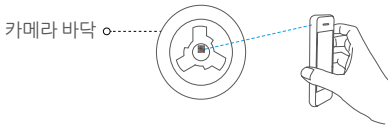
- 2.4GHz 네트워크를 사용해 모바일 폰을 Wi-Fi에 연결합니다.
- App Store 또는 Google Play™에서 "EZVIZ"를 검색합니다.
- EZVIZ 앱을 다운로드해 설치합니다.
- 앱을 실행합니다.
- 시작 마법사에 따라 EZVIZ 사용자 계정을 생성 및 등록합니다.

2. EZVIZ에 카메라 추가

- EZVIZ 앱을 사용해 계정에 로그인합니다.
- 홈 화면에서 "+"를 탭해 QR 코드 스캔 인터페이스로 이동합니다.



- 카메라 하단 또는 퀵 스타트 가이드 표지에 부착된 QR 코드를 스캔합니다.
- Wi-Fi 네트워크 비밀번호를 입력합니다.
- 정확한 표준 시간대와 DST 정보를 선택합니다.
- 설정을 완료하려면 "Finish(완료)"를 탭합니다.

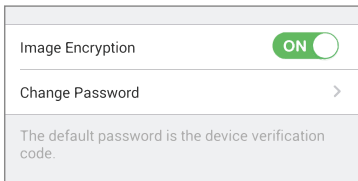


- i** • 카메라를 Wi-Fi 네트워크에 연결하지 못한 경우 RST 버튼을 3초 동안 길게 누른 후 2.2단계부터 다시 시작하십시오.
- 다른 Wi-Fi 네트워크를 선택하려면 RST 버튼을 3초 동안 길게 누른 후 장비를 재부팅하십시오. LED 표시등이 빨간색과 파란색으로 깜박이면 새로운 Wi-Fi 네트워크를 선택할 수 있습니다.

3. 기본 비밀번호 변경

본 카메라는 카메라 하단에 부착된 기본 비밀번호를 인증 코드로 사용합니다. 동영상 보안을 철저히 하기 위해 카메라를 네트워크에 연결한 후 장비 비밀번호를 변경해야 합니다. 해당 비밀번호는 이미지를 암호화할 때도 사용합니다. Image Encryption (이미지 암호화)를 사용하도록 설정하면 동영상을 보거나 카메라에 저장된 동영상을 재생하려면 비밀번호를 입력해야 합니다.

- 카메라 설정 화면으로 이동해 기본 비밀번호를 변경하십시오.
- “Change Password(비밀번호 변경)”을 탭합니다.



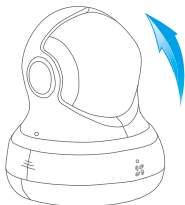
- “Edit(편집)”을 탭합니다.
- 카메라 하단에 부착된 기본 인증 코드를 입력합니다.
- 신규 비밀번호를 입력합니다. 문자와 숫자를 사용해 6자에서 12자 길이의 비밀번호를 생성합니다.

4. 각도 조정

EZVIZ 앱을 이용해 카메라를 조정하면 최적의 각도를 찾을 수 있습니다. 카메라는 좌우로 0° ~ 340°, 상하로 -80° ~ 50°를 움직입니다 (-80° ~ 0°는 사생활 보호(privacy mask) 구역 범위입니다).

스마트 마스크 켜기

- EZVIZ 앱에 로그인합니다.
- 카메라를 선택합니다.
- “스마트 마스크” 아이콘을 탭합니다. 카메라 렌즈가 위로 회전하면서 렌즈 커버 아래로 감춰집니다.



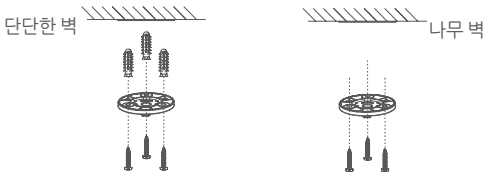
렌즈가 렌즈 커버 아래에서
위로 회전합니다.


벽면 장착(선택 사항)

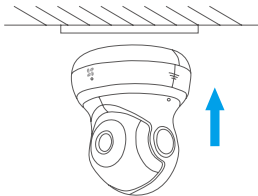
본 카메라는 벽면 또는 천장에 설치할 수 있습니다.

- i** • 카메라 무게의 최소 세 배를 견딜 정도로 벽면이 튼튼하지 확인하십시오.
 - 설치할 표면은 깨끗하고 평평해야 합니다.
1. (선택 사항) microSD 카드를 설치하려면 microSD 카드를 카메라 뒷면에 있는 microSD 카드 슬롯에 삽입합니다. microSD 카드를 사용하지 않을 경우 이 단계를 생략하십시오.
 2. 카메라를 고정하려는 위치에 카메라 베이스를 부착합니다.
 3. (선택 사항) 벽면이 단단한 경우 구멍을 뚫고 확장 나사 세 개를 삽입합니다.
 4. 금속 나사 세 개를 사용해 카메라 베이스를 템플릿에 장착하고 조입니다.

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5. 베이스에 있는  표시가 설치자를 향하고 있는지 확인하고 3개의 나사를 이용해서 베이스를 벽에 고정합니다.
6. 카메라를 베이스에 설치하고 15° 돌려 단단히 고정합니다.



7. 전원 케이블을 카메라에 연결합니다. 이전에 카메라를 Wi-Fi 네트워크에 연결했던 경우 동일한 Wi-Fi 네트워크에 자동 연결됩니다.

i 이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역은 물론 모든 지역에서 사용할 수 있습니다. 위와 같은 무선설비는 전파혼선의 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다.

부록

박스 내용물

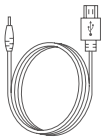
K0



카메라(x1)



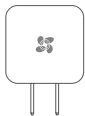
베이스(x1)



전원 케이블(x1)



나사 세트(x1)

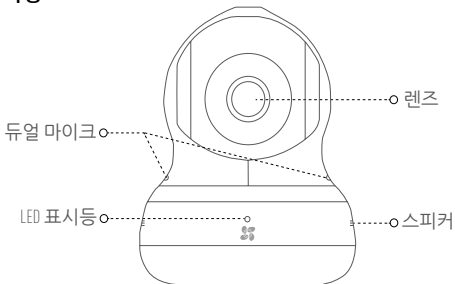


전원 어댑터(x1)



퀵 스타트 가이드(x1)

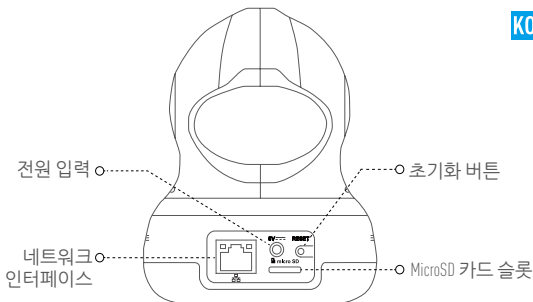
기본 사항



LED 표시등 상태



- 파란색 깜빡임: 네트워크가 원활하게 연결되었습니다.
- 빨간색 켜짐: 장비가 활성화 중입니다.
빨간색으로 느리게 깜빡임: 네트워크 연결이 잘못되었습니다.
빨간색으로 빠르게 깜빡임: MicroSD 카드 또는 기타 장치에 오류가 발생했습니다.
- 파란색과 빨간색이 번갈아가며 깜빡임: 카메라에 Wi-Fi를 설정할 준비가 되었습니다.



이름

설명

전원 입력

≡ 5V±10%

네트워크 인터페이스

10M/100M 자기 적응형 이더넷 인터페이스

초기화 버튼

초기화 버튼을 10초 동안 길게 누르면 기본 설정이 복원됩니다.

MicroSD 카드 슬롯

로컬 스토리지용으로 microSD 카드를 삽입합니다.

고장 해결

질문: EZVIZ 앱으로 카메라를 추가할 때 “장비가 오프라인 상태입니다. (The device is offline.)” 또는 “장비가 등록되지 않았습니다.(The device is not registered.)”라는 메시지가 표시됩니다.

답변:

1. 카메라가 연결된 네트워크가 제대로 작동하고 있으며 라우터의 DHCP가 활성화되어 있는지 확인합니다.
2. 초기화 버튼을 3초 동안 길게 눌러 설정을 초기화하고 네트워크를 다시 설정합니다.

질문: microSD를 로컬 스토리지로 어떻게 사용합니까?

답변: microSD 카드를 카드 슬롯에 삽입한 다음 카메라를 EZVIZ 계정에 추가합니다. EZVIZ 앱에 로그인한 다음 “장비 세부사항(Device Details)” 인터페이스로 들어갑니다. “스토리지 카드 초기화(Initialize Storage Card)”가 표시되면 먼저 microSD 카드를 초기화해야 합니다. 동작 감지 녹화를 위해 microSD 카드 스토리지가 기본으로 설정되어 있습니다.

질문: 카메라가 온라인 상태이지만 모바일 폰이 경보 메시지를 수신할 수 없습니다.

답변:

1. 모바일 폰에서 EZVIZ 앱이 실행되고 있는지 확인합니다.
2. Android OS 모바일 폰의 경우 앱이 백그라운드로 실행 중인지 확인합니다. iOS 폰의 경우에는 “설정 > 알림(Settings > Notification)”에서 메시지 푸시 기능을 활성화합니다.

질문: 실시간 보기 또는 재생이 안 됩니다.

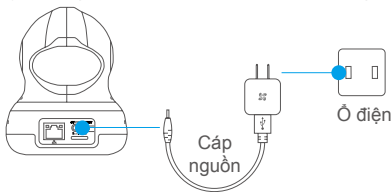
답변: 네트워크가 제대로 연결되어 있는지 확인합니다. 실시간 동영상을 보려면 초고속 인터넷을 사용해야 합니다. 동영상을 새로 고침하거나 네트워크를 변경한 다음 다시 시도합니다.

Cài đặt

Bước 1 Bật nguồn

Cắm cáp nguồn vào camera, sau đó cắm phích bộ đổi điện vào ổ điện như hình minh họa dưới đây. Đèn LED sẽ nhấp nháy đỏ rồi chuyển sang màu xanh khi camera đã sẵn sàng để cài đặt.

VN



- i** Để biết chi tiết về trạng thái của đèn LED, tham khảo mục Tính Năng Cơ Bản.

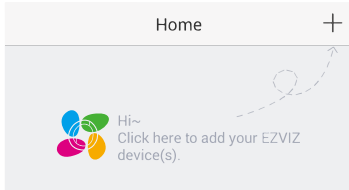
Bước 2 Thiết lập camera

1. Tạo tài khoản người dùng

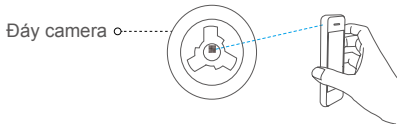
- Kết nối điện thoại di động với Wi-Fi sử dụng mạng 2.4GHz.
- Tìm kiếm "EZVIZ" trong App Store hoặc Google Play (TM).
- Tải xuống và cài đặt ứng dụng EZVIZ.
- Khởi chạy ứng dụng.
- Tạo và đăng ký tài khoản người dùng EZVIZ bằng cách làm theo hướng dẫn khởi động lần đầu.

2. Thêm camera vào EZVIZ

- Đăng nhập vào tài khoản của bạn sử dụng ứng dụng EZVIZ.
- Nhấn "+" trên trang chủ để vào giao diện Quét mã QR.



- Quét mã QR ở dưới đáy camera hoặc bìa trước của Hướng dẫn Sử dụng Nhanh.
- Nhập mật khẩu mạng Wi-Fi của bạn.
- Chọn múi giờ chính xác và thông tin DST.
- Nhấn "Finish (Hoàn tất)" để hoàn tất cài đặt.

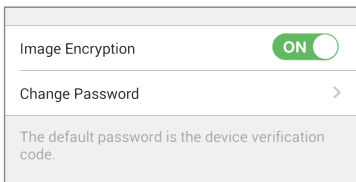


- i** • Nếu camera không kết nối được với mạng Wi-Fi, hãy ấn giữ nút RST trong 3 giây và lặp lại Bước 2.2.
- Để chọn một mạng Wi-Fi khác, hãy ấn giữ nút RST trong 3 giây để khởi động lại thiết bị. Khi đèn LED nháy đỏ và chuyển sang xanh, bạn có thể chọn một mạng Wi-Fi mới.

3. Đổi mật khẩu mặc định

Camera sử dụng mã xác thực được tìm thấy dưới đáy camera làm mật khẩu mặc định. Sau khi thêm camera vào mạng, bạn sẽ được yêu cầu đổi mật khẩu thiết bị để bảo mật video. Mật khẩu này cũng được sử dụng để Mã hóa hình ảnh. Nếu bạn bật chế độ Mã hóa hình ảnh, bạn sẽ được yêu cầu nhập mật khẩu mỗi khi bạn xem video trực tiếp hoặc phát lại video được lưu trữ trên camera.

- Hãy vào màn hình cài đặt camera để đổi mật khẩu mặc định.
- Nhấn "Change Password (Đổi mật khẩu)".



- Nhấn "Edit (Chỉnh sửa)".
- Nhập mã xác thực ban đầu được tìm thấy ở dưới đáy của camera.
- Nhập mật khẩu mới. Hãy sử dụng các chữ cái và số để tạo mật khẩu bất kỳ có độ dài từ 6 đến 12 ký tự.

4. Điều chỉnh góc

Bạn có thể điều chỉnh camera bằng ứng dụng EZVIZ để tìm được góc tốt nhất. Camera quét ngang từ góc 0° đến 340° và quét dọc từ góc -80° đến 50° (-80° đến 0° là phạm vi của vùng che mờ riêng tư).

Bật Mặt nạ thông minh

- Đăng nhập vào ứng dụng EZVIZ.
- Chọn camera.
- Chạm vào biểu tượng “Mặt nạ thông minh”. Ống kính của camera sẽ quay lên và thu vào dưới phần nắp ống kính.

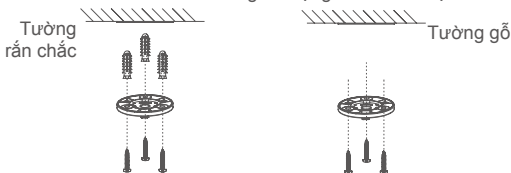



Ống kính sẽ quay lên thu vào dưới nắp ống kính

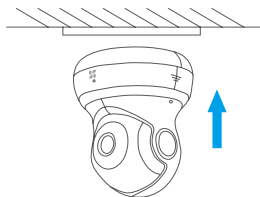
Gắn tường (tùy chọn)

Camera có thể được gắn lên tường hoặc trần.

- i** • Hãy đảm bảo rằng tường đủ chắc chắn để chịu được ba lần trọng lượng của camera.
 - Bề mặt lắp đặt phải sạch sẽ và bằng phẳng.
1. (Tùy chọn) Nếu bạn muốn lắp thẻ microSD, hãy lắp thẻ microSD vào khe lắp thẻ microSD phía sau camera. Nếu không, bạn có thể bỏ qua bước này.
 2. Gắn đế camera vào nơi bạn muốn lắp camera.
 3. (Tùy chọn) Nếu tường chắc chắn, hãy khoan và đóng ba con nở.
 4. Gắn đế camera lên đường sử dụng ba vít kim loại.



5. Đảm bảo mũi tên  trên đế hướng về phía bạn và gắn đế lên tường bằng ba ốc vít.
6. Lắp camera lên đế, và xoay 15° để cố định nó.



7. Nối cáp nguồn với camera. Nếu camera trước đó đã được kết nối với mạng Wi-Fi, nó sẽ tự động kết nối với mạng Wi-Fi này.

Phụ lục

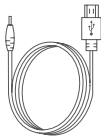
Đồng bộ



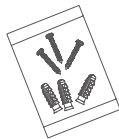
Camera (x1)



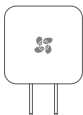
Đế (x1)



Cáp nguồn (x1)



Bộ vít nở (x1)

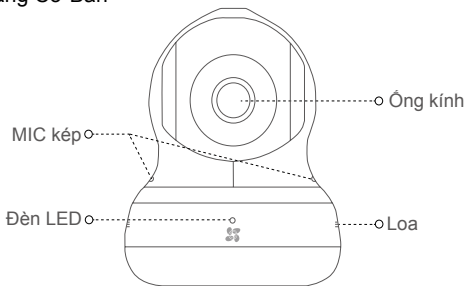


Bộ nắn điện (x1)



Hướng dẫn Sử dụng Nhanh (x1)

Tính Năng Cơ Bản

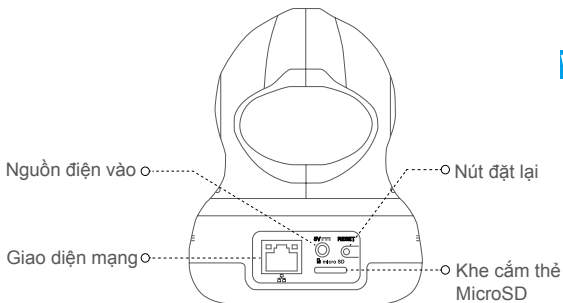


Trạng thái đèn LED



○ Đèn LED

- Nháy xanh: Kết nối mạng tốt.
- Đỏ ổn định: Thiết bị đang kích hoạt.
Nháy đỏ chậm: Kết nối mạng không hoạt động.
Nháy đỏ nhanh: Lỗi thẻ microSD hoặc lỗi khác.
- Nháy xanh và đỏ luân phiên: Camera đã sẵn sàng để cài đặt Wi-Fi.



Tên

Mô tả

Nguồn điện vào	== 5V±10%
Giao diện mạng	Giao diện mạng Ethernet tự thích ứng 10M/100M
Nút đặt lại	Nhấn giữ nút đặt lại trong 10 giây để khôi phục thiết lập mặc định.
Khe cắm thẻ MicroSD	Cắm thẻ microSD để lưu trữ nội bộ.

Xử lý sự cố

H: Thông báo “The device is offline.” (Thiết bị ngoại tuyến.) hoặc “The device is not registered.” (Thiết bị chưa được đăng ký.) xuất hiện khi thêm camera bằng ứng dụng EZVIZ.

- Đ:**
1. Đảm bảo mạng mà camera kết nối đang hoạt động bình thường và đã bật tính năng DHCP của bộ định tuyến.
 2. Nhấn giữ nút ĐẶT LẠI trong 3 giây để cài đặt lại thiết lập và cài đặt lại mạng.

H: Cách sử dụng thẻ microSD để lưu trữ nội bộ thế nào?

Đ: Cắm thẻ microSD vào khe cắm thẻ và thêm camera vào tài khoản EZVIZ của bạn. Đăng nhập vào ứng dụng EZVIZ và vào giao diện “Device Details” (Chi tiết thiết bị), nếu nút “Initialize Storage Card” (Khởi hoạt thẻ lưu trữ) xuất hiện, trước tiên bạn cần khởi hoạt thẻ microSD.

Tính năng lưu trữ bản ghi phát hiện chuyển động bằng thẻ microSD được bật theo mặc định.

H: Điện thoại di động không nhận được thông báo cảnh báo khi camera trực tuyến.

- Đ:**
1. Đảm bảo ứng dụng EZVIZ đang chạy trên điện thoại di động của bạn.
 2. Đối với điện thoại dùng Hệ điều hành Android, đảm bảo ứng dụng này đang chạy ngầm; và đối với điện thoại dùng Hệ điều hành iOS, hãy bật chức năng thông báo đẩy trong mục “Settings > Notification” (Cài đặt > Thông báo).

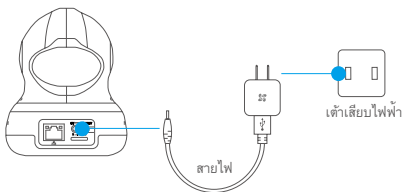
H: Không thể xem trực tiếp hoặc phát lại.

Đ: Đảm bảo mạng của bạn có kết nối ổn định. Để xem được video trực tiếp bạn phải có băng thông tốt. Bạn có thể làm mới video, hoặc đổi mạng và thử lại.

การติดตั้ง

ขั้นตอนที่ 1 การเปิดเครื่อง

เสียบสายไฟเข้ากับกล่องและเสียบอะแดปเตอร์เข้ากับเต้าเสียบตั้งแสดงในรูปด้านล่าง ไฟแสดงสถานะการทำงานจะพริบเป็นแสงสีแดงและสีน้ำเงินเมื่อกล่องพร้อมสำหรับการติดตั้ง



THAI

i สำหรับรายละเอียดเกี่ยวกับสถานะของไฟแสดงสถานะการทำงาน ให้ดูที่ส่วนพื้นฐาน

ขั้นตอนที่ 2 การติดตั้งกล่อง

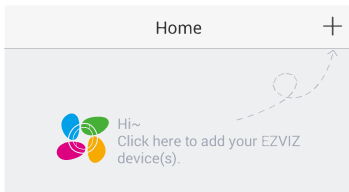
1. สร้างบัญชีผู้ใช้

- เชื่อมต่อโทรศัพท์มือถือของคุณเข้ากับ Wi-Fi โดยใช้เครือข่าย 2.4GHz ของคุณ
- ค้นหา "EZVIZ" ใน App Store หรือ Google Play (TM)
- ดาวน์โหลดและติดตั้งแอป EZVIZ
- เปิดใช้งานแอป
- สร้างและลงทะเบียนบัญชีผู้ใช้ EZVIZ โดยทำตามตัวช่วยในการเริ่มต้น

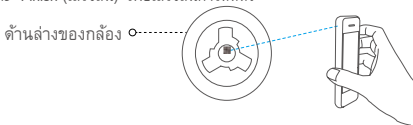
2. เพิ่มกล่องเข้าใน EZVIZ

- เข้าสู่ระบบบัญชีของคุณโดยใช้แอป EZVIZ

- และ "+" ในหน้าแรกเพื่อไปยังส่วนเชื่อมต่อสำหรับสแกนรหัส QR



- สแกนรหัส QR ที่ด้านล่างของกล่องหรือส่วนหน้าของคู่มือการเริ่มต้นอย่างรวดเร็ว
- ใส่รหัสผ่านสำหรับเครือข่าย Wi-Fi ของคุณ
- เลือกโซนเวลาที่ถูกต้องและข้อมูล DST
- และ "Finish (เสร็จสิ้น)" เพื่อเสร็จสิ้นการติดตั้ง

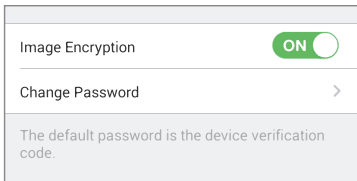


- i
 - หากกล่องไม่สามารถเชื่อมต่อกับเครือข่าย Wi-Fi ของคุณได้ ให้กดปุ่มรีเซ็ต ค้างไว้เป็นเวลา 3 วินาทีและทำซ้ำขั้นตอนที่ 2.2
 - หากต้องการเลือกเครือข่าย Wi-Fi อื่นๆ ให้กดปุ่ม รีเซ็ต ค้างไว้เป็นเวลา 3 วินาทีเพื่อรีบูตอุปกรณ์ เมื่อไฟแสดงสถานะการทำงานกะพริบเป็นแสงสีแดงและแสงสีฟ้า คุณสามารถเลือกเครือข่าย Wi-Fi เครือข่ายใหม่ได้

3. หากต้องการเปลี่ยนรหัสผ่านเริ่มต้น

กล้องใช้รหัสยืนยันที่อยู่ด้านล่างของกล้องเป็นรหัสผ่านเริ่มต้น หลังจากเพิ่มกล้องเข้าในเครือข่ายของคุณแล้ว คุณจะต้องเปลี่ยนรหัสผ่านของอุปกรณ์เพื่อให้แน่ใจเรื่องการรักษาความปลอดภัยสำหรับวิดีโอ นอกจากนี้รหัสผ่านยังถูกนำมาใช้สำหรับการเข้ารหัสภาพอีกด้วย หากคุณเปิด Image Encryption (การเข้ารหัสภาพ) คุณจะต้องใส่รหัสผ่านของคุณเมื่อคุณดูวิดีโอแบบถ่ายทอดสดหรือเล่นวิดีโอที่ถูกจัดเก็บไว้จากกล้อง

- ไปที่หน้าจอการตั้งค่ากล้องเพื่อเปลี่ยนรหัสผ่านเริ่มต้น
- และที่ "Change Password (เปลี่ยนรหัสผ่าน)"



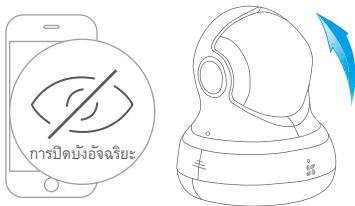
- และที่ "Edit (แก้ไข)"
- บ้อนรหัสยืนยันเริ่มต้นที่อยู่ด้านล่างของตัวกล้อง
- บ้อนรหัสผ่านใหม่ กรุณาใช้ตัวอักษรและตัวเลขเพื่อสร้างรหัสผ่านที่มีความยาวใดๆ ตั้งแต่ 6 ถึง 12 ตัวอักษร

4. การปรับมุม

คุณสามารถปรับกล้องโดยใช้แอป EZVIZ เพื่อหามุมที่ดีที่สุด กล้องหมุนได้จาก 0° ถึง 340° และเอียงได้จาก -80° ถึง 50° (-80° ถึง 0° เป็นช่วงที่ครอบคลุมการปิดบังพื้นที่ส่วนบุคคล)

เปิดใช้งานการปิดบังอัจฉริยะ (Smart Mask)

- เข้าสู่แอป EZVIZ
- เลือกกล้อง
- แตะที่ไอคอน “การปิดบังอัจฉริยะ” เลนส์ของกล้องจะหมุนขึ้นและซ่อนอยู่ภายใต้ฝาครอบเลนส์



เลนส์จะหมุนขึ้นภายใต้ฝาครอบเลนส์

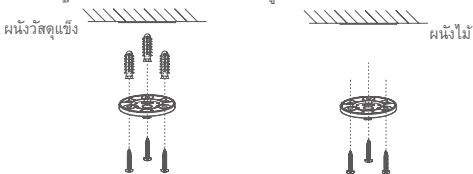
การติดตั้งบนผนัง (ทางเลือก)


กล้องสามารถติดตั้งได้ทั้งบนผนังหรือเพดาน

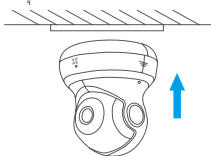


- ตรวจสอบให้แน่ใจว่าผนังมีความแข็งแรงเพียงพอที่จะรับน้ำหนักได้ถึงสามเท่าของตัวกล้อง
- พื้นผิวสำหรับการติดตั้งจะต้องสะอาดและเรียบ
 1. (ทางเลือก) หากคุณต้องการติดตั้งการ์ด microSD ให้ใส่การ์ด microSD เข้าในช่องเสียบการ์ด microSD ที่ด้านหลังของกล้อง หรือไม่เช่นนั้น คุณสามารถข้ามขั้นตอนนี้ได้
 2. ยึดฐานกล้องเข้ากับพื้นที่ที่คุณต้องการจะติดกล้อง
 3. (ทางเลือก) หากผนังเป็นวัสดุแข็ง ให้เจาะและใส่สกรูทุกสามตัว
 4. ติดฐานกล้องเข้ากับแผ่นแบบโดยใช้สกรูโลหะสามตัว

THAI



5. ตรวจสอบให้แน่ใจว่า  ตำแหน่งของฐานหันหน้าเข้าหากุณและติดตั้งเข้ากับผนังด้วยสกรูสามตัว
6. ติดตั้งกล้องเข้ากับฐานและหมุนกล้อง 15° องศาเพื่อยึดให้แน่น



7. เชื่อมต่อสายไฟเข้ากับกล้อง หากกล้องเคยเชื่อมต่อกับเครือข่าย Wi-Fi มาแล้วก่อนหน้านี้ กล้องก็จะเชื่อมต่อกับเครือข่าย Wi-Fi โดยอัตโนมัติ

ภาคผนวก

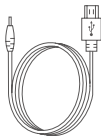
เนื้อหาในกล่อง



กล้อง (x1)



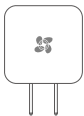
ฐาน (x1)



สายไฟ (x1)



ชุดสกรู (x1)

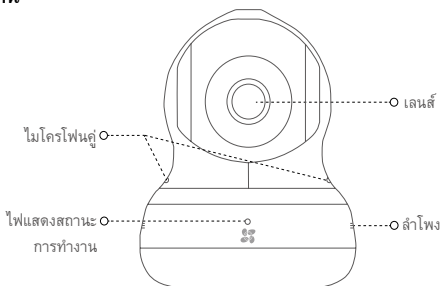


อะแดปเตอร์จ่ายไฟ (x1)



คู่มือการเริ่มต้นอย่างรวดเร็ว (x1)

พื้นฐาน

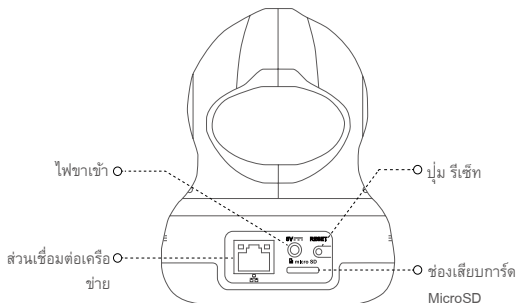


THAI

สถานะของไฟแสดงสถานะการทำงาน



- แสงกะพริบสีน้ำเงิน: เครื่องข่ายมีการเชื่อมต่ออย่างถูกต้อง
- แสงนิ่งสีแดง: อุปกรณ์กำลังเปิดใช้งาน การกะพริบช้า ๆ ของแสงสีแดง: การเชื่อมต่อเครื่องข่ายไม่ถูกต้อง การกะพริบเร็ว ๆ ของแสงสีแดง: เกิดข้อผิดพลาดจากการ์ด MicroSD หรือข้อผิดพลาดอื่น ๆ
- แสงสีน้ำเงินและแสงสีแดงสลับกันกะพริบ: กล้องพร้อมสำหรับการติดตั้ง Wi-Fi



ชื่อ

คำอธิบาย

ไฟฟ้าเข้า

$5V \pm 10\%$

ส่วนเชื่อมต่อเครือข่าย

ส่วนติดต่ออีเธอร์เน็ตแบบ ปรับใช้ได้เอง 10M/100M

ปุ่ม รีเซ็ต

กดปุ่มรีเซ็ตค้างไว้เป็นเวลา 10 วินาทีเพื่อเรียกคืนการตั้งค่าเริ่มต้น

ช่องเสียบการ์ด MicroSD

ใส่การ์ด microSD สำหรับการจัดเก็บข้อมูลในท้องถิ่น

การแก้ไขปัญหา

คำถาม: หน้าต่างแจ้ง “อุปกรณ์อยู่ในสถานะออฟไลน์ (The device is offline.)” หรือ “อุปกรณ์ยังไม่ได้ลงทะเบียน (The device is not registered.)” จะปรากฏขึ้น เมื่อมีการเพิ่มกล้องด้วยแอป EZVIZ

คำตอบ:

1. ตรวจสอบให้แน่ใจว่าเครือข่ายที่กล้องเชื่อมต่อทำงานได้ตามปกติและได้เปิดใช้งาน DHCP ของเราเตอร์แล้ว
2. กดปุ่มรีเซ็ตค้างไว้ 3 วินาทีเพื่อรีเซ็ตการตั้งค่าและตั้งค่าเครือข่ายใหม่อีกครั้ง

คำถาม: จะใช้ microSD สำหรับการจัดเก็บข้อมูลในท้องถิ่นอย่างไร

คำตอบ: ใส่การ์ด microSD ลงในช่องเสียบการ์ดและเพิ่มกล้องไปยังบัญชี EZVIZ ของคุณ เข้าสู่ระบบของแอป EZVIZ แล้วเข้าสู่ส่วนเชื่อมต่อ “รายละเอียดของอุปกรณ์ (Device Details)” หากปุ่ม “เตรียมใช้งานการ์ดจัดเก็บข้อมูล (Initialize Storage Card)” ปรากฏขึ้น คุณจำเป็นต้องเตรียมใช้งานการ์ด microSD ก่อนเป็นอันดับแรก

พื้นที่จัดเก็บข้อมูลของการ์ด microSD สำหรับการบันทึกการตรวจจับความเคลื่อนไหวจะถูกเปิดใช้งานโดยค่าเริ่มต้น

คำถาม: หน้าต่างแจ้ง โทรศัพท์มือถือไม่สามารถรับสัญญาณแจ้งเตือนภัยได้ จะปรากฏขึ้นเมื่อกำลังอยู่ในสถานะออนไลน์

คำตอบ:

1. ตรวจสอบให้แน่ใจว่าแอป EZVIZ กำลังทำงานอยู่บนโทรศัพท์มือถือของคุณ
2. สำหรับโทรศัพท์มือถือที่ใช้ระบบปฏิบัติการ Android โปรดตรวจสอบให้แน่ใจว่าแอปกำลังทำงานในพื้นที่หลัง และสำหรับโทรศัพท์มือถือที่ใช้ระบบปฏิบัติการ iOS ให้เปิดใช้งานฟังก์ชันการรับ-ส่งข้อความแบบพุชใน “การตั้งค่า>การแจ้งเตือน (Settings > Notification)”

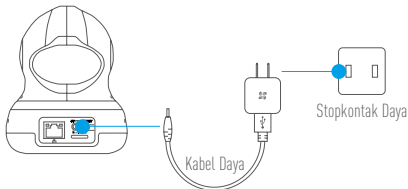
คำถาม: มุมมองแบบสดหรือการเล่นภาพไม่สำเร็จ

คำตอบ: ตรวจสอบให้แน่ใจว่าเครือข่ายของคุณยังคงมีการเชื่อมต่อ การดูวิดีโอสดจำเป็นต้องมีแบนด์วิดท์ที่ดี คุณสามารถรีเฟรชวิดีโอ หรือเปลี่ยนแปลงเครือข่ายแล้วลองอีกครั้ง

Pengaturan

Langkah 1 Menyalakan kamera

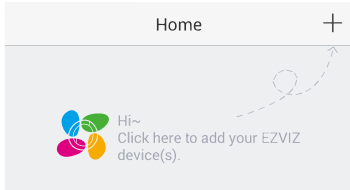
Pasang kabel daya ke kamera, lalu colokkan adaptor daya ke stopkontak seperti yang diperlihatkan dalam gambar di bawah ini. Indikator LED akan berkedip merah dan biru saat kamera sudah siap untuk pengaturan.



i Informasi selengkapnya mengenai status LED indikator dapat Anda lihat di bagian Dasar.

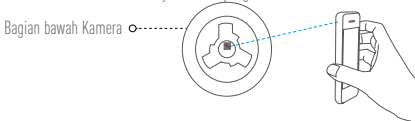
Langkah 2 Pengaturan Kamera

1. Buat akun pengguna
 - Sambungkan ponsel Anda ke Wi-Fi menggunakan jaringan 2.4GHz.
 - Cari "EZVIZ" di App Store atau Google Play (TM).
 - Unduh dan pasang aplikasi EZVIZ.
 - Luncurkan aplikasi.
 - Buat, dan daftarkan akun pengguna EZVIZ dengan mengikuti panduan penyalaaan.
2. Menambahkan kamera ke EZVIZ
 - Masuk ke akun Anda menggunakan aplikasi EZVIZ.
 - Ketuk "+" pada halaman Utama untuk masuk ke antarmuka Pindai Kode QR.



ID

- Pindai Kode QR di bagian bawah kamera atau sampul depan Panduan Mulai Cepat.
- Masukkan kata sandi untuk jaringan Wi-Fi Anda.
- Pilih zona waktu dan informasi DST yang tepat.
- Ketuk "Finish (Selesai)" untuk menyelesaikan pengaturan.

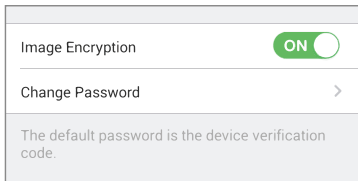


- i** • Jika kamera gagal tersambung ke jaringan Wi-Fi Anda, tekan dan tahan tombol RST selama 3 detik dan ulangi Langkah 2.2.
- Untuk memilih jaringan Wi-Fi lain, tekan dan tahan tombol RST selama 3 detik untuk memulai ulang perangkat. Saat indikator LED berkedip merah dan biru, Anda bisa memilih jaringan Wi-Fi baru.

3. Untuk Mengubah Kata Sandi Default

Kamera menggunakan kode verifikasi yang ditemukan di bagian bawah kamera sebagai kata sandi default. Setelah menambahkan kamera ke jaringan, Anda diharuskan mengubah kata sandi perangkat untuk memastikan keamanan video. Kata sandi juga digunakan untuk Enkripsi Gambar. Jika Anda mengaktifkan Image Encryption (Enkripsi Gambar), Anda diharuskan memasukkan kata sandi saat melihat video langsung atau pemutaran kembali video yang disimpan dari kamera.

- Masuk ke layar pengaturan kamera untuk mengubah kata sandi default.
- Ketuk "Change Password (Ubah Kata Sandi)".



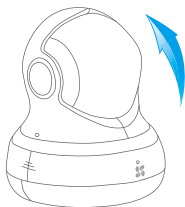
- Ketuk "Edit".
- Masukkan kode verifikasi awal yang terletak di bagian bawah kamera.
- Masukkan kata sandi baru. Harap gunakan huruf dan angka untuk membuat kata sandi di mana saja dengan panjang 6 hingga 12 karakter.

4. Menyesuaikan Sudut

Anda dapat menyesuaikan kamera menggunakan aplikasi EZVIZ untuk menemukan sudut terbaik. Kamera dapat diputar 0° hingga 340° dan dimiringkan -80° hingga 50° (-80° hingga 0° adalah rentang cakupan pelindung privasi).

Mengaktifkan Masker Pintar

- Masuk ke aplikasi EZVIZ.
- Pilih kamera.
- Tekan ikon "Masker Pintar". Lensa kamera akan berputar ke atas dan bersembunyi di bawah tutup lensa.



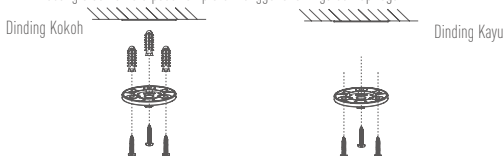
Lensa akan berputar ke atas di bawah tutup lensa

ID

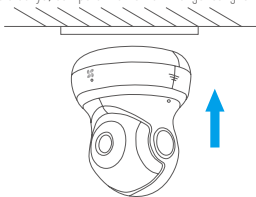
Pemasangan di Dinding (Opsional)

Kamera bisa dipasang di dinding atau langit-langit.

- Pastikan dinding cukup kuat untuk menahan tiga kali berat kamera.
 - Permukaan pemasangan harus bersih dan rata.
1. (Opsional) Jika Anda ingin memasang kartu microSD, masukkan kartu microSD ke slot kartu microSD di sisi belakang kamera. Jika tidak, Anda bisa melewati langkah ini.
 2. Pasang braket kamera di tempat kamera akan dipasang.
 3. (Opsional) Jika dindingnya kokoh, bor dan masukkan tiga sekrup ekspansi.
 4. Pasang alas kamera pada template menggunakan tiga sekrup logam.



5. Pastikan bagian  braket menghadap ke arah Anda dan pasang braket di dinding dengan tiga sekrup.
6. Pasang kamera di atas alasnya, dan putar 15° untuk mengencangkannya.



7. Sambungkan kabel daya ke kamera. Jika sebelumnya kamera tersambung ke jaringan Wi-Fi, kamera akan otomatis tersambung ke jaringan Wi-Fi yang sama.

Lampiran

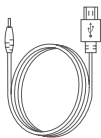
Isi Kotak



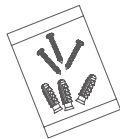
Kamera (x1)



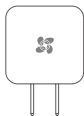
Alas (x1)



Kabel Daya (x1)



Kit Sekrup (x1)



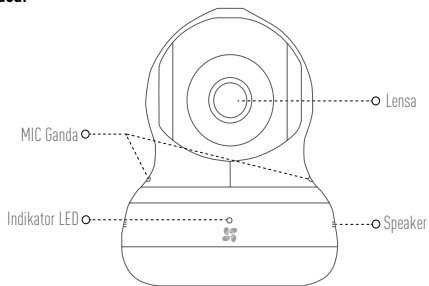
Adaptor Daya (x1)



Panduan Mulai Cepat (x1)

ID

Dasar-dasar

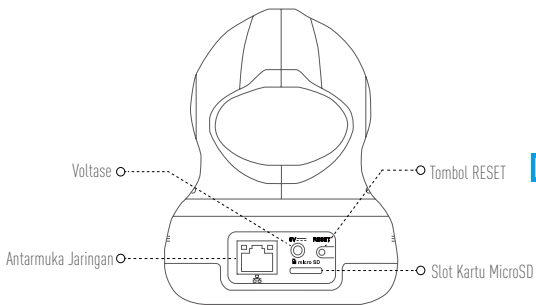


Status Indikator LED



Indikator LED

- Berkedip Biru: Jaringan sudah tersambung dengan benar.
- Merah Pekat: Perangkat sedang diaktifkan.
Berkedip Merah Lambat: Koneksi jaringan tidak valid.
Berkedip Merah Cepat: Kesalahan kartu MicroSD atau kesalahan lain terjadi.
- Berkedip Biru dan Merah Bergantian: Kamera siap untuk pengaturan Wi-Fi.



Nama	Penjelasan
Voltase	$5V \pm 10\%$
Antarmuka Jaringan	Antarmuka Ethernet Swasuai 10M/100M
Tombol Reset	Tekan tombol reset selama 10 detik untuk kembali ke pengaturan default.
Slot Kartu MicroSD	Masukkan kartu microSD untuk tempat penyimpanan lokal.

Penyelesaian Masalah

Q: Pesan "Kamera dalam keadaan tidak tersambung ke jaringan." atau "Kamera belum terdaftar." akan muncul ketika kamera hendak ditambahkan menggunakan aplikasi EZVIZ.

A:

1. Pastikan jaringan yang terhubung dengan kamera bekerja dengan baik dan router DHCP sudah diaktifkan.
2. Tekan tombol RESET selama 3 detik untuk mereset pengaturan dan mengatur jaringan.

Q: Bagaimana menggunakan microSD sebagai tempat penyimpanan lokal?

A: Masukkan kartu microSD ke slot kartu dan tambahkan kamera ke akun EZVIZ Anda. Masuk ke aplikasi EZVIZ dan masuk ke laman "Device Details (Rincian Perangkat)", jika tombol "Initialize Storage Card (Inisialisasi Kartu Penyimpanan)" muncul, reset kartu microSD terlebih dahulu. Penyimpanan kartu microSD untuk merekam hasil deteksi gerakan diaktifkan secara default.

Q: Telepon seluler tidak dapat menerima pemberitahuan alarm ketika kamera sedang tersambung ke jaringan.

A:

1. Pastikan aplikasi EZVIZ sedang berjalan di telepon seluler Anda.
2. Untuk telepon seluler Android OS, pastikan aplikasi tetap berjalan di latar belakang, dan untuk IOS telepon seluler, aktifkan fungsi terima pesan dorong di "Settings > Notification (Pengaturan > Notifikasi)".

Q: Siaran langsung atau pemutaran gagal.

A: Pastikan jaringan Anda terkoneksi dengan baik. Untuk menonton siaran langsung video diperlukan lebar pita yang cukup. Anda dapat memuat ulang video, atau berganti jaringan dan mencoba lagi.

LIMITED WARRANTY

Thank you for purchasing EZVIZ products. This limited warranty gives you, the original purchaser of the EZVIZ product, specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. The disclaimers, exclusions, and limitations of liability under this limited warranty will not apply to the extent prohibited by applicable law. No distributor, reseller, agent, or employee is authorized to make any modification, extension, or addition to this limited warranty.

Your EZVIZ product is warranted for a period of one (1) year from the date of purchase against defects in materials and workmanship, or such longer period as may be required by law in the country or state where this product is sold, when used normally in accordance with user manual.

You can request warranty service by emailing us at support@ezvizlife.com.

For any defective EZVIZ products under warranty, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("the Company") will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; (iii) or refund the original purchase price, provided you provide the original purchase receipt or copy, brief explanation of the defect, and return the product in its original packaging. At the sole discretion of the Company, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the postal cost, insurance and any other incidental charges incurred by you in returning the product.

Except where prohibited by applicable law, this is your sole and exclusive remedy for breach of this limited warranty. Any product that has either been repaired or replaced under this limited warranty will be covered by the terms of this limited warranty for the longer of ninety (90) days from the date of delivery or the remaining original warranty period.

This warranty does not apply and is void:

- If the warranty claim is made outside the warranty period or if the proof of purchase is not provided.
- For any malfunction, defect or failure caused by or resulting from the evidence of impact, mishandling, tampering, use contrary to the applicable instruction manual, incorrect power line voltage, accident, loss, theft, fire, flood or other Acts of God, shipping damage or damage resulting from repairs performed by unauthorized personnel.
- For any consumable parts, such as batteries, where the malfunction is due to the normal aging of the product.
- Cosmetic damage, including but not limited to scratches, dents and broken plastic on ports.
- Any software, even if packaged or sold with EZVIZ hardware.
- For any other damages free from defects in material or workmanship.
- Routine cleaning, normal cosmetic and mechanical wear and tear.

Please do not hesitate to contact your seller, or send e-mails to us support@ezvizlife.com, with any questions.

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보증 서비스 관련 문의는 support@ezvizlife.com 으로 이메일을 보내주세요.

이 제한 보증에 따라 결함이 있는 모든 EZVIZ 제품에 대해 HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. 는 (1) 귀하의 제품을 무상으로 수리 또는 교체하거나, (2) 귀하의 제품과 상응하는 기능을 탑재한 유사 제품으로 교체하거나, (3) 귀하가 구매한 영수증 또는 복사본이 제공하는 바와 같이 처음 구매한 가격으로 환불할 것이며, 귀하는 결함에 관한 간략한 설명과 함께 본래 포장 상태로 제품을 반납해야 합니다. 회사의 단독 재량에 따라 신규 또는 재생된 제품 또는 부속품으로 수리 또는 교체합니다. 이 보증은 귀하가 제품을 반납할때 발생하는 우편 비용, 보험 및 기타 부대비용을 보상하지 않습니다.

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다음과 같은 경우 이 보증은 적용되지 않으며 효력이 없습니다.

- 보증 기간이 지난 후 보증을 청구하거나 제품 구매 증빙을 제출하지 않는 경우.
- 충격, 취급 부주의, 조작, 사용 설명서의 지침을 위반하는 사용, 잘못된 전압 연결, 사고, 분실, 도난, 화재, 홍수 등의 기타 천재지변, 운송 관련 손상 또는 허가받지 않은 사람에 의한 수리로 발생한 손상으로 인해 오작동, 결함 또는 고장이 발생한 경우.
- 배터리 등의 소모성 부품 등 정상적인 제품 노후로 인해 오작동이 발생한 경우.
- 긁힘, 흠집, 플라스틱 깨짐 및 이에 국한하지 않고 외관이 손상된 경우.
- 제품에 포함되었거나 EZVIZ 하드웨어와 함께 판매된 소프트웨어가 손상된 경우.
- 기타 원자재 또는 제조상의 결함과 무관한 손상에 해당하는 경우.
- 일상적인 청소, 일반적인 외관 및 기계적인 마모에 해당하는 경우.

이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역은 물론 모든 지역에서 사용할 수 있습니다. 위와 같은 무선설비는 전파혼선의 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다.

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BẢO HÀNH CÓ GIỚI HẠN

Cảm ơn quý vị đã mua sản phẩm EZVIZ. Gói bảo hành có giới hạn này cho phép quý vị, với tư cách là người mua ban đầu của sản phẩm EZVIZ, được hưởng các quyền hợp pháp cụ thể. Quý vị cũng được hưởng các quyền hợp pháp khác tùy theo tiểu bang, tỉnh hoặc khu vực có quyền tài phán. Các tuyên bố miễn trừ, trường hợp loại trừ và giới hạn trách nhiệm thuộc gói bảo hành này sẽ không được áp dụng trong phạm vi mà luật pháp hiện hành nghiêm cấm. Không nhà phân phối, nhà bán lẻ, đại lý hay nhân viên nào được phép có bất kỳ sự điều chỉnh, mở rộng hoặc bổ sung nào đối với gói bảo hành có giới hạn này.

Sản phẩm EZVIZ của quý vị được bảo hành trong thời hạn một (1) năm kể từ ngày mua cho các khiếm khuyết về vật liệu và chế tác hoặc trong thời hạn dài hơn luật pháp của quốc gia hoặc tiểu bang nơi sản phẩm này được bán có thể quy định, khi sản phẩm được sử dụng bình thường theo sách hướng dẫn sử dụng.

Quý vị có thể yêu cầu dịch vụ bảo hành bằng cách gửi email cho chúng tôi theo địa chỉ support@ezvizlife.com.

Đối với bất kỳ sản phẩm EZVIZ lỗi nào được bảo hành, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("Công ty"), tùy theo lựa chọn của mình, sẽ (i) sửa chữa hoặc thay thế phần bị sản phẩm của quý vị; (ii) đổi sản phẩm của quý vị bằng một sản phẩm có chức năng tương đương; (iii) hoặc hoàn trả lại tiền mua ban đầu, với điều kiện quý vị cung cấp bản gốc hóa đơn sao biển lại mua hàng, giải thích vấn đề hư hỏng và hoàn trả sản phẩm trong bao bì đóng gói ban đầu của sản phẩm. Theo toàn quyền quyết định của Công ty, việc sửa chữa hoặc thay thế có thể sử dụng sản phẩm hoặc linh kiện mới hoặc tân trang. Gói bảo hành này không bao gồm bưu phí, bảo hiểm hay bất kỳ chi phí ngẫu nhiên nào khác mà quý vị phải chịu trong quá trình gửi trả lại sản phẩm. Trừ khi pháp luật hiện hành có quy định cấm, đây là biện pháp khắc phục duy nhất và dành riêng mà quý vị được sử dụng cho trường hợp vi phạm hợp vi phạm gói bảo hành này. Bất kỳ sản phẩm nào đã được sửa chữa hoặc thay thế theo gói bảo hành có giới hạn này sẽ tiếp tục được bảo hành theo các điều khoản của bảo hành này thêm chín mươi (90) ngày kể từ ngày giao lại sản phẩm sửa chữa hoặc thay thế hoặc trong thời gian bảo hành còn lại.

Gói bảo hành này sẽ không áp dụng và trở nên vô hiệu:

- Nếu yêu cầu bảo hành được đưa ra ngoài thời hạn bảo hành hoặc nếu không cung cấp được bằng chứng mua hàng.
- Đối với lỗi hoạt động, khiếm khuyết hay hỏng hóc bất kỳ gây ra bởi hoặc phát sinh mà bằng chứng cho thấy là do va đập, bảo quản không tốt, sử dụng trái với sách hướng dẫn áp dụng cho sản phẩm, điện áp nguồn không đúng, tải nặng, thất lạc, trộm cắp, hỏa hoạn, lũ lụt hoặc thiên tai, hư hỏng khi chuyển phát hoặc hư hỏng do việc sửa chữa của người không được ủy quyền thực hiện.
- Đối với bất kỳ bộ phận tiêu hao nào như pin, trong đó lỗi là do sự già hóa thông thường của sản phẩm.
- Hư hỏng ngoại quan, bao gồm nhưng không giới hạn ở các vết trầy xước, vết lõm và nhựa gãy, vỡ trên các cổng của thiết bị.
- Bất kỳ phần mềm nào, cho dù được đóng gói hoặc bán kèm theo phần cứng của EZVIZ.
- Đối với các trường hợp hư hỏng khác không phải do các khiếm khuyết về vật liệu hoặc chế tác.
- Về sinh thường kỳ, hao mòn và hư hỏng cơ học và ngoại quan thông thường.

Vui lòng liên hệ với bên bán hàng của quý vị hoặc gửi email cho chúng tôi theo địa chỉ support@ezvizlife.com, nếu quý vị có bất kỳ thắc mắc nào.

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การรับประกันแบบจำกัด

ขอขอบคุณสำหรับการซื้อผลิตภัณฑ์ EZVIZ

การรับประกันแบบจำกัดนี้จะช่วยให้คุณ ในฐานะผู้ซื้อดั้งเดิมของผลิตภัณฑ์ EZVIZ มีสิทธิตามกฎหมายที่กำหนดเฉพาะ นอกจากนี้คุณยังอาจมีสิทธิตามกฎหมายอื่นๆ ที่แตกต่างกันไปในแต่ละรัฐ จังหวัดหรือเขตอำนาจกฎหมาย การละเมิดสิทธิ การยกเว้นและข้อจำกัดความรับผิดชอบตามการรับประกันแบบจำกัดนี้จะไม่นำไปใช้กับขอบเขตต้องห้ามตามกฎหมายที่ใช้บังคับ ไม่มีผู้จัดจำหน่าย ผู้ปลัก ตัวแทนหรือลูกจ้างรายใดเป็นผู้มีอำนาจที่จะทำการปรับปรุง ขยายหรือเพิ่มเติมใดๆ นอกเหนือจากการรับประกันแบบจำกัดนี้

ผลิตภัณฑ์ EZVIZ ของคุณมีการรับประกันเป็นระยะเวลาหนึ่ง (1) ปีนับจากวันที่ซื้อครอบคลุมข้อบกพร่องในวัสดุและมีผลการผลิต หรือในระยะเวลาที่นานกว่า ตามที่กำหนดไว้ในกฎหมายในประเทศหรือรัฐที่ผลิตภัณฑ์นี้มีจำหน่าย เมื่อใช้งานตามปกติ สอดคล้องกับคู่มือการใช้งาน

คุณสามารถขอใช้บริการการรับประกัน โดยการส่งอีเมลหาเราที่ support@ezvizlife.com

สำหรับผลิตภัณฑ์ EZVIZ ที่มีข้อบกพร่องใดๆ ภายใต้การรับประกัน, HANGZHOU HIKVISION DIGITAL TECHNOLOGY

CO., LTD. ("บริษัท") จะ, เป็นผู้เลือกในการ, (i) ซ่อมแซมหรือเปลี่ยนผลิตภัณฑ์ของคุณโดยไม่เสียค่าใช้จ่าย (ii)

แลกเปลี่ยนผลิตภัณฑ์ของคุณด้วยผลิตภัณฑ์เทียบเท่า; (iii) หรือคืนเงินตามราคาซื้อเดิม ที่คุณแสดงในใบเสร็จรับเงิน

ต้นฉบับหรือสำเนา คำอธิบายสั้นๆ ของข้อบกพร่องและส่งกลับผลิตภัณฑ์ในบรรจุภัณฑ์เดิม ถือเป็นดุลยพินิจของบริษัท

การซ่อมแซมหรือเปลี่ยนทดแทนอาจจะทำกับผลิตภัณฑ์ใหม่หรือผลิตภัณฑ์หรือส่วนประกอบที่ได้รับการปรับปรุงแก้ไข

การรับประกันนี้จะไม่ครอบคลุมถึงค่าส่งทางไปรษณีย์ ค่าประกันภัยและค่าใช้จ่ายอื่นๆ ที่เกิดขึ้นจากการที่จัดส่งผลิตภัณฑ์กลับ

เว้นแต่ในกรณีที่ต้องห้ามตามกฎหมายที่ใช้บังคับ

นี่เป็นการเยียวยาเฉพาะคุณเพียงผู้เดียวสำหรับการละเมิดการรับประกันแบบจำกัดนี้ ผลิตภัณฑ์ใดๆ ที่ได้รับการซ่อมแซมหรือเปลี่ยน

ภายใต้การรับประกันแบบจำกัดนี้ จะได้รับการคุ้มครองตามเงื่อนไขของการรับประกันแบบจำกัดนี้ได้อีกต่อไปเป็นเวลาเก้าสิบ (90)

วันนับจากวันที่ส่งมอบหรือระยะเวลาที่เหลือในการรับประกันเดิม

การรับประกันนี้จะใช้ไม่ได้และถือเป็นอิสระ:

• หากการเคลมประกันเกิดขึ้นนอกระยะเวลาการรับประกันหรือไม่ได้แสดงหลักฐานการซื้อ

• สำหรับการทำงานที่ผิดพลาด ข้อบกพร่องหรือความล้มเหลวใดๆ

ที่เกิดจากการหรือเป็นผลมาจากผลกระทบของความผิดพลาดและการแก้ไขดัดแปลงโรงงานที่ขัดกับคู่มือการใช้งาน

การใช้สายไฟที่มีแรงดันไฟฟ้าที่ไม่ถูกต้อง การเกิดอุบัติเหตุ การถูกขโมย การถูกโจรกรรม ไฟไหม้ น้ำท่วมหรือการกระทำอื่นๆ

จากเหตุสุดวิสัย ความเสียหายจากการจัดตั้งสินค้าหรือความเสียหายที่เกิดจากการซ่อมแซมที่ดำเนินการโดยบุคคลที่ไม่ได้รับอนุญาต

• สำหรับวัสดุเปลี่ยนใดๆ เช่น แบตเตอรี่ ซึ่งมีการบกพร่องที่เกิดจากการเสื่อมสภาพตามปกติของผลิตภัณฑ์

• รั้วรอยความเสียหายรวมถึงแต่ไม่จำกัดเฉพาะรอยขีดข่วน รอยบุบและพลาสติกในช่องต่อหัก

• ข้อผิดพลาดใดๆ แม้ว่าจบบรรจุมหรือขายร่วมกับฮาร์ดแวร์ EZVIZ

• สำหรับความเสียหายอื่นๆ ที่ปราศจากข้อบกพร่องของวัสดุหรือฝีมือช่าง

• การทำความสะอาดตามปกติ รอยขีดข่วนและการชำรุดสึกหรอหรือฉีกขาดของกล่อง

หากมีข้อสงสัยใดๆ โปรดอย่าลังเลที่จะติดต่อผู้ขายของคุณหรือส่งอีเมลถึงเรา support@ezvizlife.com

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GARANSI TERBATAS

Terima kasih telah membeli produk EZVIZ. Garansi terbatas ini kami berikan kepada Anda, pembeli asli dari produk EZVIZ, hak-hak hukum tertentu. Anda mungkin juga memiliki hak-hak hukum lainnya yang bervariasi oleh negara, propinsi atau yurisdiksi. Pelepasan tanggung jawab, pengecualian dan batasan tanggung jawab di bawah jaminan terbatas ini akan tidak berlaku sejauh dilarang oleh hukum yang berlaku. Tidak ada distributor, reseller, agen, atau karyawan yang berhak merubah, memperpanjang, atau melakukan penambahan pada garansi terbatas ini.

Produk EZVIZ Anda memiliki garansi selama satu (1) tahun dari tanggal pembelian terhadap kerusakan material dan pengerjaan, atau dalam jangka waktu lebih lama selama diperlukan menurut hukum dimana produk ini dijual, ketika digunakan secara normal menurut panduan pengguna.

Anda bisa meminta layanan garansi dengan mengirim email ke kami di support@ezvizlife.com

Untuk produk EZVIZ yang cacat dalam masa garansi, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("Perusahaan") akan atas pilihannya (i) memperbaiki atau mengganti produk anda secara gratis; (ii) menukar produk Anda dengan produk dengan fungsi yang sejenis; (iii) atau mengembalikan dengan harga pembelian asli, dengan memberikan nota pembelian atau kopinya, penjelasan sekilas akan cacatnya, dan mengembalikan produk ke kemasan aslinya. Atas kebijakan Perusahaan, perbaikan atau penggantian bisa menggunakan produk atau komponen baru atau rekondisi. Garansi tidak termasuk biaya kirim, asuransi dan biaya tidak terduga lainnya oleh Anda saat mengembalikan produk.

Kecuali bila dilarang oleh hukum yang berlaku, inilah ketentuan tunggal dan eksklusif Anda untuk pelanggaran dari jaminan terbatas ini. Setiap produk yang baik telah diperbaiki atau diganti di bawah jaminan terbatas ini tercakup oleh ketentuan jaminan terbatas ini selama lebih dari sembilan puluh (90) hari dari tanggal pengiriman atau sisa masa garansi asli.

Garansi ini tidak berlaku dan batal:

- Jika klaim garansi dibuat di luar masa garansi atau jika bukti pembelian tersebut tidak tersedia.
- Untuk segala kerusakan, cacat atau kegagalan yang disebabkan oleh atau dihasilkan dari bukti-bukti dari benturan, kesalahan penanganan, perubahan, menggunakan bertentangan dengan panduan pengguna, kesalahan daya tegangan, kecelakaan, kehilangan, pencurian, kebakaran, banjir atau tindakan lain yang disebabkan oleh alam, pengiriman kerusakan atau kerusakan akibat dari perbaikan yang dilakukan oleh personil yang tidak sah.
- Untuk setiap bagian yang cepat masa pakainya, seperti baterai dimana kerusakan adalah karena penuaan normal produk.
- Kerusakan kosmetik, termasuk tapi tidak terbatas seperti goresan, melekek dan plastic rusak pada port.
- Semua perangkat lunak, walaupun dalam paket atau dijual dengan perangkat keras EZVIZ.
- Untuk kerusakan lainnya yang bebas dari cacat dalam bahan atau pengerjaan.
- Pembersihan rutin, keausan karena penggunaan mekanik normal dan kosmetik.

Jika ada pertanyaan jangan ragu untuk menghubungi penjual Anda, atau kirim e-mail ke kami support@ezvizlife.com.

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