

COPYRIGHT © Hangzhou EZVIZ Software Co., Ltd. ALL RIGHTS RESERVED.

Any and all information, including, among others, wordings, pictures, graphs are the properties of Hangzhou EZVIZ Software Co., Ltd. (hereinafter referred to as "EZVIZ"). This user manual (hereinafter referred to as "the Manual") cannot be reproduced, changed, translated, or distributed, partially or wholly, by any means, without the prior written permission of EZVIZ. Unless otherwise stipulated, EZVIZ does not make any warranties, guarantees or representations, express or implied, regarding to the Manual.

About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ™ website (<http://www.ezviz.com>).

Revision Record

New release - January, 2026

Trademarks Acknowledgement

EZVIZ™,  and other EZVIZ's trademarks and logos are the properties of EZVIZ in various jurisdictions. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC. Other trademarks and logos mentioned below are the properties of their respective owners.

HDMI™ The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

Legal Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED "AS IS", WITH ALL FAULTS AND ERRORS, AND EZVIZ MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL EZVIZ, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF EZVIZ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EZVIZ'S TOTAL LIABILITY FOR ALL DAMAGES EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

EZVIZ DOES NOT UNDERTAKE ANY LIABILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE AS THE RESULT OF PRODUCT INTERRUPTION OR SERVICE TERMINATION CAUSED BY: A) IMPROPER INSTALLATION OR USAGE OTHER THAN AS REQUESTED; B) THE PROTECTION OF NATIONAL OR PUBLIC INTERESTS; C) FORCE MAJEURE; D) YOURSELF OR THE THIRD PARTY, INCLUDING WITHOUT LIMITATION, USING ANY THIRD PARTY'S PRODUCTS, SOFTWARE, APPLICATIONS, AND AMONG OTHERS.

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. EZVIZ SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, EZVIZ WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS AND DATA PROTECTION LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. EZVIZ SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

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

Table of Contents

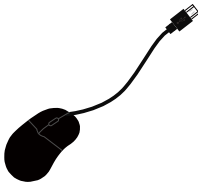
Overview	1
1. Package Contents	1
2. Basics	1
Get the EZVIZ App	4
Install Hard Drive	4
System Wiring	9
Power on the Hub	9
Connect Hub to Network.....	11
Option A: 4G Setup	11
Option B: Wired Setup.....	11
Option C: Wi-Fi Setup	11
Add the Hub to EZVIZ	12
Bind EZVIZ Device to Hub	12
1. Preparation	12
2. Bind EZVIZ Device.....	13
Operations on the EZVIZ App.....	14
1. Detail Page.....	14
2. Settings.....	15
Initiatives on the Use of Video Products	16
Information for Private Households	17

Overview

1. Package Contents



Wireless Smart Home Hub (x1)
(Hereinafter referred to as "hub")



Mouse (x1)



Power Adapter (x1)



For 16CH models: Screw Kit (x2)
For 8CH models: Screw Kit (x1)



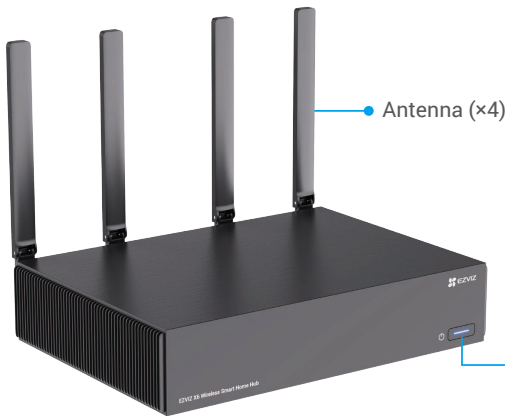
Regulatory Information (x2)



Quick Start Guide (x1)

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

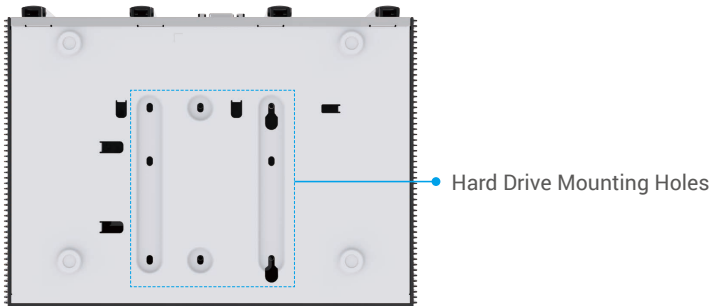
2. Basics



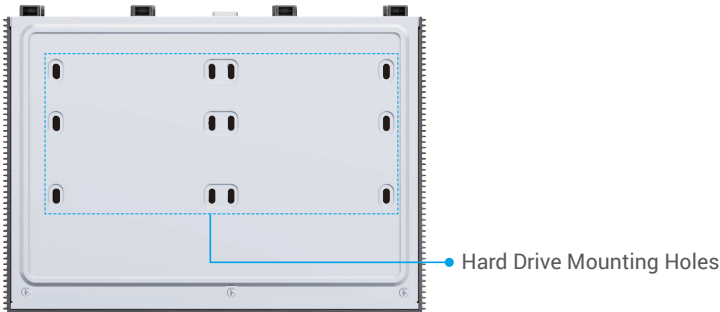
Name	Description
Power Button	• Short press to turn the hub on. • Press and hold for 3 more seconds to turn the hub off.
LED Indicator	 Solid green: Hub working normally.
	 Fast-flashing red: Hub error.
	 Solid red: Hub powering on or restoring factory settings.
	 Fast-flashing blue: No bound device, or hard drive not initialized.
	 Slow-flashing blue: Network configuration or device binding in progress.

- The base plate and rear panel layout varies depending on the model. Please refer to the table below to identify the hub you purchase.
- Entry-level model: 8CH
- Standard model: 8CH 4G, 16CH, 16CH 4G

Model	8CH	8CH 4G	16CH	16CH 4G
VGA Output Port	1	1	1	1
HDMI™ Output Port	1	1	1	1
LAN Port	1	1	2	2
Grounding Screw	1	1	1	1
Audio Input (3.5mm)	1	1	1	1
Audio Output (3.5mm)	1	1	1	1
RESET Hole	1	1	1	1
Nano SIM Card Slot	×	1	×	1
Power Input Port	1	1	1	1
USB-A Output Port	1	1	1	1

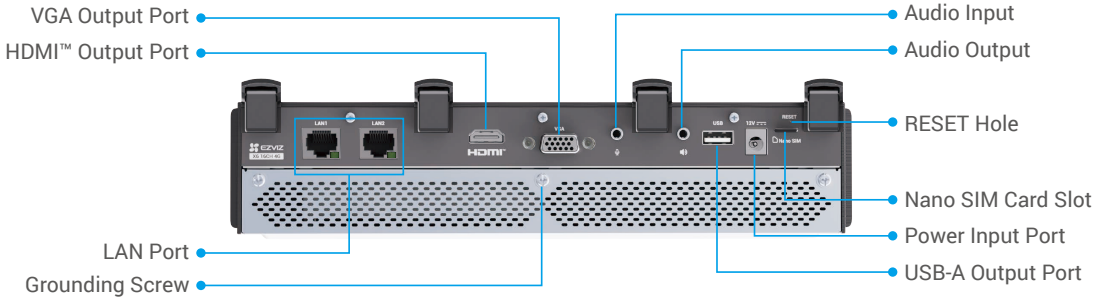


Base Plate of Entry-level Model



Base Plate of Standard Model

i The ports and descriptions are based on the 16CH 4G model for reference. The hub's appearance is subject to the actual one you purchase.

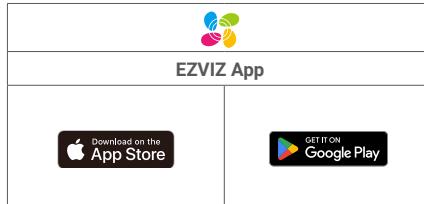


Rear Panel

Name	Description
VGA Output Port	Output video to a monitor via a VGA cable (purchase separately).
HDMI™ Output Port	Output high-definition video and audio to a monitor via an HDMI™ cable (purchase separately).
LAN Port	Connect the hub to a router or switch for network access via an Ethernet cable (purchase separately).
Grounding Screw	Connect the grounding wire to this screw to prevent electrostatic damage.
Audio Input (3.5mm)	Connect a microphone or other audio input device (purchase separately).
Audio Output (3.5mm)	Connect a speaker or other audio output device (purchase separately).
RESET Hole	Insert and hold a pin (not included) for 7 seconds to restore the hub to factory settings.
Nano SIM Card Slot	Insert a Nano SIM card (purchase separately) for 4G mobile network connectivity.
Power Input Port	Connect the hub to a power outlet via a power adapter (DC12V 2.5A for 16CH and DC12V 2A for 8CH).
USB-A Output Port	Connect a USB device such as a mouse (included) or external storage (purchase separately).

Get the EZVIZ App

- i** Before downloading the app:
- If the app is already installed, verify that it is the latest version by checking for updates in your app store.
 - If the app is not installed, follow the steps below to download it.
1. Connect your mobile phone to Wi-Fi (suggested).
 2. Download the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
 3. Register an EZVIZ account and log in to the app.



Install Hard Drive

- i** Place the hub on a stable, flat surface and ensure the hub is completely disconnected from power.

Entry-Level Model

1. Loosen the 3 screws on the rear panel as shown in the figure.

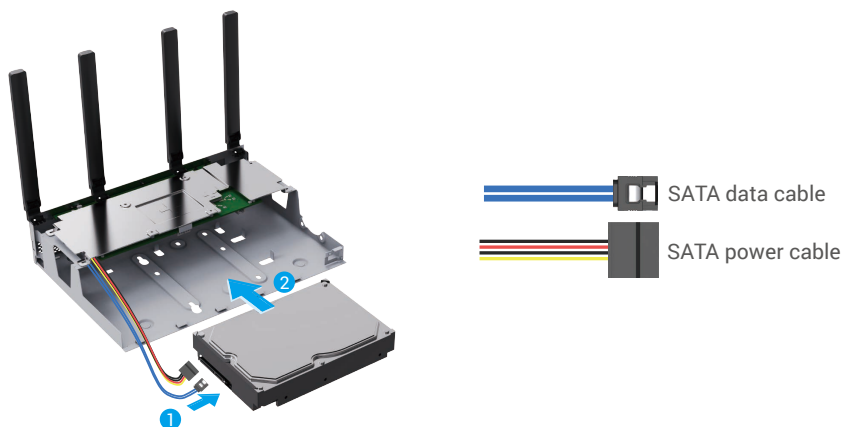


2. Pull the casing slightly in the direction of the arrow, then remove the casing.

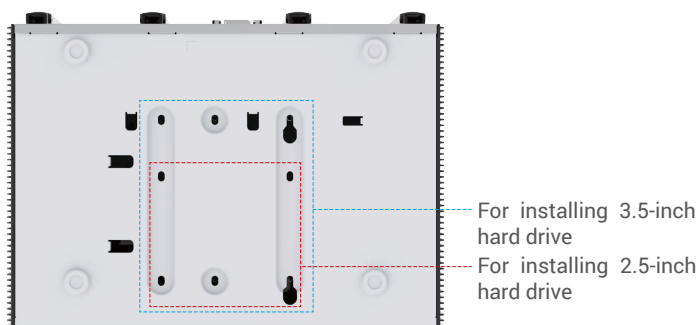


3. Insert the SATA data cable into the 7-pin SATA data port on the hard drive, then insert the SATA power cable into the wider 15-pin SATA power port on the hard drive. Next, install a 3.5-inch hard drive (purchase separately) into the base plate.

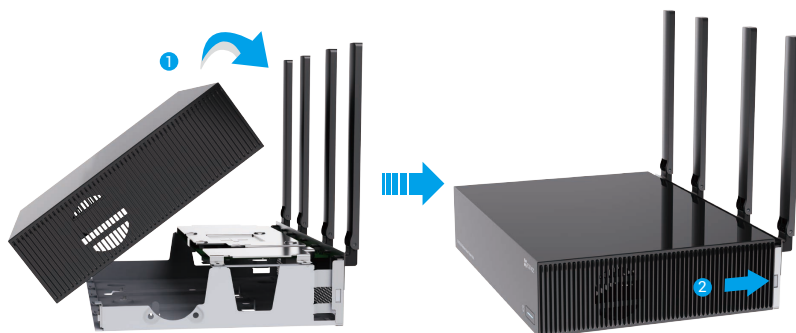
- i
- Different models support different numbers of hard drives: the 16CH model supports up to 2 hard drives and the 8CH model supports 1 hard drive.
 - The actual appearance of the hard drive may vary depending on the model you purchase.
 - In principle, high-power NAS disks and enterprise disks are not supported.



4. Secure the hard drive to the base plate with screws (included).

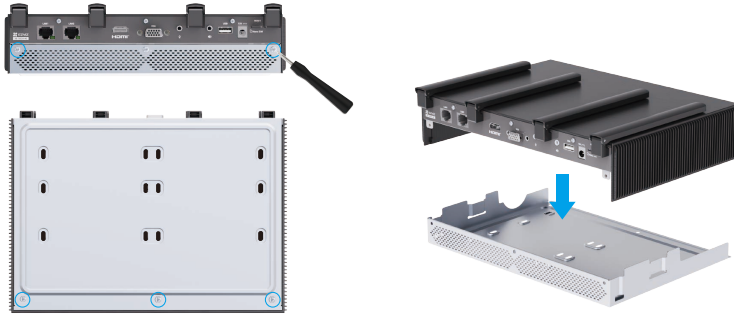


5. Securely close the casing and fix it with screws.



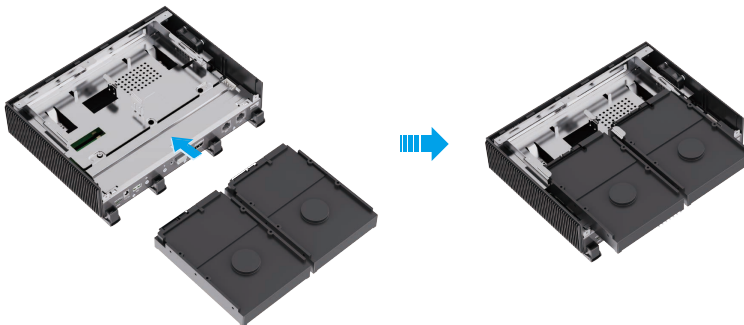
Standard Model

1. Loosen the 5 screws on the base plate (as shown in the figure) and separate the base plate from hub.

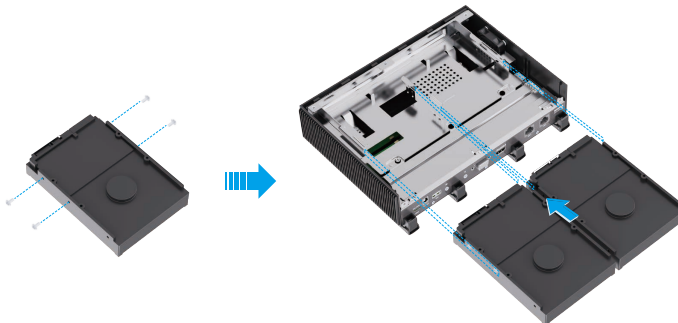


2. Insert a hard drive (purchase separately) into the slot as shown. (Do not push the drive completely in at this step; leave room for cable connections.)

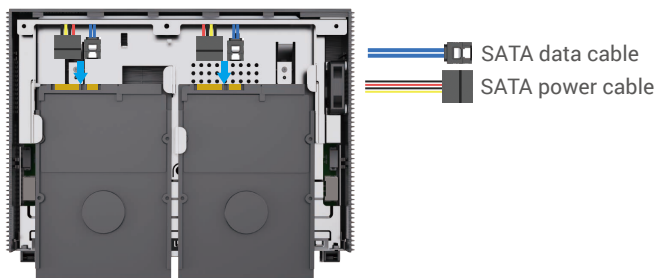
- Drive capacity by model: Up to 2 drives for the 16CH model; 1 drive for the 8CH model.
- Actual drive appearance may vary by model.
- High-power NAS and enterprise drives are not supported.



- For thinner drives: Before installation, attach 4 screws (BUNC6-32×4, purchase separately) to both sides to adjust the height for a proper fit. Then, slide the drive into the slot in the direction indicated.



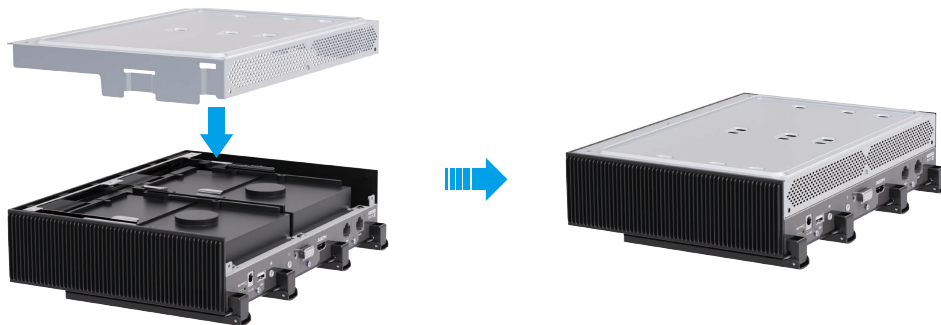
3. Insert the SATA data cable into the 7-pin SATA data port on the hard drive, then insert the SATA power cable into the wider 15-pin SATA power port on the hard drive.



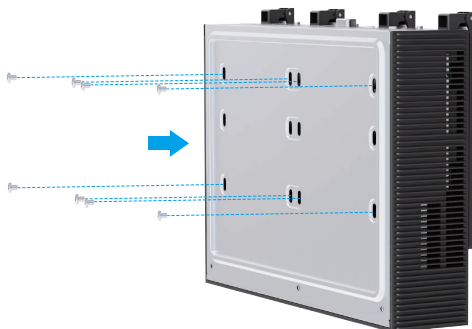
4. Push the hard drives completely into the slot.



5. Reattach the base plate to the hub.



6. Secure the hard drive to the base plate with screws (included). If the hard drive and base plate holes are misaligned, tilt the hub vertically with the LED indicators facing down and the base plate toward you to align the holes, then fasten the screws.



- i** For different models and sizes of hard drives, the mounting hole positions vary. It is recommended to refer to the following figure for mounting.



For installing 2.5-inch hard drive



For installing 3.5-inch hard drive

7. Insert and tighten the 5 screws in the figure to fix the base plate.



System Wiring

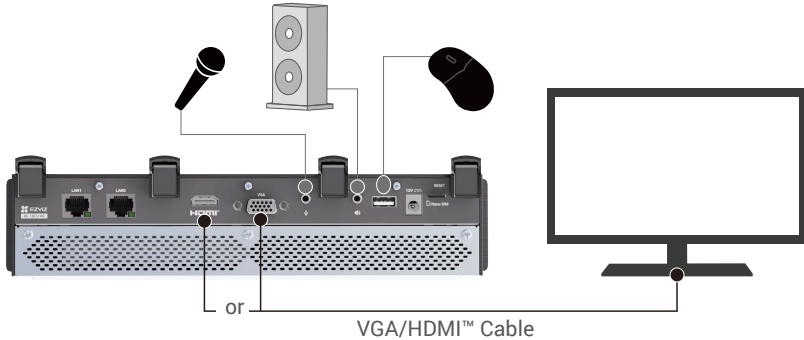
1. Connecting the Monitor:

Connect the hub to your monitor using an HDMI™ cable or a VGA cable (both sold separately).

2. Connecting Peripherals:

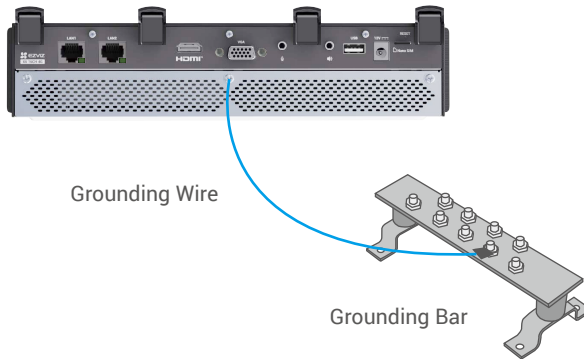
Connect the mouse and audio input/output devices (such as a microphone and speaker) to the hub.

- i** **Electromagnetic Interference Consideration:** To avoid electromagnetic interference from the hub's antenna affecting audio signals, keep microphone, speaker and their cables as far away from the antenna as possible.



Power on the Hub

1. Connect the grounding screw to the grounding bar through a grounding wire (purchase separately).



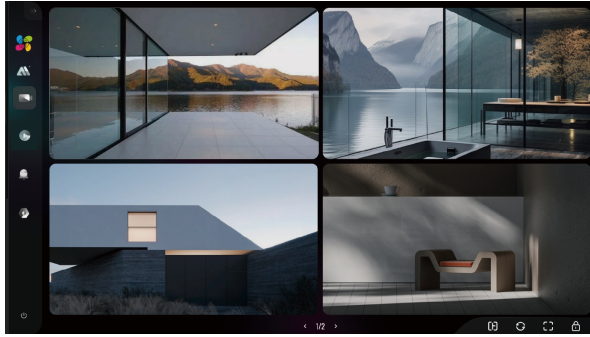
2. Connect a hub to power outlet using power cable.

- i** • The hub will power on automatically once connected to power.
- For disconnection from power supply, unplug the power connector from the device.



3. Follow the wizard on the local page to complete the following operations: Set the system language and time zone, create a login password or gesture pattern and initialize the hard drive.

4. The hub local page will be displayed after the setup wizard is completed.



Icon	Description
	Intelligent Recording Search. Enables rapid retrieval of recordings based on intelligent analysis (e.g., pet detection, human shape detection, vehicle detection, etc.). You can filter searches by bound device, date or event type.
	Recording. You can review recorded footage and quickly scan summarized events (e.g., pet detection, human shape detection, vehicle detection, etc.).
	Live view. View live camera feeds directly on the local page.
	Messages. Displays system alerts and event triggers. You can filter events by bound device, date or event type and view daily report here.
	Settings. View or configure system settings, including camera, storage, and system parameters.
	Shut down or restart the hub.  Unplug the adapter from the power outlet if the device will not be used for an extended period.
	Split screen. Toggles between single-channel and multi-channel display layouts for real-time monitoring.
	Tour. Enables automated sequential switching between camera channels for cyclic monitoring.
	Full screen. Toggles the selected camera channel to occupy the entire display area for focused monitoring.
	Lock. Enables manual locking of the current page layout or camera channel to prevent accidental changes during monitoring.

Connect Hub to Network

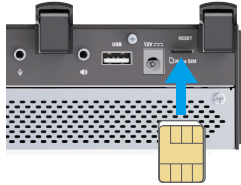
Connect the camera to a 4G, wired or Wi-Fi network, then add it to the EZVIZ app.

- 4G connection: activate 4G connection via Nano SIM card. Refer to "[Option A: 4G Setup](#)".
- Wired connection: connect the hub to a router. Refer to "[Option B: Wired Setup](#)".
- Wi-Fi configuration: configure Wi-Fi settings. Refer to "[Option C: Wi-Fi Setup](#)".

 Network priority: wired network/Wi-Fi > 4G.

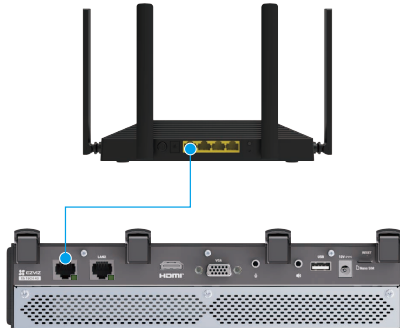
Option A: 4G Setup

(For 8H 4G and 16CH 4G only) Insert a Nano SIM card into the Nano SIM card slot with the metal side facing up and the notch aligned with the slot, as shown in the figure below.



Option B: Wired Setup

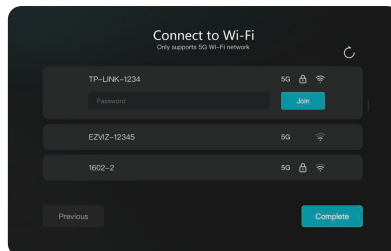
Connect the LAN port of hub to the router using an Ethernet cable (purchase separately).



Option C: Wi-Fi Setup

Connect to Wi-Fi on the hub local page. For first-time use, follow the wizard on the local page to connect your hub to a Wi-Fi network.

1. Go to "Settings > Network Configuration" and select "Wireless Connection".
2. Enter Wi-Fi password to join the network.



Add the Hub to EZVIZ

1. Log in to your EZVIZ app.
2. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
3. Scan the QR code on the Quick Start Guide cover or on the body of the hub.
4. Follow the EZVIZ app wizard to add the hub.



i You can also acquire the QR code on the hub local page: Settings -> Device Information.

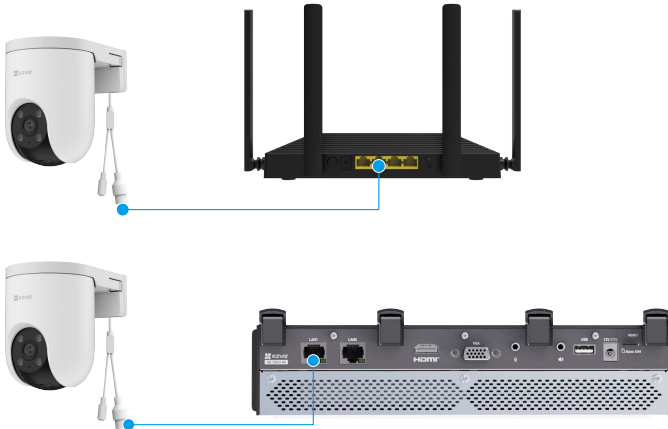
Bind EZVIZ Device to Hub

You can bind EZVIZ video products (such as network cameras, smart lock and doorbell) to hub for live video display.

1. Preparation

- **Wired Binding:** Connect the Ethernet port of EZVIZ camera and the LAN port of the hub or the same router as the hub using an Ethernet cable (purchase separately).

i Wired binding only supports EZVIZ devices with an Ethernet port. Here we take EZVIZ camera as an example.



- **Wireless Binding:** Power on the EZVIZ device and restore it to factory settings (For details, please refer to the EZVIZ device's user manual).

i Ensure the distance between the EZVIZ device and the hub does not exceed 5 meters.

2. Bind EZVIZ Device

Bind Device via Hub's Local Page

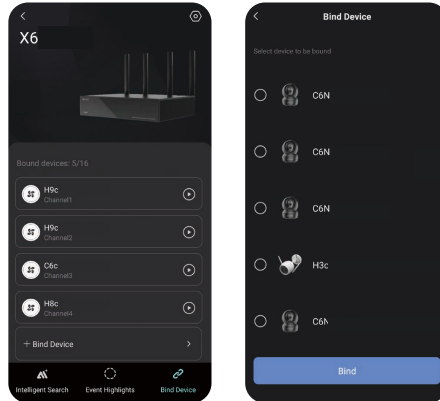
1. Enter the hub's local page, click , and click "+".
2. The hub will automatically search for nearby EZVIZ devices and display them in the list.
3. Select the target device and click "Bind". The device will be automatically bound to the hub.

 If the device has already been added to the EZVIZ app, please enter the device's verification code to complete binding (For details, please refer to the EZVIZ device's user manual).

Bind Device via EZVIZ App

 Please ensure that you have added EZVIZ device to your EZVIZ app account.

1. Log in to your EZVIZ app.
2. Enter the detail page of the hub, on the Bind Device page, tap "+ Bind Device". The system will automatically search for EZVIZ devices under your EZVIZ account and display them in the list.
3. Select the target device and tap "Bind" in the app. The device will be automatically bound to the hub and displayed on the Bind Device page.

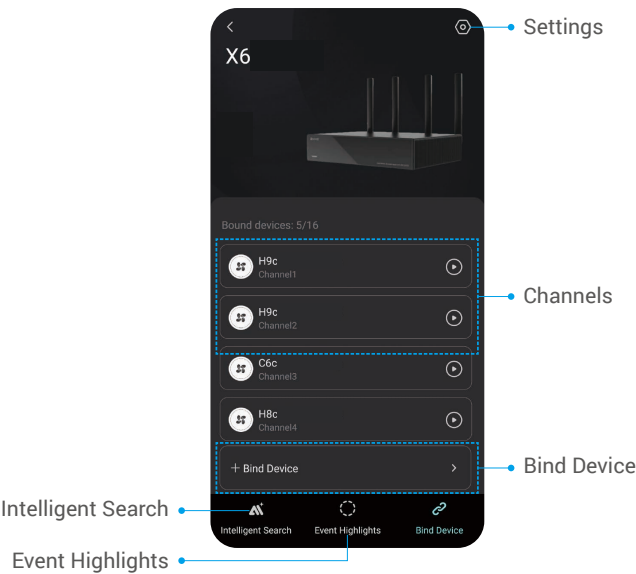


Operations on the EZVIZ App

 The app interface may change due to version update.

1. Detail Page

When you launch the EZVIZ app, the hub's detail page displays as shown below. You can manage the bound devices here as needed.



Name	Description
Settings	Tap the icon to view or change the device settings.
Channels	Displays a list of all connected channels.
Bind Device	Tap to search for and bind device.
Intelligent Search	Enables rapid retrieval of recordings based on intelligent analysis (e.g., pet detection, human shape recognition, vehicle recognition). Users can filter searches by camera, date or event type.
Event Highlights	Display events and their occurrence times in the form of tags. Tap to view the corresponding video footage.

2. Settings

On the hub's homepage, tap the  icon in the upper-right corner to enter the settings page, where you can set the following parameters.

Parameter	Description
Name	View or tap to customize the name of your device here.
Message Notification	You can manage the device message and EZVIZ app notification.
Record List	You can view storage medium capacity, used space and free space, and select recording mode here.
Privacy Settings	You can encrypt your videos with encryption password.
Device Information	You can see the device information here, including the user guide.
More	Enable/disable device authorization.
Restart Device	Tap to restart the device.
Delete Device	Tap to delete the device from EZVIZ app.

 For additional information about the device, please refer to www.ezviz.com/eu.

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1. Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.
2. Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.
3. Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.
4. The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.

Information for Private Households

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