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About this Manual

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

Revision Record

New release - June, 2026

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Important Safety Instructions



Important!

1. Please read the user manual carefully before installing or using this product.
2. If you are installing this product for a third party, please remember to leave the manual or a copy of it with the end user.

Safety measures:

1. To operate this system in complete safety, it is essential that the installers, users, and technicians follow all of the safety procedures described in this manual.
2. Specific warnings and warning symbols are given for items if necessary.
3. The product must be set up according to the applicable standards in the country where it is installed.

Any damage caused by failure to adhere to this manual will void the warranty. We assume no liability for damages resulting from such non-compliance.

We cannot be held responsible for any damage to property or persons caused by incorrect use or a failure to adhere to the safety instructions.

This product has been manufactured in full compliance with safety instructions. In order to maintain this status and get the most out of the product, users must adhere to the safety instructions and warnings contained in this manual.



This symbol indicates that there is a risk of electric shock or short-circuit.

- Never attempt to use this device with a different voltage.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
- You must follow the instructions for use of any other devices connected to the system.
- Please contact an experienced person if you have any doubts regarding equipment operation or safety.
- Never plug in or unplug electrical equipment with wet hands.
- When installing this product, check that the power supply cables are not at risk of being damaged.
- Never replace damaged electrical cables yourself! In this case, remove them and call an expert.
- The mains supply should be located close to the device and must be easily accessible.
- A switching device (a switch disconnector, circuit breaker or equivalent device) must be easily accessible and integrated into the installation of the building wiring for equipment which is permanently connected to the network.
- To ensure the device has sufficient ventilation, keep the area around the device unobstructed.
- Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc.
- No open flame sources, such as lit candles, should be placed on the device.
- Comply with the product's operating temperature (-10°C to 45°C).
- The device should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the device.

Overview

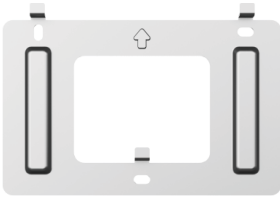
i This manual covers multiple models. Please refer to the package contents and installation instructions specific to the model you have purchased.

1. Package Contents

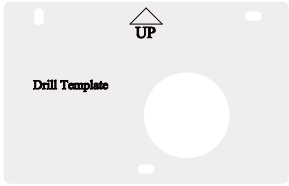
TP5 PoE / TP5 PoE Kit



Monitor (×1)
7-inch Touchscreen



Wall Bracket for Monitor (×1)



Drill Template for Monitor (×1)



Intercom Panel (Doorbell) with a
Weather-proof Shield (×1)



Drill Template for Intercom Panel (×1)



PoE Switch (×1) *



Badge (×2)



Spare Attachment Screws
for Intercom Panel (×2)



Screwdriver (×1)



Power Cable (×1) *



Wire Connector (×1)



DC12V Power Supply Jack
Connector Cable (×1)



Screw Kit (×2)



Regulatory Information (×2)



Quick Start Guide (×2)

- i** • The power cable's appearance is subject to the actual one you have bought.
• The PoE switch and the power cable are included only in the TP5 PoE Kit. If you don't purchase the kit, they are not provided.

TP5 PoE Intercom Panel



Intercom Panel (Doorbell) with a Weather-proof Shield (×1)



Drill Template for Intercom Panel (×1)



Badge (×2)



Spare Attachment Screws for Intercom Panel (×2)



Wire Connector (×1)



Screwdriver (×1)



Screw Kit (×1)



Regulatory Information (×1)

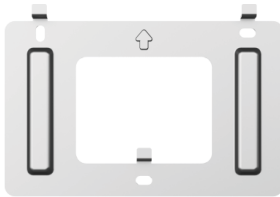


Quick Start Guide (×1)

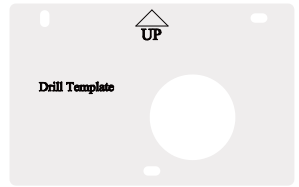
TP5 PoE Monitor



Monitor (×1)
7-inch Touchscreen



Wall Bracket for Monitor (×1)



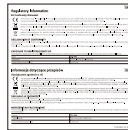
Drill Template for Monitor (×1)



DC12V Power Supply Jack Connector Cable (×1)



Screw Kit (×1)



Regulatory Information (×1)



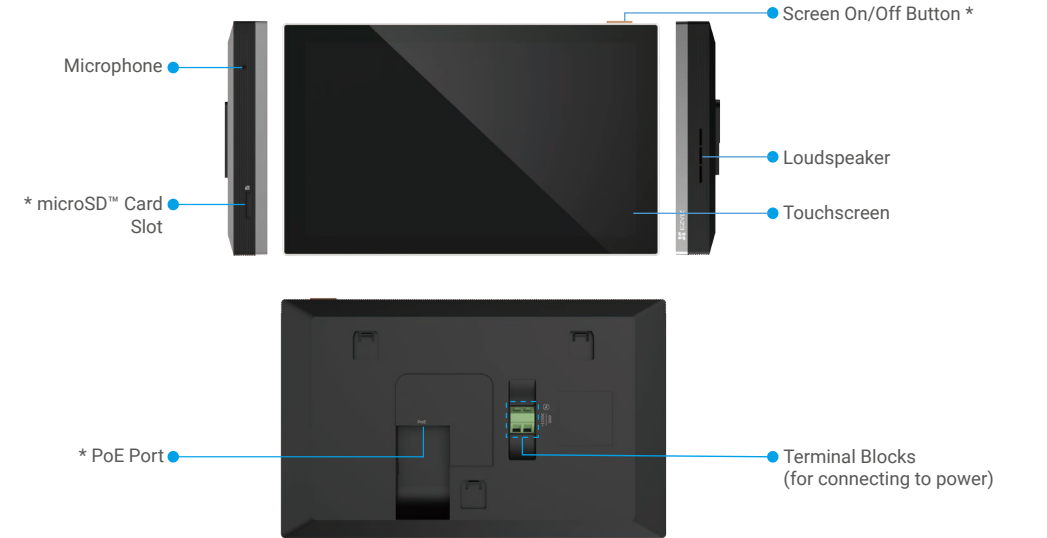
Quick Start Guide (×1)

2. Product Introduction

This video doorphone consists of an indoor answering unit with a touchscreen and an outdoor panel with an intercom allowing you to see and communicate with the visitor who has pressed the intercom panel button. It is easy to install as ten wires are needed for all functions: the doorbell, the video feed, the intercom, and the opening controls (strike plate and gate opener). To get the most out of your video doorphone, please read this user manual carefully.

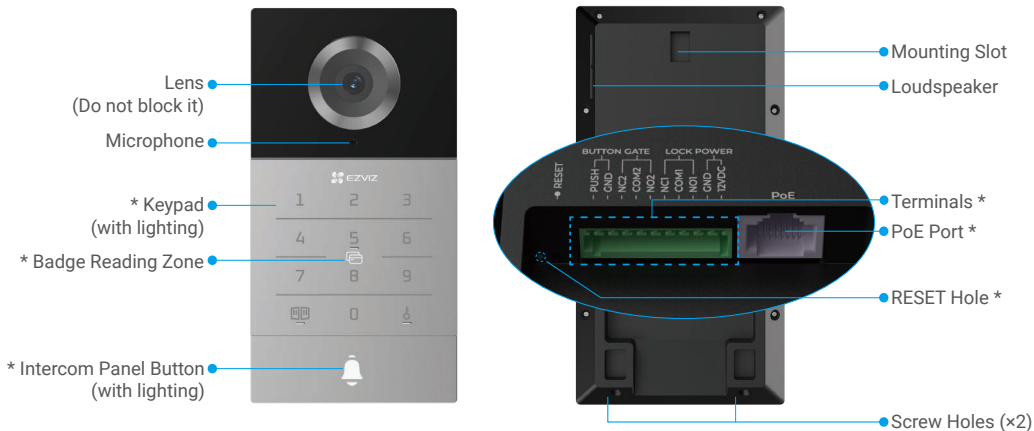
3. Basics

Monitor



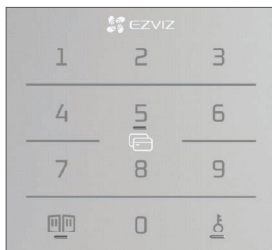
Name	Description
Screen On/Off Button	• Press to turn on/off the monitor. • Press and hold for 8 seconds to restart the monitor.
microSD™ Card Slot	Insert a microSD™ card (purchase separately) into this slot. Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB.
PoE Port	Used to connect to a switch or router for wired network connection.

Intercom Panel (Doorbell) Without the Weather-Proof Shield



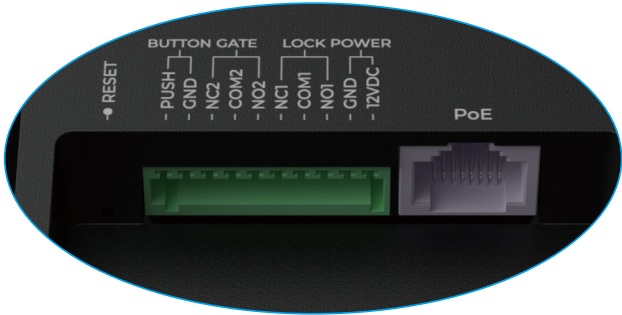
Name	Description
Intercom Panel Button (with lighting)	When someone presses the intercom panel button, the inside monitor rings and the video is displayed.
Badge Reading Zone	Swipe the badge near this zone for unlocking or gate opening.
RESET Hole	Use a pin (not provided) to press and hold for 4 seconds to restart and set all parameters to default, accompanied by a beep.
PoE Port	Used to connect to a switch or router for wired network connection.

* Description of the Keypad



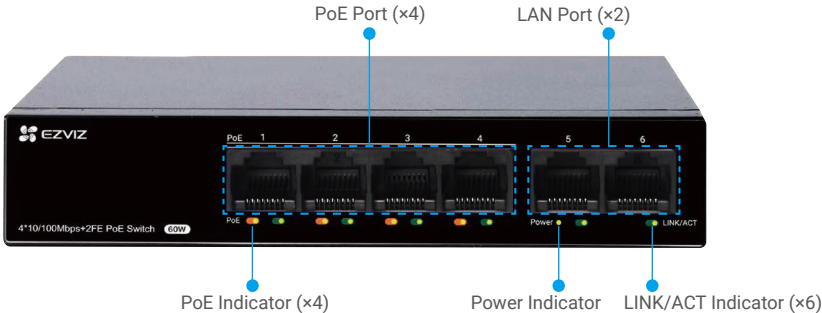
Icon	Description
0 ~ 9	Number key.
	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the gate connected to this video doorphone.
	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the electric strike plate or lock connected to this video doorphone.

* Description of the Terminals



Terminal		Description
BUTTON	PUSH + GND	Connects to a push button.
		Connects to a gate opener.
GATE	NC2 + COM2 + NO2	i If the gate opener is a normally closed device, use the NC2 and COM2 terminals. If the gate opener is a normally open device, use the NO2 and COM2 terminals.
LOCK	NC1 + COM1 + NO1	Connects to a lock or electric strike plate.
		i If the lock or electric strike plate is a normally closed device, use the NC1 and COM1 terminals. If the lock or electric strike plate is a normally open device, use the NO1 and COM1 terminals.
POWER	GND	Connects to the ground wire of a DC12V power supply.
	12VDC	Connects to the live wire of a DC12V power supply.

PoE Switch



Name	Description
PoE Port	Supports data transmission and power supply.
LAN Port	Supports data transmission only.
PoE Indicator	• Solid orange: Working normally. • Flashing orange/off: Power supply exception.
LINK/ACT Indicator	• Solid green: Connected. • Flashing green: Transmitting data.
Power Indicator	• Solid yellow: Powered on. • Off: Powered off.

Get the EZVIZ App

- 

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.

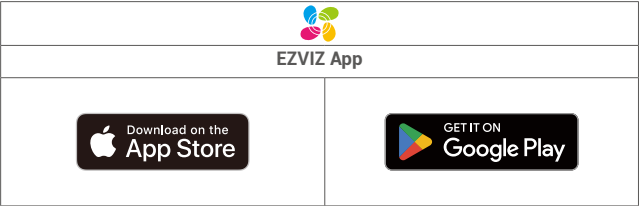
Connect your mobile phone to Wi-Fi (suggested).

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.



Wiring Instructions

1. Wiring Precautions

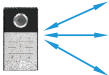
Device	Power Connection	Network Connection	Installation Instructions
	PoE Switch		Option 1: Connect to a PoE port.
	Reserved DC12V power	Standard Switch	Option 2: Connect to a LAN port and a reserved DC12V power supply.
	PoE Switch		Option 1: Connect to a PoE port.
	Reserved DC12V power	Standard Switch	Option 2: Connect to a LAN port and a reserved DC12V power supply.
		Wi-Fi	Option 4: Connect to Wi-Fi and a reserved DC12V power supply.
	Power outlet	Standard Switch	Option 3: Connect to a LAN port and a power outlet.
		Wi-Fi	Option 5: Connect to Wi-Fi and a power outlet.

To avoid the risks of interference and malfunction, do not route the wires for your video doorphone through the same sheath as the electrical wires.

- 

- **Warning:** Do not double up the wires to increase the cross-section under any circumstances.
 - **Warning:** When making connections, ensure the wires do not come into contact with each other, as this may cause the device to malfunction.

Wiring of External Devices

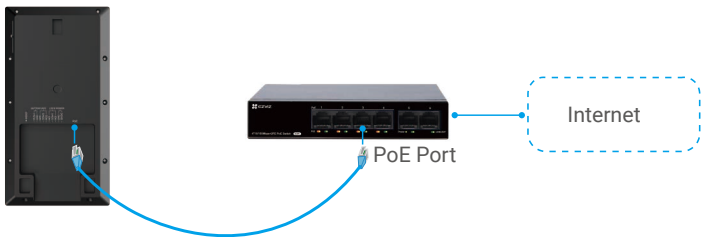
	Device	Wire Specifications	Length Limit
		$\varnothing 2 \times 0.75 \text{ mm}^2$	1-10m
		$\varnothing 2 \times 0.75 \text{ mm}^2$	
		$\varnothing 2 \times 0.75 \text{ mm}^2$	

2. Wiring Options for the Intercom Panel

Option 1: Connect to a PoE port.

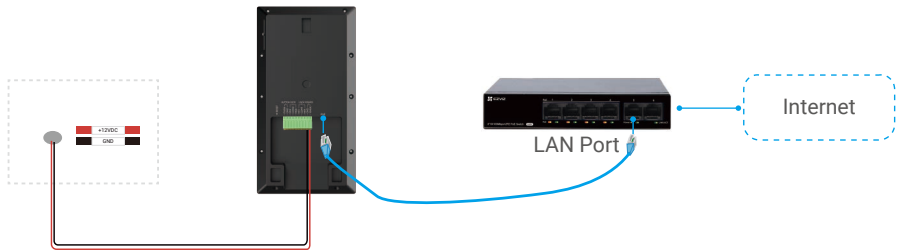
Connect the PoE port of the intercom panel to a PoE port on a PoE switch for both power and network connection.

i It is recommended to use an EZVIZ PoE switch.



Option 2: Connect to a LAN port and a reserved DC12V power supply.

Connect the PoE port of the intercom panel to a LAN port on a switch or router for network connection. Connect the power terminals to a reserved DC12V power supply (via the wire connector included in the package).

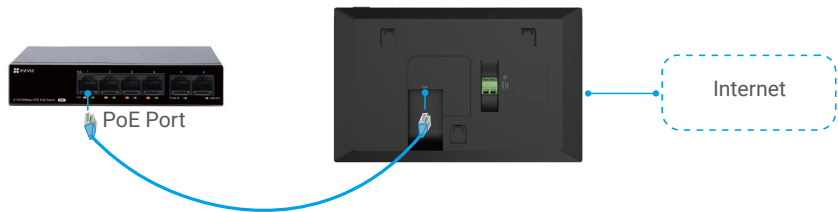


Port/Terminal on the Intercom Panel	Connection
PoE port	LAN port on a switch or router
12VDC terminal	Red wire from the power supply
GND terminal	Black wire from the power supply

3. Wiring Options for the Monitor

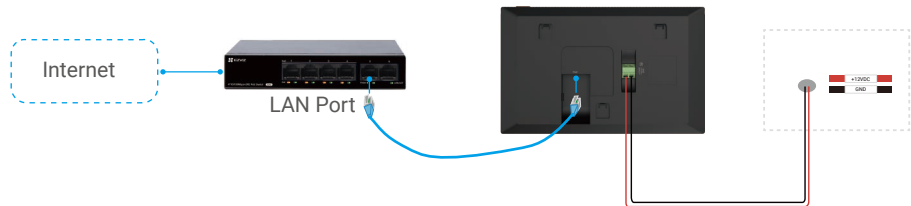
Option 1: Connect to a PoE port.

Connect the PoE port of the monitor to a PoE port on a PoE switch for both power and network connection.



Option 2: Connect to a LAN port and a reserved DC12V power supply.

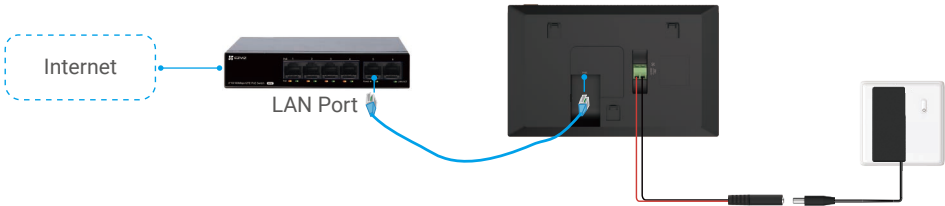
Connect the PoE port of the monitor to a LAN port on a switch or router for network connection and a reserved DC12V power supply.



Port/Terminal on the Monitor	Connection
PoE port	LAN port on a switch or router
12VDC terminal	Red wire from the power supply
GND terminal	Black wire from the power supply

Option 3: Connect to a LAN port and a power outlet.

Connect the PoE port of the monitor to a LAN port on a switch or router for network connection and a power outlet via a DC12V power adapter (purchase separately) for power supply.

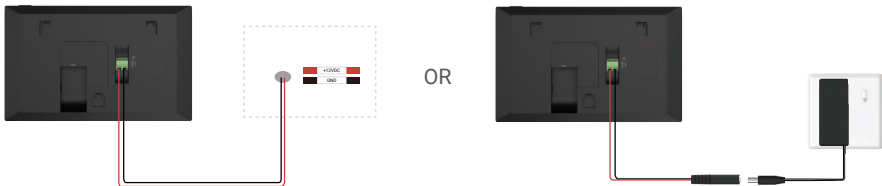


Port/Terminal on the Monitor	Connection
PoE port	LAN port on a switch or router
12VDC terminal	Red wire of a DC12V power supply Jack connector cable
GND terminal	Black wire of a DC12V power supply Jack connector cable

Option 4: Connect to Wi-Fi and a power supply.

Connect the monitor to Wi-Fi and a power supply, either a reserved DC12V power supply or a power outlet via a DC12V power adapter (purchase separately).

i To connect the monitor to Wi-Fi, refer to ["Add the Monitor to EZVIZ App"](#).



Port/Terminal on the Monitor	Connection
12VDC terminal	Red wire from the power supply or Red wire of a DC12V power supply Jack connector cable
GND terminal	Black wire from the power supply or Black wire of a DC12V power supply Jack connector cable

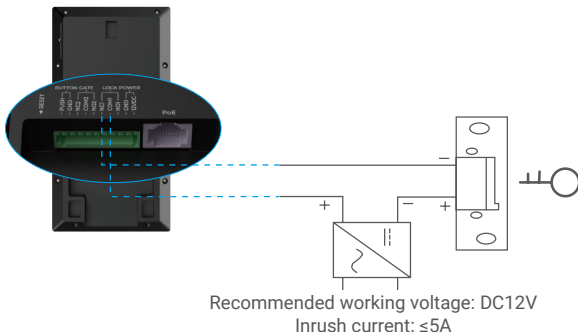
4. Connection to Electric Strike Plate or Lock

Connect the wires of your electric strike plate or lock directly to the LOCK terminals on the back of the intercom panel.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

Important: To ensure that the electric strike plate or lock can be unlocked by the video doorphone, you should meet the following conditions:

- The electric strike plate or lock that you order must have a mechanical memory.
- Use an independent power supply for the electric strike plate or lock.



5. Connection to Gate Opener

Connect the wires of your gate opener directly to the GATE terminals on the back of the intercom panel. The intercom panel provides a "dry-contact" connection (no electric current) for connecting to the control button for your automated gate.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

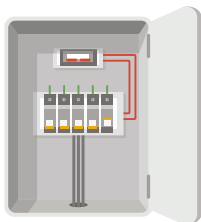
Important: The gate control: Breaking capacity: DC12V 2A.

Installation

- ⚠ Advice and important instructions:**
- If you test your video doorphone before installing it, ensure that you do not test it with the intercom panel and the monitor in the same room to avoid the video doorphone emitting a shrill noise.
 - Do not expose the intercom panel lens to direct sunlight or a reflective surface.
- Tip: We recommend that you use a protective sheath during the wiring process to protect the wires against breakage and bad weather.**
- For the EZVIZ model, so as to get the most out of monitor's Wi-Fi function, we recommend that you check that your Wi-Fi network is accessible in your planned installation location.

1. Shut Off the Main Switch

- ⚠**
- **Warning:** Since you'll be working with high-voltage electricity, first shut off the main power switch in your fusebox or consumer unit.
 - **Warning:** The power supply must be DC and the voltage can't exceed 12V, otherwise it may cause serious damage to the device.



2. Install the Intercom Panel

- i** It is recommended that the wires be passed through a sheath to protect them from impacts and weather.

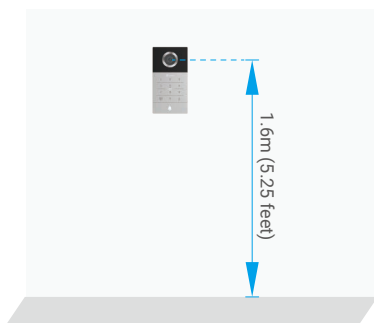
As described previously, there are three wiring options for the intercom panel. Please install the intercom panel based on your actual wiring method.

Option 1: Connect to a PoE port.

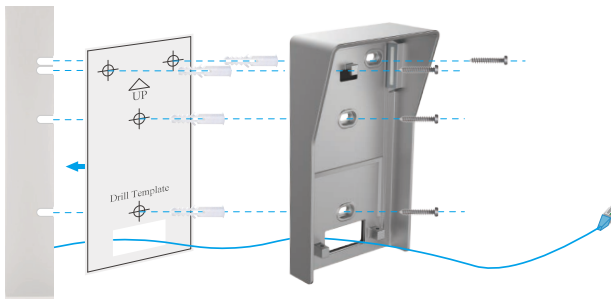
1. Remove the attachment screws at the bottom of the intercom panel, and tilt the intercom panel forwards to separate it from the weather-proof shield.



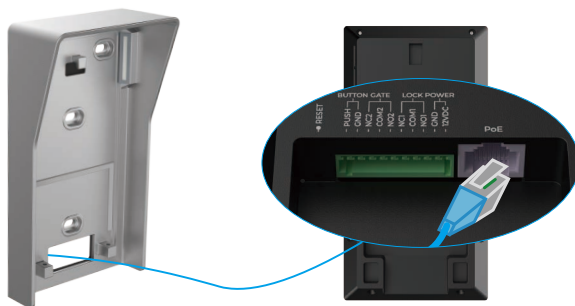
2. Place the intercom panel with its lens at a height around 1.6m (5.25 feet) above the ground.



3. Place the drill template, pass an Ethernet cable (purchase separately) through the holes of the drill template and the weather-proof shield, and then use anchors and screws to fix the weather-proof shield to the wall.



4. Connect the Ethernet cable to the PoE port of the intercom panel.



5. Connect the other end of the Ethernet cable to a PoE port on the PoE switch.

- When using the EZVIZ PoE switch, make sure to connect the cable to a PoE port (marked as 1 to 4) rather than a LAN port (marked as 5 or 6). The LAN ports support only data transmission and do not supply power.
- Ensure that the switch has been connected to the Internet.



6. Align the mounting slot on the intercom panel with the hook on the weather-proof shield, then fit the intercom panel onto the shield.



7. Use the screwdriver (included in the package) to re-install the attachment screws.



 **Important:** For a better image quality, please remove the protective film from the intercom panel before using it.

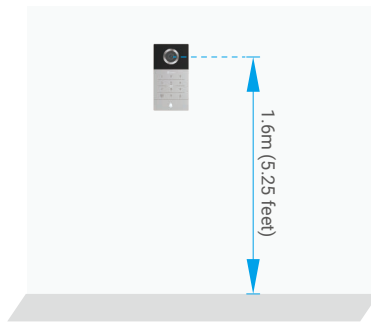


Option 2: Connect to a LAN port and a reserved DC12V power supply.

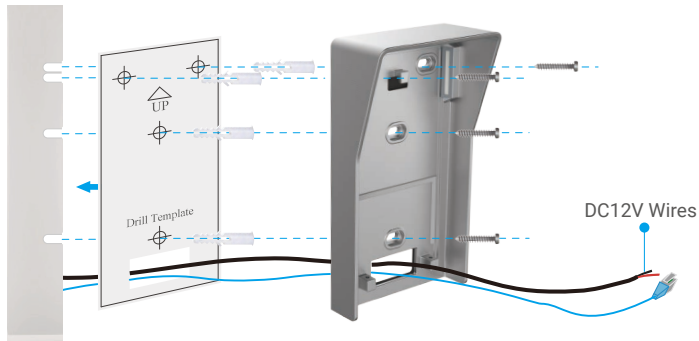
1. Remove the attachment screws at the bottom of the intercom panel, and tilt the intercom panel forwards to separate it from the weather-proof shield.



2. Place the intercom panel with its lens at a height around 1.6m (5.25 feet) above the ground.

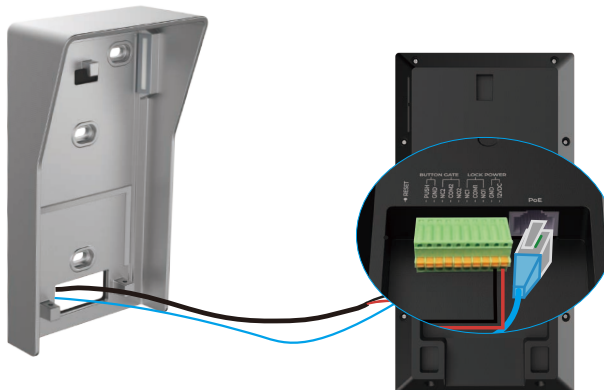


3. Place the drill template, pass an Ethernet cable (purchase separately) and DC12V wires through the holes of the drill template and the weather-proof shield, and then use anchors and screws to fix the weather-proof shield to the wall.



4. Connect the Ethernet cable to the PoE port of the intercom panel. Connect the red wire to the 12VDC terminal and the black wire to the GND terminal (via the wire connector included in the package).

i To connect a wire via the wire connector, press the yellow part of the corresponding terminal, insert the wire firmly into the terminal, then release the yellow part. After insertion, try pulling the wire to ensure that the wire is securely fixed.



5. Connect the other end of the Ethernet cable to a LAN port on a switch or router.

- You can connect to a LAN port (marked as 5 or 6) on the EZVIZ PoE switch or connect to a port on a standard switch or router.
- Ensure that the switch or router has been connected to the Internet.



6. Align the mounting slot on the intercom panel with the hook on the weather-proof shield, then fit the intercom panel onto the shield.



7. Use the screwdriver (included in the package) to re-install the attachment screws.



! Important: For a better image quality, please remove the protective film from the intercom panel before using it.



3. Install a microSD™ Card (Optional)

1. Insert a microSD™ card (purchase separately) into the card slot.



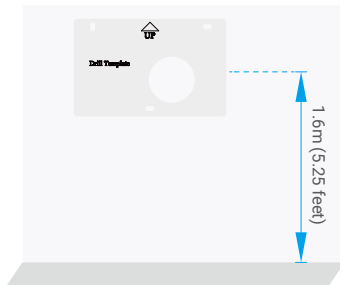
i After installing the microSD™ card, you should initialize the card in the EZVIZ app before using it.

2. In the EZVIZ app, tap "Record List" in the "Device Settings" page to check the microSD™ card status.
3. If the memory card status displays as "Uninitialized", tap to initialize it. The status will then change to "In Use" and it can store videos.

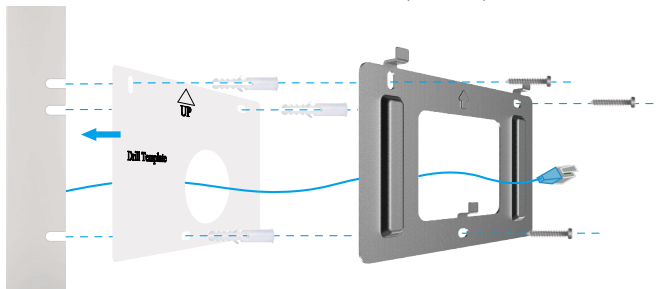
4. Install the Monitor

Option 1: Connect to a PoE port.

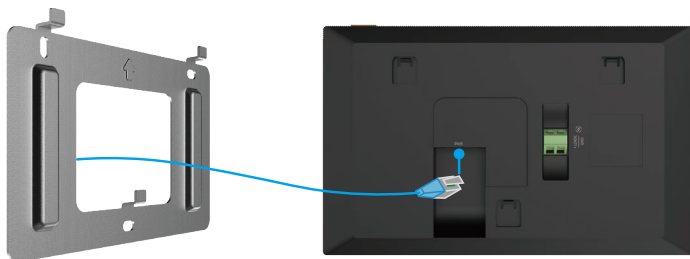
1. Place the drill template for monitor so that the monitor is at a height of around 1.6m (5.25 feet) above the ground.



2. Pass an Ethernet cable (purchase separately) from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



3. Connect the Ethernet cable to the PoE port on the back of the monitor.

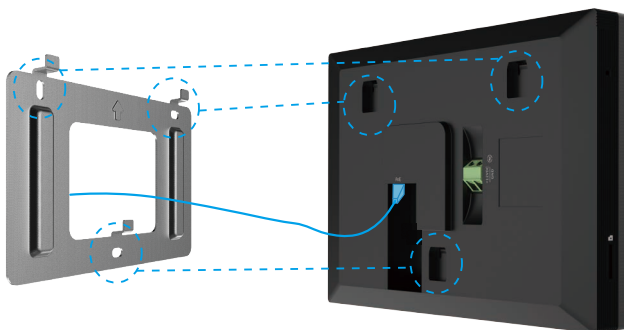


4. Connect the other end of the Ethernet cable into a PoE port on the PoE switch.

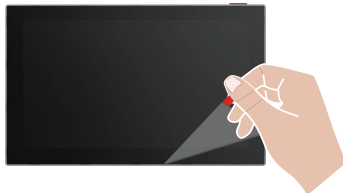
- When using the EZVIZ PoE switch, make sure to connect the cable to a PoE port (marked as 1 to 4) rather than a LAN port (marked as 5 or 6). The LAN ports support only data transmission and do not supply power.
- Ensure that the switch has been connected to the Internet.



5. Place the monitor on the wall bracket.

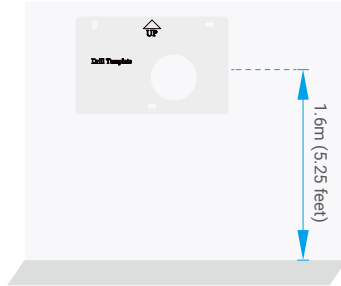


! Important: For a better image quality, please remove the protective film from the monitor before using it.

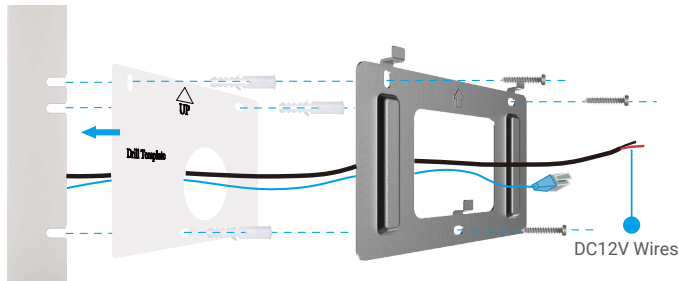


Option 2: Connect to a LAN port and a reserved DC12V power supply.

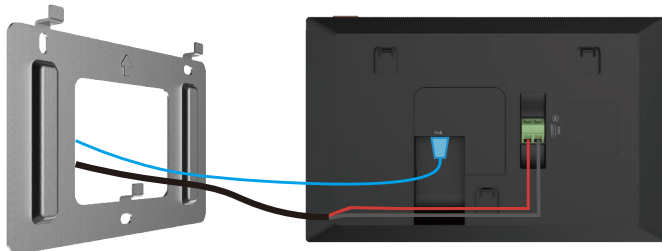
1. Place the drill template for monitor so that the monitor is at a height of around 1.6m (5.25 feet) above the ground.



2. Pass an Ethernet cable (purchase separately) and DC12V wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



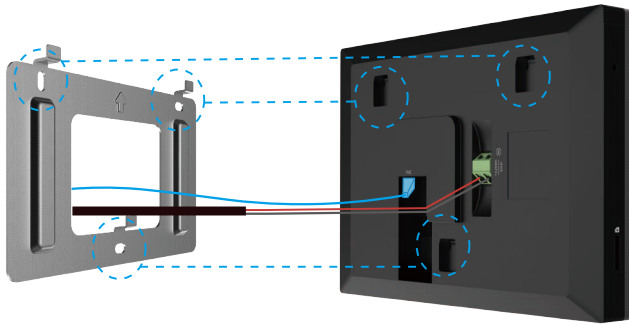
3. Connect the Ethernet cable to the PoE port on the back of the monitor. Connect the red wire to the 12VDC terminal and the black wire to the GND terminal.



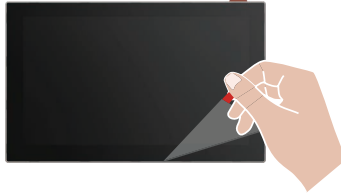
4. Connect the other end of the Ethernet cable to a LAN port on a switch or router.
 - You can connect to a LAN port (marked as 5 or 6) on the EZVIZ PoE switch or connect to a port on a standard switch or router.
 - Ensure that the switch or router has been connected to the Internet.



5. Place the monitor on the wall bracket.

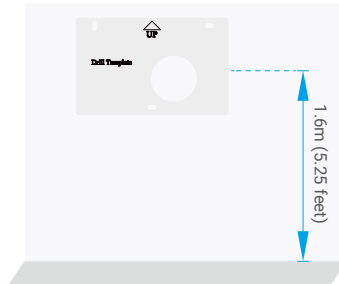


Important: For a better image quality, please remove the protective film from the monitor before using it.

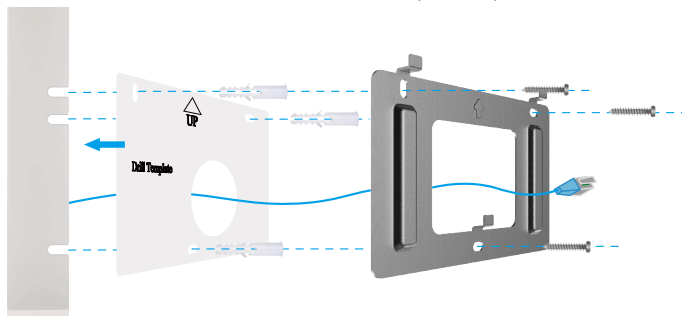


Option 3: Connect to a LAN port and a power outlet.

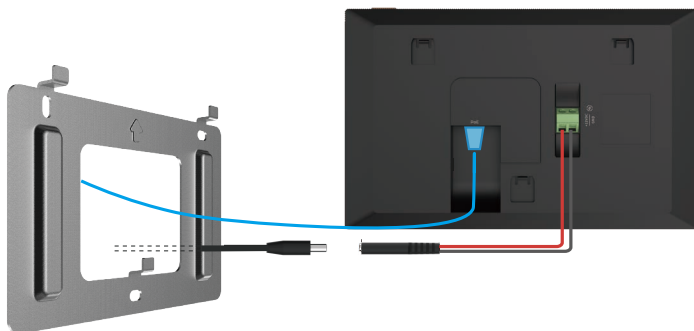
1. Place the drill template for monitor so that the monitor is at a height of around 1.6m (5.25 feet) above the ground.



2. Pass an Ethernet cable (purchase separately) from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



3. Connect the Ethernet cable to the PoE port on the back of the monitor. Connect the red wire of the jack connector cable to the 12VDC terminal, the black wire to the GND terminal, and the jack connector to a DC12V power adapter (purchase separately).

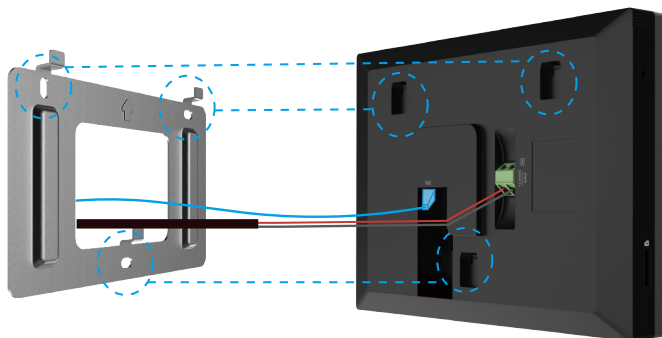


4. Connect the other end of the Ethernet cable to a LAN port on a switch or router.

- You can connect to a LAN port (marked as 5 or 6) on the EZVIZ PoE switch or connect to a port on a standard switch or router.
- Ensure that the switch or router has been connected to the Internet.



5. Place the monitor on the wall bracket.



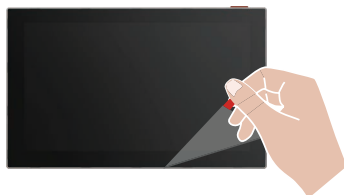
6. Plug the power adapter into a wall outlet.

 For disconnection from power supply, unplug the power connector from the monitor.

 **Warning:** Be sure to plug the power adapter into a wall outlet only after all the other wires are correctly connected.



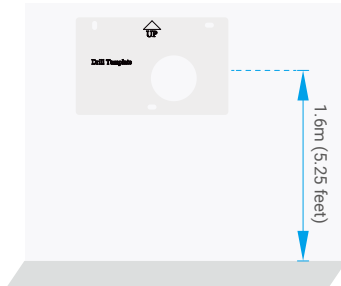
 **Important:** For a better image quality, please remove the protective film from the monitor before using it.



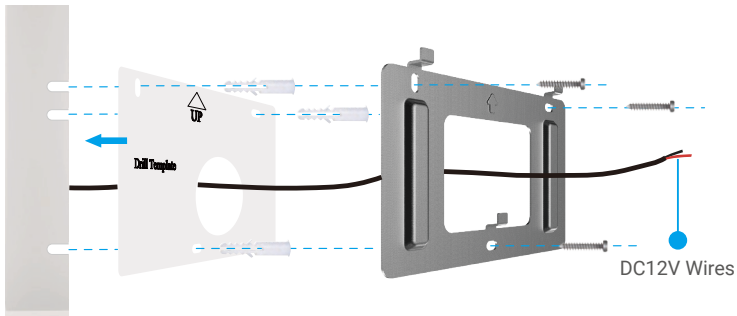
Option 4: Connect to Wi-Fi and a reserved DC12V power supply.

i If you choose to connect to Wi-Fi, no Ethernet cable connection is required. Please add the monitor via Wi-Fi after installation (refer to ["Add the Monitor to EZVIZ App"](#)).

1. Place the drill template for monitor so that the monitor is at a height of around 1.6m (5.25 feet) above the ground.



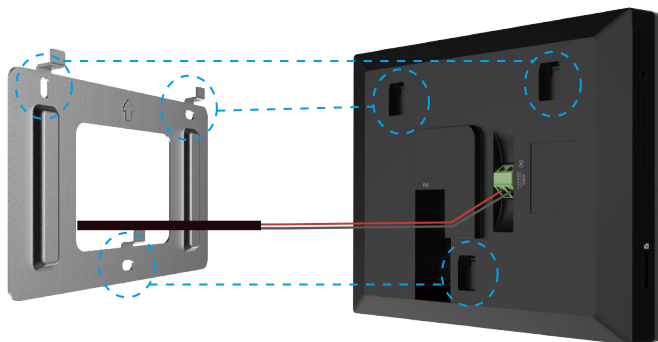
2. Guide the DC12V wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



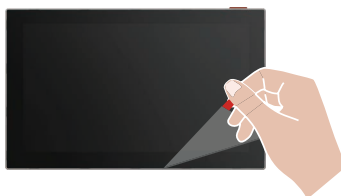
3. Connect the red wire to the 12VDC terminal and the black wire to the GND terminal.



4. Place the monitor on the wall bracket.



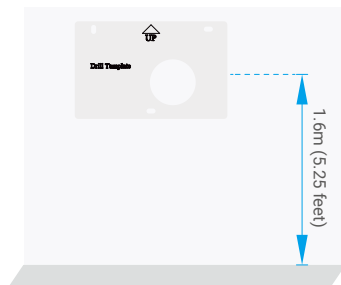
 **Important:** For a better image quality, please remove the protective film from the monitor before using it.



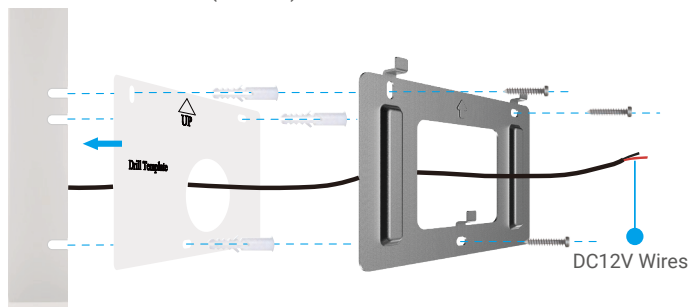
Option 5: Connect to Wi-Fi and a power outlet.

 If you choose to connect to Wi-Fi, no Ethernet cable connection is required. Please add the monitor via Wi-Fi after installation (refer to ["Add the Monitor to EZVIZ App"](#)).

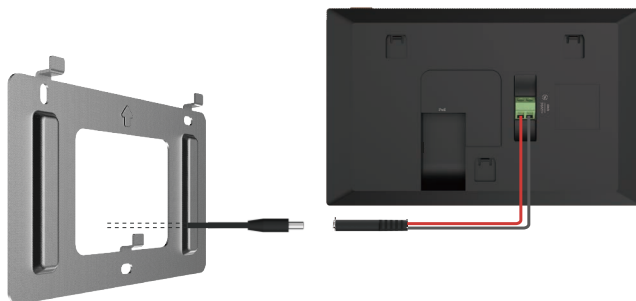
1. Place the drill template for monitor so that the monitor is at a height of around 1.6m (5.25 feet) above the ground.



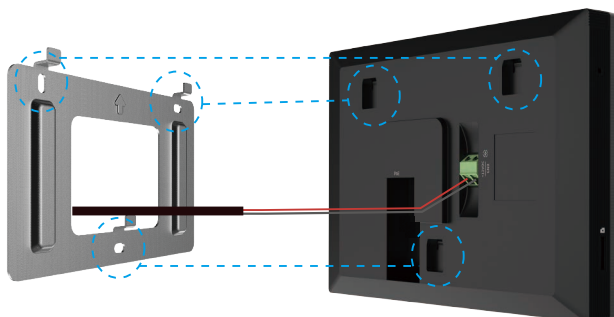
2. Guide the power wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



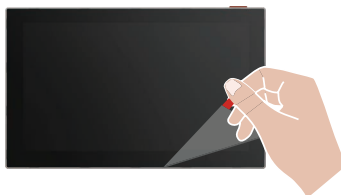
3. Connect the red wire of the jack connector cable to the 12VDC terminal, the black wire to the GND terminal, and the jack connector to a DC12V power adapter (purchase separately).



4. Place the monitor on the wall bracket.



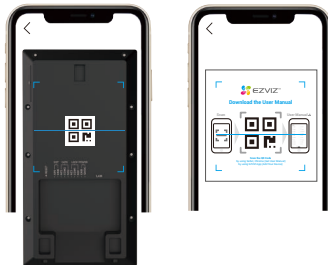
 **Important:** For a better image quality, please remove the protective film from the monitor before using it.



Add Your Device in the EZVIZ App

1. Add the Intercom Panel to EZVIZ App

1. On your smartphone, log in to your EZVIZ account, tap "+" in the upper-right corner of the homepage to go to the Scan QR Code page.
 2. Scan the QR code on the back of the intercom panel or on the cover of the **intercom panel's** quick start guide.
- i** Make sure to scan the code on the quick start guide cover of the intercom panel, not the monitor.



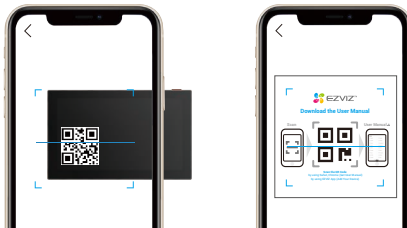
3. Follow the EZVIZ app wizard to add the intercom panel to your EZVIZ account.

2. Add the Monitor to EZVIZ App

1. Press the Screen On/Off button to turn on the monitor.
- i** When connected to power for the first time, the monitor turns on automatically.



2. On your smartphone, log in to your EZVIZ account, tap "+" in the upper-right corner of the homepage to go to the Scan QR Code page.
 3. Scan the QR code on the screen of the monitor or on the cover of the **monitor's** quick start guide.
- i** Make sure to scan the code on the quick start guide cover of the monitor, not the intercom panel.



4. If the monitor is connected to a wired network, follow the EZVIZ app wizard to add the monitor to your EZVIZ account. Otherwise, follow the app wizard to finish Wi-Fi configuration and add the monitor to your EZVIZ app.

3. Link the Intercom Panel to the Monitor

Method 1 (recommended): Link in the EZVIZ app

It is recommended to link the intercom panel to the monitor in the EZVIZ app.

1. In the EZVIZ app, go to the device page of the monitor.
2. Tap "Link Device". The system will search for available devices.
3. Select the intercom panel from the device list. The intercom panel will be automatically linked to the monitor.
4. Follow the instructions in the app to set storage space for the intercom panel.

Method 2: Link on the monitor

You can also link the intercom panel to the monitor locally on the monitor:

 Ensure that the intercom panel and the monitor are connected to the same network and a microSD™ card is inserted into the monitor.

1. Find the linkage entry on the monitor. The intercom panel will appear on the screen.
2. Select the intercom panel and enter the verification code (located on the label of the intercom panel).
3. The intercom panel will be automatically linked to the monitor.

Configure Unlocking Methods

1. Configure the RFID Badge

Add an RFID badge

After you turn on the video doorphone for the first time, it is essential to configure the badges in the EZVIZ app:

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Card Management" -> "Add cards".
3. Set the name of the card and the term of validity.
4. Put an RFID badge on the badge reading zone. When the light of the intercom panel button the intercom panel flashes 3 times, it indicates that the badge has been successfully added.
5. Select "Flashing 3 times" and tap "Next" to finish the card configuration.

Delete an RFID badge

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Card Management".
3. Tap to choose the card you want to delete, and tap "Delete" -> "OK" to delete the card.

2. Configure the Passcode

Add a passcode

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Passcode Management".
3. Tap "Add the passcode", and set the name of the passcode and the term of validity.
4. Enter the passcode and tap "Next" to finish the passcode configuration.

Delete a passcode

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Passcode Management".
3. Tap to choose the passcode you want to delete, and tap "Delete" -> "OK" to delete the passcode.

3. Configure the QR Code

Add a QR code

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Tap "Add QR Code", and set the name of the passcode, the term of validity, and the gate-opening and unlocking setting.
4. Wait until a QR code is generated, and tap "Done" to finish the QR code configuration.

 You can also tap "Share" to share the code with your guest.

Delete a QR code

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Tap to choose the QR code you want to delete, and tap "Delete" -> "OK" to delete the QR code.

Multiple Unlocking Methods

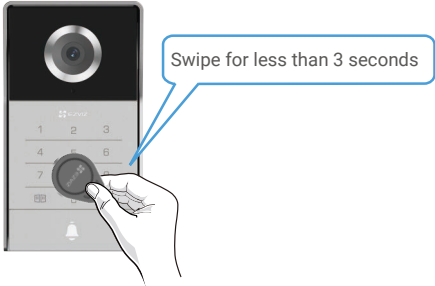
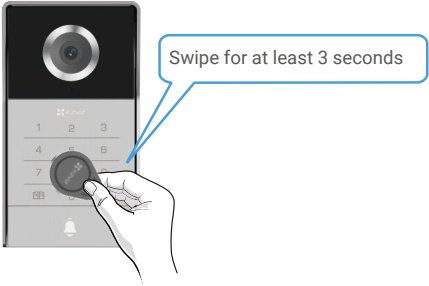
1. Unlocking on the Monitor

1. Go to the main menu on your monitor.
2. Tap  or  to unlock the electric strike plate/lock or the gate.

2. Unlocking in the EZVIZ App

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel.
3. Tap the unlock icon () or the open gate icon () in the bottom bar to unlock the electric strike plate/lock or the gate.

3. Unlocking with RFID Badge

Unlock the electric strike plate/lock	Open the gate
Quickly swipe your badge on the RFID reading zone. One short beep confirms successful operation.	Hold the badge for at least 3 seconds on the RFID reading zone. One short beep confirms successful operation.
	

 Be sure to swipe the RFID badge as close to the badge reading zone as possible.

4. Unlocking with Passcode

1. Press the passcode and then  or  on the keypad.
2. The intercom panel will verify the passcode and unlock the gate or the electric strike plate.
 -  This product supports the Decoy Passcode function, which is a security feature that allows you to input random digits before or after your actual passcode (for example, entering 555123456999 when the true passcode is 123456).
 - If you press the passcode incorrectly, you can press  or  to end the passcode entry program and then press again.
 - If you press the passcode incorrectly 10 times consecutively, the account will be locked. You need to unlock on the monitor or in the EZVIZ app.

5. Unlocking with QR Code

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "QR Code Management".
3. Press any number key on the keypad to wake up the intercom panel.
4. Select a valid QR code and align the QR code with the lens of the intercom panel, while keeping a distance of about 10 cm.



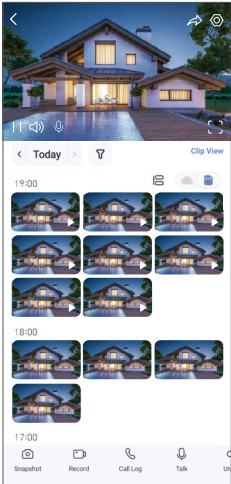
5. Wait for a few seconds for the corresponding door opening and unlocking action to be completed.
- When using QR code for unlocking, keep your phone screen as vertical as possible and increase the screen brightness.
 - Please wait a moment and do not move the QR code away too quickly.

View Your Device in the EZVIZ App

 The app interface may be different due to version update.

1. Live View

Launch the EZVIZ app, tap the device card of the monitor to enter its device page. Then tap the live view icon of the intercom panel to enter the live view page where you can view and listen to a live feed, take snapshots, record videos, and choose video definition as needed.



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

Icon	Description
	Share. Share your device.
	Settings. View or change the device settings.
	Full Screen Display. Tap to enjoy a full screen display for your field of view.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Call Log. View call logs.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Unlock. Tap to unlock the electric strike plate or lock.
	Open Gate. Tap to unlock the gate.
	Definition. Tap to select a video resolution.
	Nearby Device. Tap to check available devices nearby.
	PiP (Picture-in-Picture). Tap to watch the video over other apps.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

2. Settings

2.1 Intercom Panel (Doorbell)

On the settings page of the intercom panel, you can configure the following settings.

Parameter	Description
Name	View or tap to customize the name of your device here.
Unlock Settings	You can manage your card, passcode, and QR code settings here for your device.
Intelligent Detection	You can select AI algorithms for your device.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set relevant audio parameters for your device.
Image Settings	You can set relevant image parameters for your device.
Light Settings	You can set relevant light parameters for your device.
Record List	You can see the microSD™ card status here.
Privacy Settings	You can encrypt your videos with encryption password and customize the privacy area.
Device Information	You can see the device information here.
Share Device	You can share the device to your family member or guest.
EZVIZ Cloud	You can subscribe and manage the cloud storage.  The function is only available in certain countries. Please verify the availability in your country before purchasing.
Restart Device	Tap to restart the device.
Delete Device	Tap to delete the device from EZVIZ app.

2.2 Monitor

On the settings page of the monitor, you can configure the following settings.

Parameter	Description
Name	View or tap to customize the name of your device here.
Message Notification	You can set offline notification on/off.
Audio Settings	You can set monitor ring on/off and choose the doorbell ringtones.
Monitor Settings	You can set the monitor brightness and auto-lock screen time here.
Record List	You can see the microSD™ card status here.
Privacy Settings	You can encrypt your videos with encryption password.

Parameter	Description
Network Settings	You can see the Wi-Fi your device connected to.  If you want to change your device's Wi-Fi, please go to the screen, and choose "Settings-> Network and Time-> Current Wi-Fi", and tap to choose the Wi-Fi you want to connect to.
Device Information	You can see the device information here.
More	You can set the terminal authorization and enable client compatibility mode.
Restart Device	Tap to restart the device.
Delete Device	Tap to delete the device from EZVIZ app.

1. Use Amazon Alexa

These instructions will enable you to control your EZVIZ devices with Amazon Alexa. If you run into any difficulties during the process, please refer to Troubleshooting.

Before you start, make sure that:

1. EZVIZ devices are connected to the EZVIZ app.
2. In the EZVIZ app, turn off the "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. You have an Alexa-enabled device (i.e Echo Spot, Echo-Show, All-new Echo-Show, Fire TV (all generations), Fire TV stick (second generation only), or Fire TV Edition smart TVs).
4. The Amazon Alexa app is already installed on your smart device, and you have created an account.

To Control EZVIZ devices with Amazon Alexa:

1. Open the Alexa app and select "Skills and Games" from the menu.
2. On the Skills and Games screen, search for "EZVIZ", and you will find "EZVIZ" skills.
3. Select your EZVIZ device's skill, then tap ENABLE TO USE.
4. Enter your EZVIZ username and password, and tap Sign in.
5. Tap the Authorize button to authorize Alexa to access your EZVIZ account, so that Alexa can control your EZVIZ devices.
6. You will see "EZVIZ has been successfully linked", then tap DISCOVER DEVICES to allow Alexa to discover all your EZVIZ devices.
7. Go back to Alexa app menu and select "Devices", and under devices you will see all your EZVIZ devices.

Voice Command

Discover a new smart device via the "Smart Home" menu in the Alexa app or the Alexa Voice Control function. Once the device is found, you can control it with your voice. Speak simple commands to Alexa.

Troubleshooting

[What should I do if Alexa fails to discover my device?](#)

Check if there are any Internet connecting problems.

Try to restart the smart device and re-discover the device on Alexa.

[Why the device's status is "Offline" on Alexa?](#)

Your device might have been disconnected from the network. Restart the smart device and re-discover on Alexa.

Check if your router is connected to the Internet and try again.

 [For details about countries where Amazon Alexa is available, see Amazon Alexa's official website.](#)

2. Use Google Assistant

With the Google Assistant, you can activate your EZVIZ device and watch live by speaking Google Assistant voice commands.

The following devices and apps are required:

1. A functional EZVIZ app.
2. In the EZVIZ app, turn off the "Video Encryption" and turn on the "Audio" in the Device Settings page.
3. A TV with functional Chromecast connecting to it.
4. The Google Assistant app on your phone.

To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play™ and log into your Google account.
3. On the Myhome screen, tap "+" in the upper-left corner, and select "Set up device" from the menu list to go to the Set up page.
4. Tap Works with Google, and search for "EZVIZ", where you will find "EZVIZ" skills.
5. Enter your EZVIZ username and password, and tap Sign in.
6. Tap the Authorize button to authorize Google to access your EZVIZ account, so that Google can control your EZVIZ devices.
7. Tap Return to app.
8. Follow the above steps to complete the authorization. When synchronization is completed, EZVIZ service will be listed under your list of services. To see a list of compatible devices under your EZVIZ account, tap on the EZVIZ service icon.
9. Now try some commands. Use the name of the doorbell that you created when you set up the system.

Users can manage devices as a single entity or in a group. Adding devices to a room allows users to control a group of devices at the same time using one command.

See the link for more information:

<https://support.google.com/googlehome/answer/7029485?co=GENIE.Platform%3DAndroid&hl=en>

FAQ

Q: What is the video encryption password?

- A: The default video encryption password is the Verification Code of the device, which is six uppercase letters on the doorbell label. You can also obtain the Verification Code in the EZVIZ app ("Settings" -> "Device Information").

- ① For additional information about the device, please refer to www.ezviz.com.

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.