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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 - January, 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 a failure to adhere to the manual shall void the warranty. We assume no liability for damages resulting therefrom!

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.
- The device should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the device.

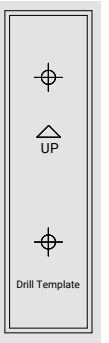
Overview

1. Package Contents

Doorbell (×1)

Mounting Bracket (×1)
(Pre-installed on the back of the doorbell)

Inclined Mounting Bracket (×1)



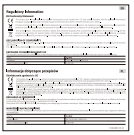
Drill Template (×1)

Chime (×1)

Type-C cable (×1)

Pin (×1)

Screw Kit (×1)



Regulatory Information (×3)

Quick Start Guide (×1)

Video/Audio Monitoring Sticker (×1)

The chime's appearance is subject to the actual one you have bought.

2. Basics

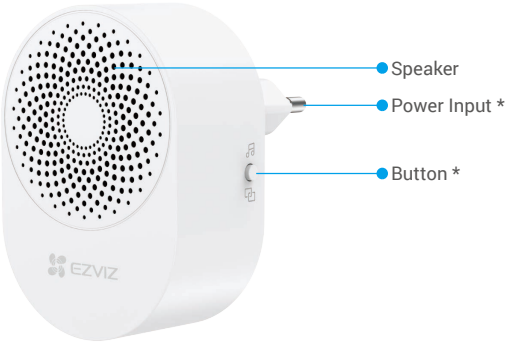
Doorbell

The doorbell is installed at the doorway, with functions such as monitoring, recording, detection, and doorbell calling.

Name	Description
Doorbell Button	When someone presses the doorbell button, the LED indicator turns on, the indoors chime rings, and you can check the video in the EZVIZ app.
LED Indicator	Fast-flashing blue: Doorbell ready for Wi-Fi configuration.
	Turns blue and goes off after 3 seconds: The doorbell has been activated and the doorbell battery level is higher than 20%.
	Turns red and goes off after 3 seconds: The doorbell has been activated and the doorbell battery level is lower than 20%.
	Flashing red 3 times: The doorbell has been activated and the doorbell battery has been exhausted.
RESET Button	Press and hold the RESET button for 4 seconds to restart and set all parameters to default, accompanied by a beep.
Battery Indicator	Solid red: Battery charging.
	Solid green: Battery fully charged.

Chime

The chime is installed indoors, with functions such as ringing.



Name	Description
Button	• Change ringtone: Press once to cycle to the next ringtone (confirmation: 2 beeps). • Pairing mode: Press and hold for 5 seconds to enter the pairing mode.
Power Input	100 to 240 VAC, 50/60Hz

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.

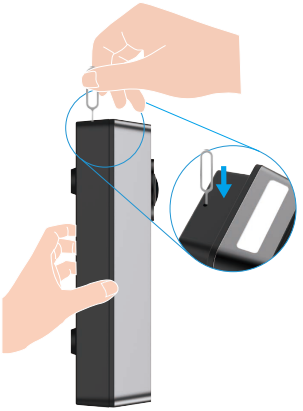
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
3. Register an EZVIZ account and log in to the app.

EZVIZ App	
Download on the App Store	GET IT ON Google Play

Battery Charging

1. Remove the Mounting Bracket

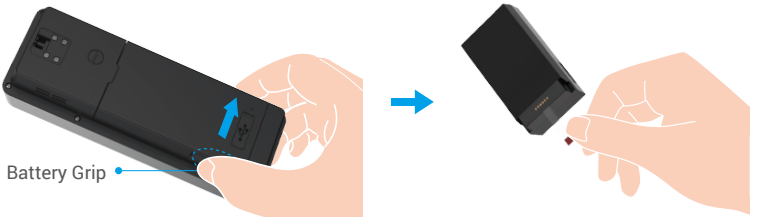
In the package, the doorbell is pre-assembled with the mounting bracket. For first use, insert the pin (included in the package) into the dismantle hole on the top of the doorbell and hold it in. While holding the pin, slightly pull the bracket away from the doorbell to release the latch, then remove the pin to separate them.



2. Fully Charge the Battery

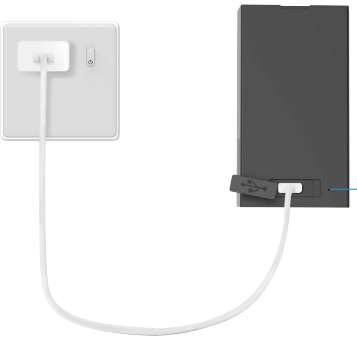
It is recommended to fully charge the battery before you use the doorbell for the first time.

1. Grab the battery grips on both sides of the lower part of the battery and pull the battery out.
2. Remove the insulation tab from the battery.



Remove the insulation tab

3. Connect the battery to a power outlet via a power adapter (DC5V 2A, purchase separately) for charging.



Battery Indicator
- Solid red: charging
- Solid green: fully charged

Do not charge the battery when it's still installed in the doorbell. Be sure to take the battery out for charging.

- Please purchase a DC5V 2A power adapter.
- It is recommended to use the Type-C cable included in the package.
- For disconnection from power supply, unplug the power connector from the device.
- Please do not charge the battery when the temperature exceeds 45 degrees or below 0 degrees.
- It is not allowed to charge the battery with a power adapter outdoors.
- It takes about 4.5 hours to fully charge a battery.
- Be sure to use the same battery model for replacement.

Rechargeable Battery for EZVIZ Smart Video Doorbell

3. Install a microSD™ Card (Optional)

Before installing a microSD™ card, ensure the battery has been removed.

1. Open the microSD™ card slot cover inside the battery chamber.

2. Insert a microSD™ card (purchase separately) into the card slot.
   a. Place the microSD™ card on the right, as shown in the figure.
   b. Push the card into the slot from right to left until it clicks into place.

Notch facing up,
chip facing inward

3. Close the microSD™ card slot cover.

- Recommended compatibility: Class 10, maximum space 512GB.
- After installing a microSD™ card, please follow the steps below to initialize the card in the EZVIZ app before using it.
  1. In the EZVIZ app, tap Record List in the Device Settings page to check the SD card status.
  2. If the microSD™ card status shows as Uninitialized, tap to initialize it. The status will then change to In Use, allowing videos to be stored.

4. Install the Battery

When the battery is fully charged, install the battery back into the doorbell.

1. Align the upper part of the battery with the top of the battery chamber of the doorbell.
2. Press the lower part of the battery into the battery chamber.

Install the Battery

Doorbell Powers On

LED indicator fast-flashes
in blue

Once the battery is installed, the doorbell automatically powers on, with the LED indicator fast-flashing in blue, meaning that the doorbell is ready for Wi-Fi configuration.

Add the Doorbell to EZVIZ App

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 back of the doorbell or on the Quick Start Guide cover.

4. Follow the EZVIZ app wizard to finish Wi-Fi configuration and add the doorbell to your EZVIZ app account.

Plug in the Chime

Plug the chime into an indoor power outlet. The chime is automatically linked with the doorbell.

- If automatic pairing failed, press and hold the button on the chime for 5 seconds to enter the pairing mode.
- Please install the chime on the power outlet closest to the location where the doorbell is to be installed, in order to avoid doorbell and chime connection failure due to distance. The installation effect is shown in the following figure.

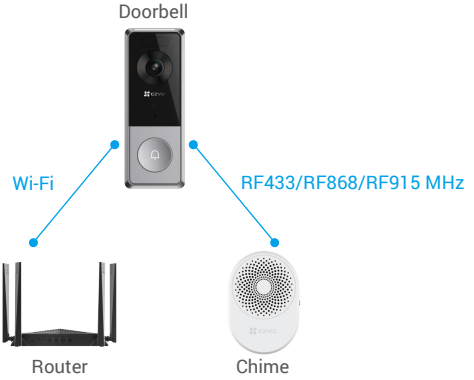
Installation

1. Choose an Installation Location

1. Recommended installation location:
   On the wall outside the door, on the side close to the doorknob as shown below.

2. Recommended installation height: 1.2 to 1.5 meters (3.9 to 4.9 feet).
3. Please note the following when choosing an installation location:
   - In a home environment, it is recommended to place the doorbell, chime, and router as close as possible.
   - Installation is not recommended under the following four conditions:
     - On the metal door/door frame;
     - In places with many metal objects;
     - In the corners of load-bearing walls;
     - In rooms with many partition walls.

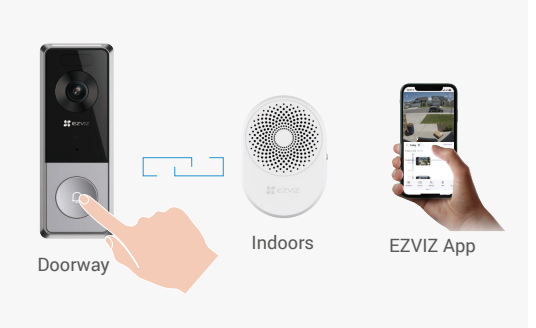
The communication topology including the doorbell, router, and chime is as follows.



Actual frequency bands depend on regional regulations. Comply with local requirements when using the device.

The doorbell should be installed as close to the router as possible.

After confirming the installation location of the doorbell, press the doorbell button at the installation location to check whether the chime can ring as expected and whether the live view in the EZVIZ app plays smoothly.

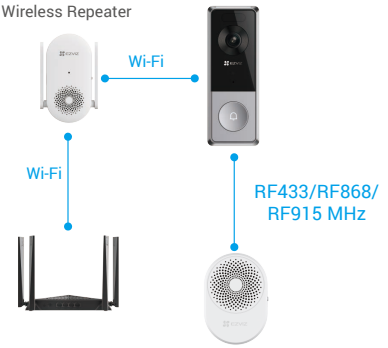


Q: What do I do if the chime doesn't ring?

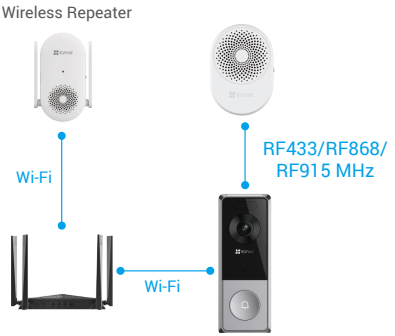
A: If the chime doesn't ring, adjust the installation location of the chime so that the chime is closer to the doorbell.

Q: What do I do if the live view in the EZVIZ app doesn't play smoothly or the network signal is weak?

A: If the live view in the EZVIZ app doesn't play smoothly or the network signal is weak, it may be because the distance between the doorbell and the router is too far. In this case, it is recommended to separately purchase an EZVIZ wireless repeater to link the router and the doorbell. The communication topology including an extra wireless repeater is shown below.

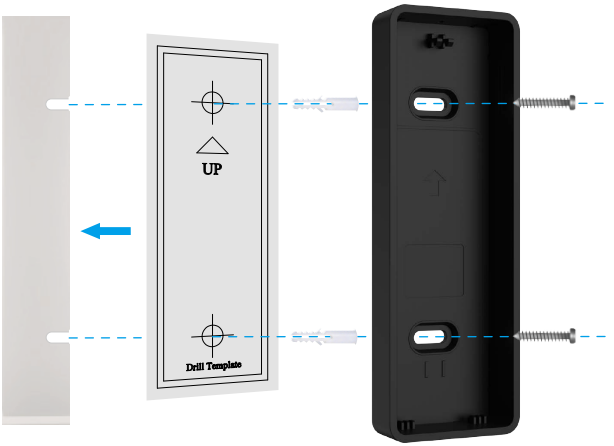


You can also use the wireless repeater only as a secondary chime. In this scenario, the communication topology is shown below.



2. Install the Mounting Bracket

1. Stick the drill template onto the surface of the desired installation location.
2. (For cement wall only) Drill two screw holes according to the drill template and insert anchors.
3. Secure the mounting bracket using the provided metal screws (PA3×25).

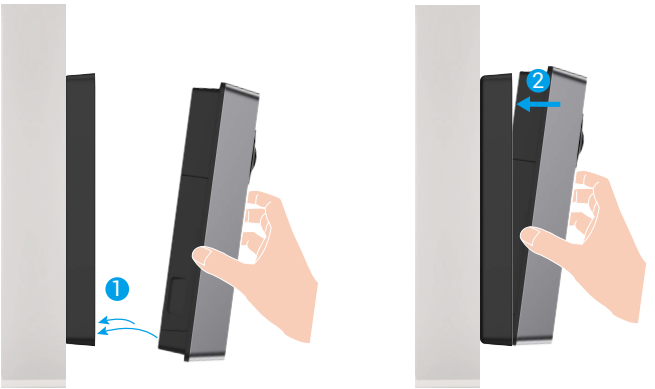


- It is recommended to use a Φ6mm drill bit for drilling.
- Please use the anchors and metal screws provided in the package.
- An inclined mounting bracket is included in the package. You can use it as a supplementary mounting bracket, which allows you to cover a more specific viewing angle (refer to "Use the Inclined Mounting Bracket").

3. Attach the Doorbell to the Mounting Bracket

Before installing the doorbell, please make sure that the doorbell has been added to the EZVIZ app.

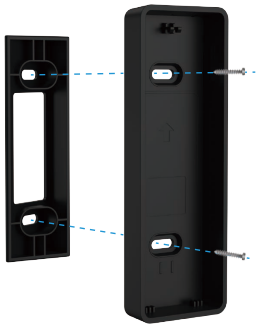
1. Align the mounting slots on the bottom of the doorbell with the locking tabs on the lower part of the mounting bracket.
2. Press the upper part of the doorbell into the mounting bracket. You can try gently pulling the doorbell out to ensure whether the doorbell is securely fixed.

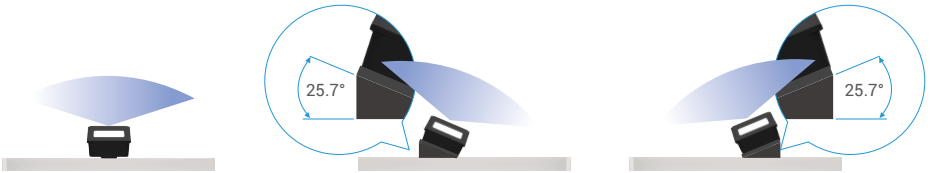


Maintenance

1. Use the Inclined Mounting Bracket

An inclined mounting bracket is included in the package. You can use it as a supplementary mounting bracket if you want to view a particular side more closely.





Without Inclined Mounting Bracket

With Inclined Mounting Bracket
Install on the right side of the door

With Inclined Mounting Bracket
Install on the left side of the door

2. Regularly Clean the Doorbell

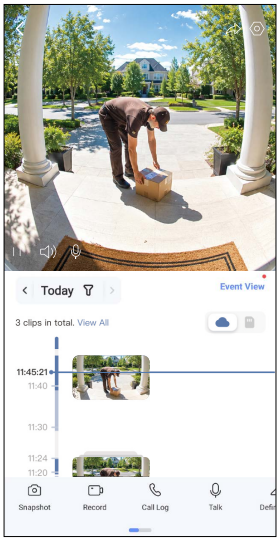
It is recommended to clean the lens and sensors of the doorbell regularly or as needed to ensure clear video recording and normal function of the doorbell. You can use lens paper or cotton swabs dipped in water for wiping, as well as soft material such as tissue paper or cloth to clean the doorbell (cleaning material should be prepared by yourself).

View Your Device in the EZVIZ App

The app interface may change due to version update.

1. Live View

Launch the EZVIZ app, go to the device page of the doorbell, and tap the Live View button. You can view and listen to a live feed, take snapshots, record videos, and choose a video definition as needed.



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

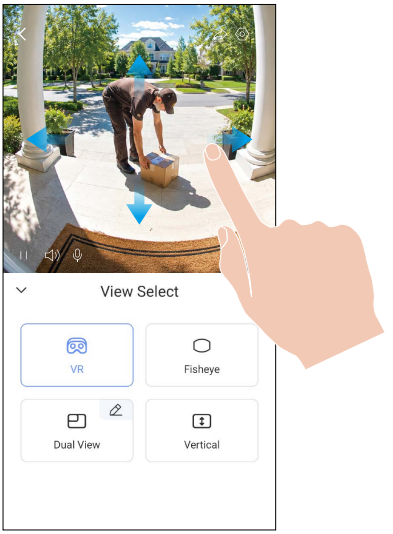
Icon	Description
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Pause/Play. Pause or play the live view.
	Sound. Turn on or off the sound in the live view.
	Talk.Tap to talk with the people in front of the doorbell.
	Full Screen. Tap to enjoy a full screen display for your field of view.
	Playback (visible only in vertical mode). View historical video clips.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	View select. Tap to switch between four view modes. For details, please refer to "View Select".
	Call Log. View call logs.

Icon	Description
	Definition. Tap to select video resolution.
	Nearby Device. Tap to select available nearby devices for multi-screen live view.
	PiP (Picture in Picture). View the video displayed on top of another app you are using.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

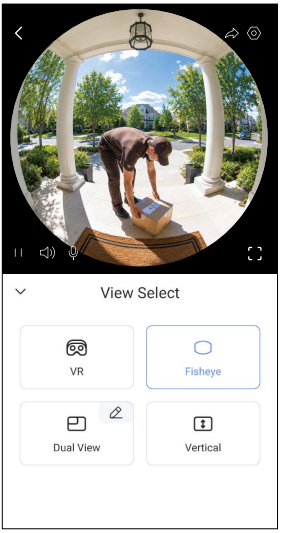
2. View Select

The live view page provides four view modes. Tap "View Select" to switch between the following four modes.

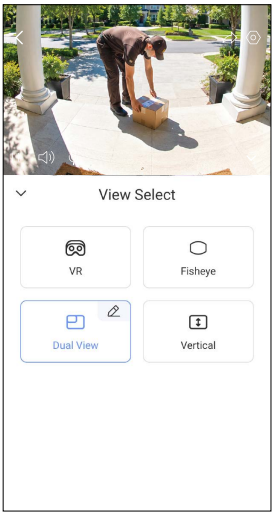
- **VR Mode**
  Provides an immersive panoramic view experience. Drag or swipe on the screen to freely navigate and view the scene from any angle in real time.

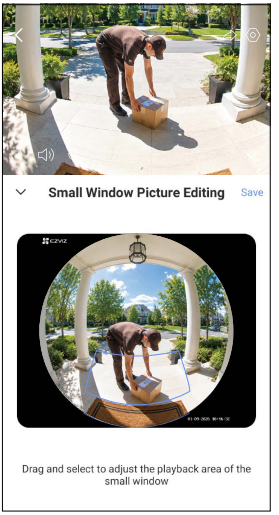


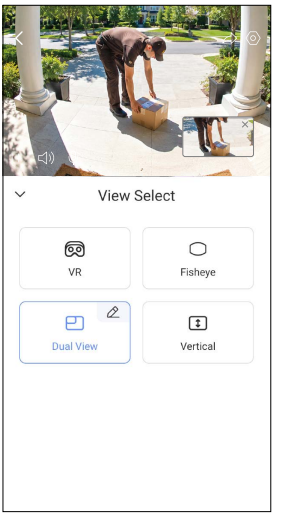
- **Fisheye Mode**
  Displays the full scene with a fisheye lens effect, suitable for monitoring a wide-area view.



- **Dual View Mode**
  The screen splits into a main window and a small window. Tap to enter the editing page, where you can manually draw an area to be displayed in the small preview window.







- **Vertical Mode**
  Displays the video feed vertically.

3. Settings

In the settings page, you can set the parameters of the doorbell.

Parameter	Description
	Battery level.
Name	View or tap to customize the name of your device here.
Battery	You can see the battery remaining capacity here.
Intelligent Detection	You can select between different detection types 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.
Speaker Settings	You can set relevant parameters of your chime.
Record List	You can configure Pre-record Mode, Loitering Period, and view microSD™ card status here.
Visitor Reply	You can enable Auto Reply and add a voice reply. If someone presses the doorbell button and no one responds within the preset time period, the voice reply will be automatically sent.
Privacy Settings	You can encrypt your videos with encryption password and customize the privacy area.
Network Settings	You can see the connection status.
Device Information	You can see the device information here.
Share Device	You can share the device to your family members or guests.
EZVIZ Cloud	You can subscribe and manage the cloud storage.
Delete Device	Tap to delete the device from EZVIZ app.

EZVIZ Connect

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 "+" on the upper-left corner, and select "Set up device" from the menu list to go to the Set up interface.
4. Tap **Works with Google**, and search for "EZVIZ", where you will find "EZVIZ" skills.
5. Enter your EZVIZ username and password, and tap **Sign in.**
6. Tap the **Authorize** button to authorize Google to access your EZVIZ account, so that Google can control your EZVIZ devices.
7. Tap **Return to app.**
8. Follow the above steps to complete the authorization. When synchronization is completed, EZVIZ service will be listed under your list of services. To see a list of compatible devices under your EZVIZ account, tap on the EZVIZ service icon.
9. Now try some commands. Use the name of the 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").

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.