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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 – August, 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.

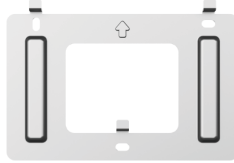
- You should only use this product with a voltage between: 100-240 Volts and 50-60 hertz.
- Never attempt to use this product with a different voltage.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
- In schools, training facilities, workshops, etc. qualified personnel must be on hand to monitor electronic equipment operation.
- You must follow the instructions for use of any other products 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 product 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 product has sufficient ventilation, keep the area around the product 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 product.
- Comply with the product's operating temperature.
- The product should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the product.

Overview

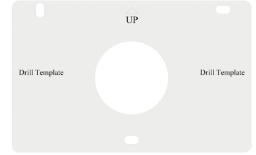
1. Package Contents



Monitor (x1)
7-inch Touchscreen



Wall Bracket for Monitor (x1)



Drill Template for Monitor (x1)



Intercom Panel (Doorbell) with a Weather-proof
Shield (Battery Included) (x1)



Drill Template for Intercom Panel (x1)



Power Adapter for Monitor (x1)



Screwdriver for Intercom Panel (x1)



Screwdriver for Monitor (x1)



Power Cable for Battery (x1)



Badge (x3)



Power Supply Jack Connector
Cable (x1)



Screw Kit (x2)
(PA4x25)



Screw Kit (x1)
(PA3x25)



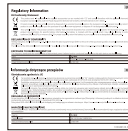
Spare Screws for Intercom
Panel (x4)



Solar Panel (x1)



External Antenna Kit (x1)



Regulatory Information (x1)



Quick Start Guide (x1)

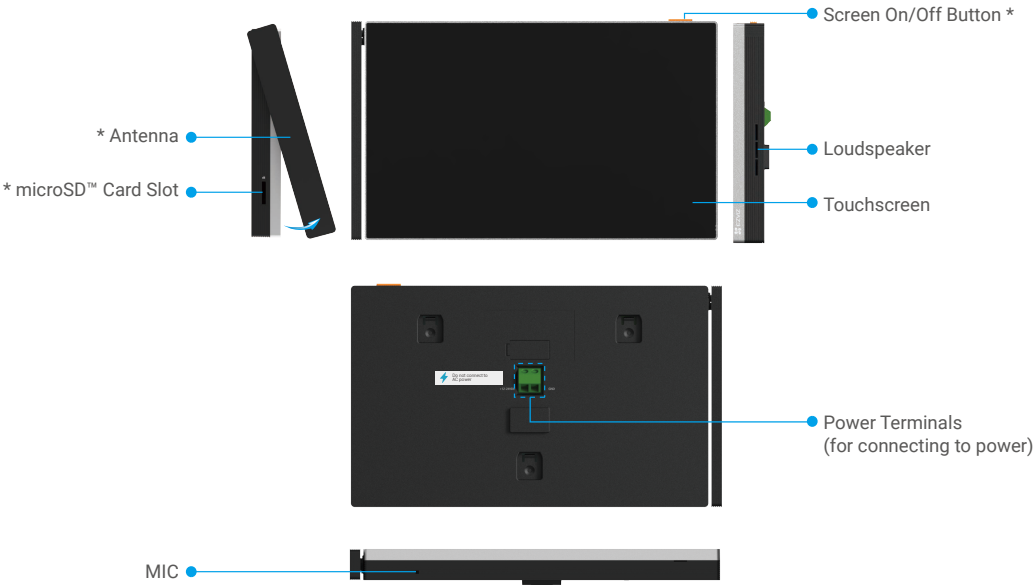
i The power adapter's appearance is subject to the actual one you have bought.

2. Product Introduction

This video doorphone consists of an indoor answering unit with a touch screen and an outdoor panel with an intercom allowing you to see and communicate with the visitor who has pressed the doorbell button. It is easy to install as the intercom panel and the monitor are connected by Wi-Fi HaLow (no need for wiring), only four wires are needed for the opening controls (strike plate and automated gate opening), and one connector of the solar panel is needed for connecting to the intercom panel for charging the battery for intercom panel. To get the most out of your intercom, please read this instruction manual carefully.

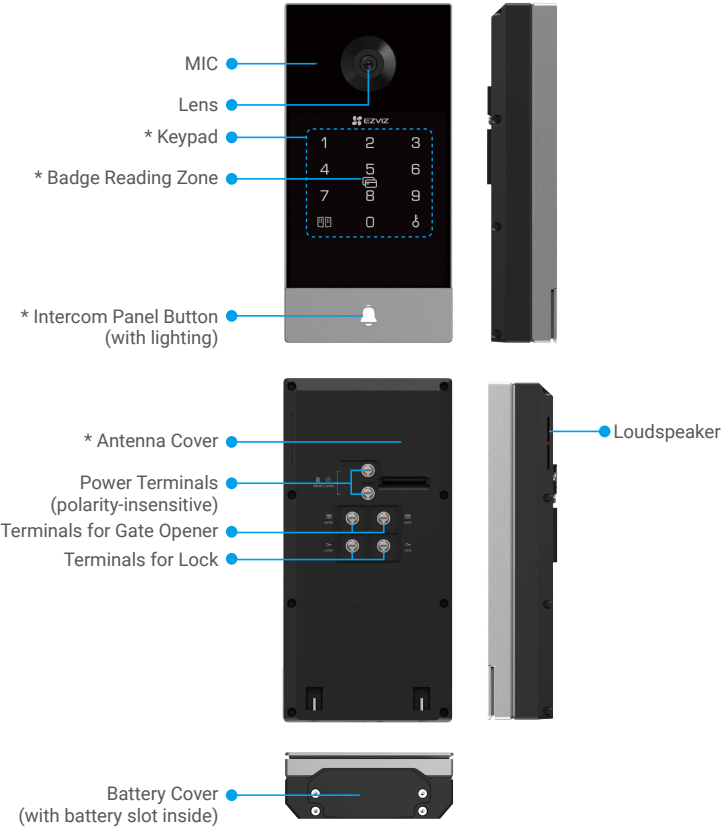
3. Basics

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 (behind the antenna)	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 512 GB, minimum space 16 GB.
Antenna	Be sure to pull this antenna up during use.

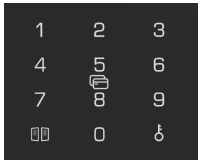
Intercom Panel (Doorbell) Without the Weather-Proof Shield



Name	Description
Badge Reading Zone	Swipe the badge near this zone for unlocking or gate opening.
Intercom Panel Button (with lighting)	When someone presses the intercom panel button, the lighting is turned on, the inside monitor rings and the video is displayed.

* Description of the Keypad

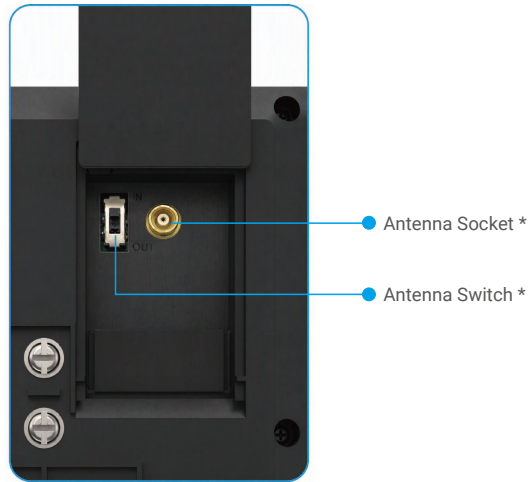
 The keypad appears only when the intercom panel is activated.



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 Antenna Cover

Remove the antenna cover to see the antenna socket and switch:



Name	Description
Antenna Socket	For connecting to the plug of the external antenna (included).
Antenna Switch	Toggle to the "IN" position to use the built-in antenna, or to the "OUT" position for the external antenna (included). ⓘ Always confirm the antenna switch is in the correct position. If the switch is set to "OUT", make sure the external antenna is installed. Using "OUT" without the external antenna may result in weak signal and reduced intercom performance.



About antenna selection:

- **Using the external antenna is recommended** in all scenarios for a better signal. It is also **mandatory in the following situations**:
 - The intercom panel is installed on a wall with dense metal structures.
 - There is a significant height difference between the indoor monitor and the outdoor intercom panel.
- If you choose to use the built-in antenna, strictly observe the following conditions to ensure stable signal reception:
 - Do not route any wires through the top groove of the weather-proof shield during installation of intercom panel.
 - Ensure no metal objects or cables are within 20 cm above the intercom panel.

Solar Panel



Get the EZVIZ App

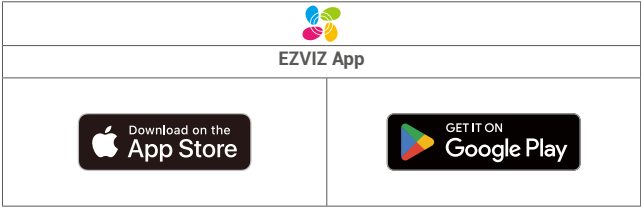
- i

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.



Wiring Instructions

1. Wiring Precautions

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.



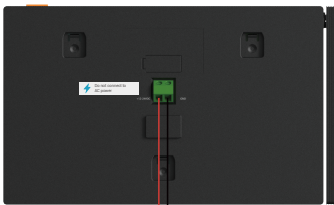
- Warning: Do not double up the wires to increase the cross-section under any circumstances.
- Warning: When making connections, ensure the wires do not come into contact with each other, as this may cause the device to malfunction.
- The installation distance between the intercom panel and the monitor should not exceed 350 m.

Wiring of External Devices

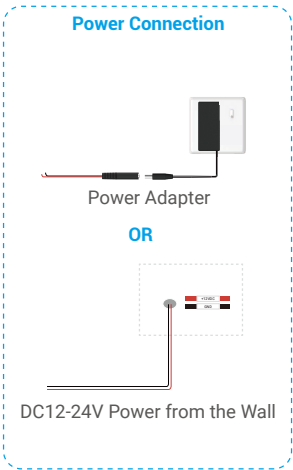
	Device	Wire Specifications	Length Limit
		$\varnothing 2 \times 0.75 \text{ mm}^2$	1-10 m
		$\varnothing 2 \times 0.75 \text{ mm}^2$	

2. Wiring of Monitor

The monitor must be connected to a power supply: the power adapter (included) or a reserved DC12-24V power supply from the wall.



Do not connect to AC power.

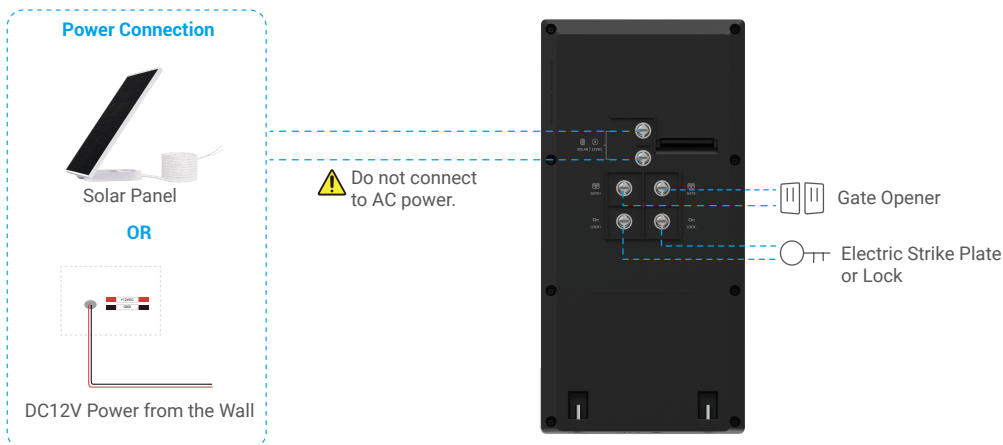


The monitor does not need wiring to the intercom panel (because the monitor and the intercom panel can be paired wirelessly).

3. Wiring of Intercom Panel

The intercom panel is powered by the battery. It is recommended to connect the intercom panel to a power supply: the solar panel (included) or a reserved DC12V power supply from the wall.

The intercom panel can be connected to your electric strike plate or lock or gate opener for unlocking and gate opening.



For connection to electric strike plate or lock:

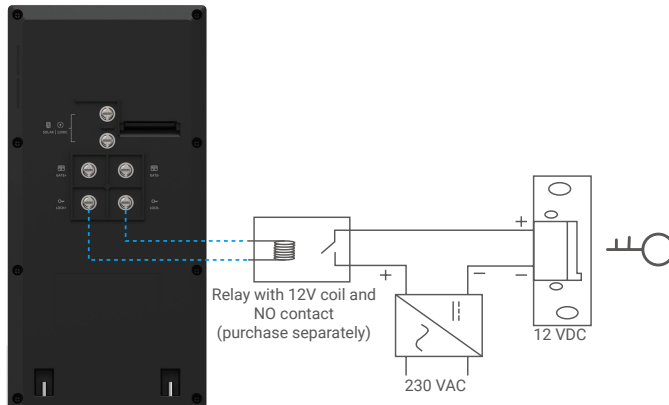
Connect the wires of your electric strike plate or lock to the LOCK terminals on the back of the intercom panel.

i 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, the following two conditions should be met:

1. The electric strike plate or lock that you order must have a mechanical memory.
2. The power supply to the electric strike plate or lock must not exceed 12V/0.8A. If the power supply to the electric strike plate or lock exceeds 12V/0.8A, do as follows (the relay shown in the figure must be purchased separately):



For 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.

i When connecting the wires, make sure to distinguish between the positive and negative terminals.

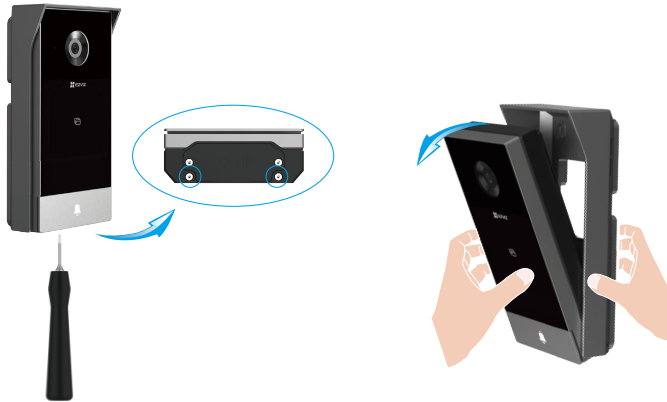


Important: The gate control: Breaking capacity: DC12V 2A.

Insulation Strip Removal and Battery Charging

i It is recommended to fully charge the battery of the intercom panel before use.

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.



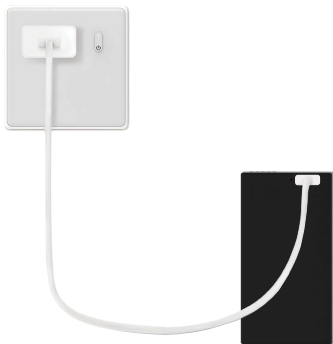
2. Use the screwdriver for intercom panel (included) to loosen the attachment screws tightening the battery cover and remove the cover.



3. Grab the battery holder to pull the battery out and remove the insulation strip from the battery.



4. Use the power cable (included) to connect the battery to a power outlet for charging. When the LED indicator of the battery turns solid green, it indicates that the battery is fully charged.



- Please purchase a DC5V 2A power adapter, because it is not included in the package.
 - It is recommended to use the power cable for battery included in the package.
 - For disconnection from power supply, unplug the power connector from the battery.
 - 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 power adapter outdoors.
 - It takes about 4.5 hours to fully charge a battery.
 - Battery model: PH18650-10; battery manufacturer: Phenix New Energy (Huizhou) Co., Ltd. Be sure to use the same battery model for replacement.
5. When the battery is fully charged, reinstall it into the intercom panel, making sure the "UP" mark on the battery is facing upward. Then, securely fasten the battery cover using the attachment screws.



Once the battery is installed, the intercom panel automatically powers on.

Installation



Advice and important instructions:

- If you test your product 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 when doing the cabling in order to protect the cables against breakage and bad weather.

- For the EZVIZ model, so as to get the most out of monitor's Wi-Fi function, ensure your Wi-Fi network is accessible in the planned installation location.
- Please make sure that all the wires are well connected before you plug the power adapter into a wall outlet.

1. Install a microSD™ Card (Optional)

1. Pull the monitor antenna up to expose the microSD™ card slot.
2. Insert a microSD™ card (purchase separately) into the card slot.



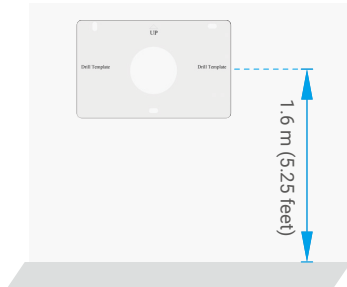
After installing the microSD™ card, you should initialize the card in the EZVIZ app before using it.

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

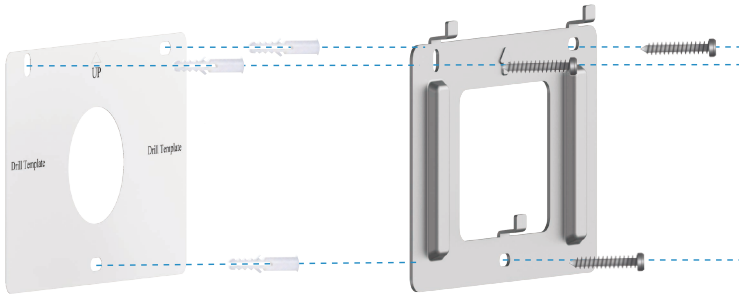
2. Install the Monitor

Option 1: Connect the monitor to a power adapter (included).

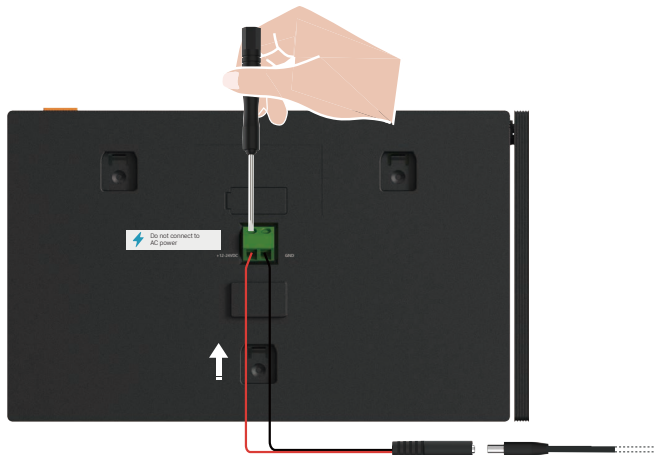
1. Place the drill template for monitor so that the monitor screen is at a height of around 1.6 m (5.25 feet) above the ground.



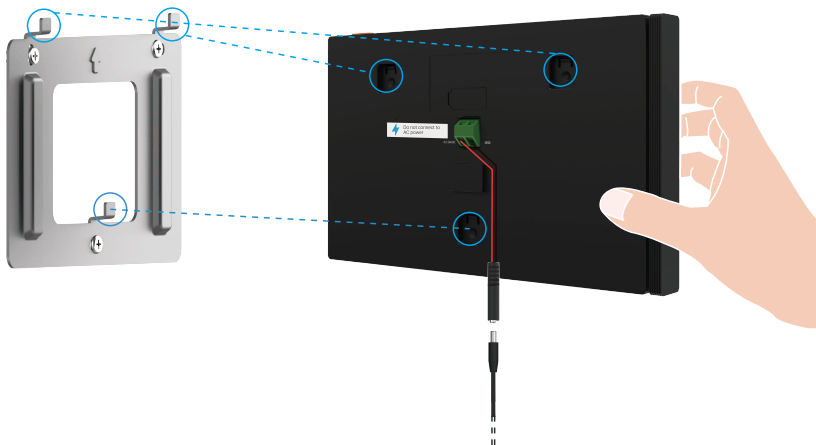
2. Fix the wall bracket with anchors and screws (PA4×25) to the wall.



3. Use the screwdriver (included) to connect the red wire of jack connector cable to the +12-24VDC terminal of the monitor and the black wire to the GND terminal. Then, connect the other end of the jack connector cable to the power adapter.



4. Place the monitor on the wall bracket.



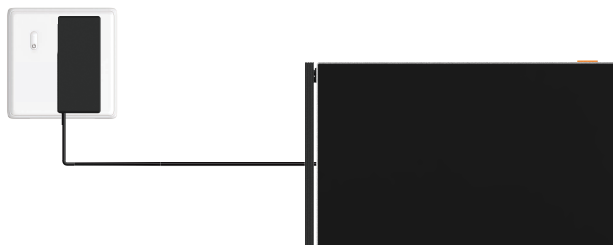
5. Plug the power adapter into a wall outlet.



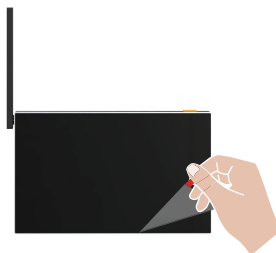
Warning: Be sure to plug the power adapter into a wall outlet only after all the other wires are correctly connected.



For disconnection from power supply, unplug the power connector from the jack connector cable.

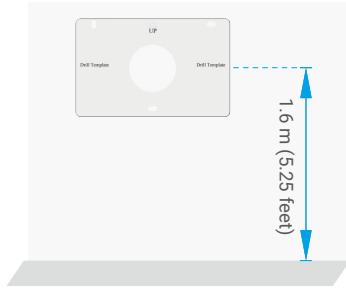


6. Ensure the antenna is pulled up for a better signal and remove the protective film for higher image quality.

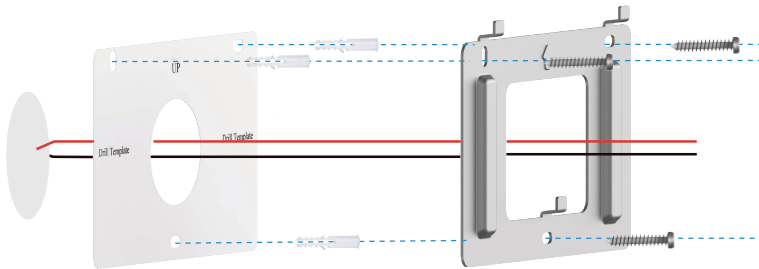


Option 2: Connect to a reserved DC12-24V power supply from the wall.

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



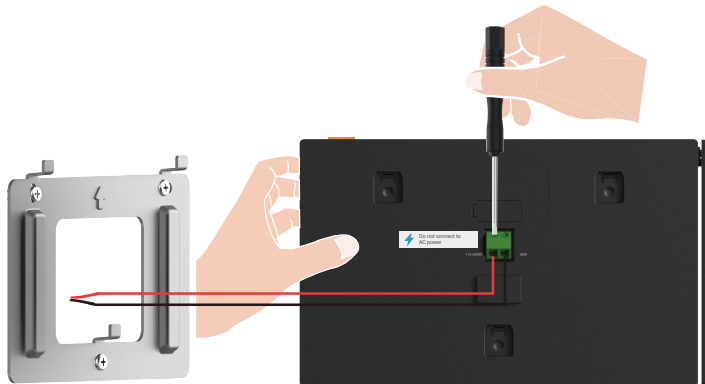
2. Take the wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4×25) to the wall.



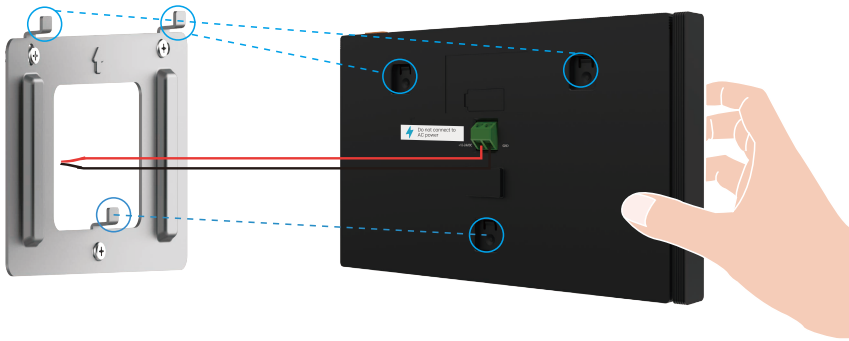
3. Connect the red (+12-24VDC) wire from your wall to the +12-24VDC terminal of the monitor, the black wire (ground wire) from your wall to the GND terminal of the monitor.



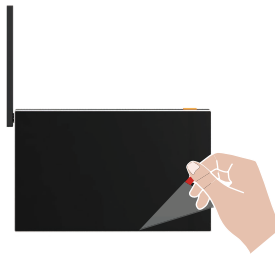
Warning: The power supply must be DC and the voltage can't exceed 24V, otherwise it may cause serious damage to the device.



4. Place the monitor on the wall bracket.



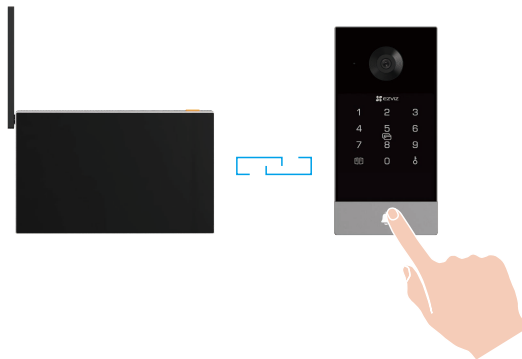
5. Ensure the antenna is pulled up for a better signal and remove the protective film for higher image quality.



3. Pair the Intercom Panel and the Monitor

When connected to power for the first time, the monitor turns on automatically.

To pair the devices, bring the intercom panel close to the monitor and press the intercom panel button to wake it. The monitor and intercom panel will then pair automatically.



4. Install the Intercom Panel

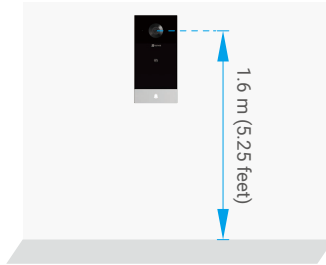
- Before installation, ensure the insulation strip of the battery has been removed and the intercom panel is working normally.
- It is recommended that the wires be passed through a sheath to protect them from impacts and weather.



Before installation, please ensure the chosen locations for the intercom panel and solar panel are suitable, considering the length of the solar panel wire and other practical factors.

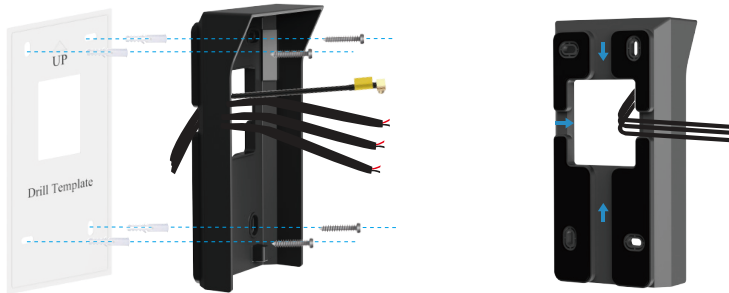
Warning: Do not install the intercom panel on any metal surface, which may interfere the communication between devices.

1. Stick the drill template for intercom panel onto the installation surface, ensuring that the lens of the intercom panel is at a height of around 1.6 m (5.25 feet) above the ground.



2. Guide the power wires (from the included solar panel or your reserved DC12V power supply; optional) and the wires from your electric strike plate, lock and gate opener, as well as the cable of the included external antenna (recommended), through the weather-proof shield. Then firmly attach the weather-proof shield with anchors and screws (PA4×25) to the wall.

- Power supply wiring is not mandatory. The intercom panel can be powered by the battery. If you choose to power the intercom panel by the battery only, please charge the battery before use (refer to ["Insulation Strip Removal and Battery Charging"](#)).
- Arrange the wires from the solar panel and any other wires that are not from the wall through any grooves of the weather-proof shield as appropriate. Ensure they are neatly arranged and not compressed.
- If you choose to use the built-in antenna, do not route the wires through the top groove of the weather-proof shield.

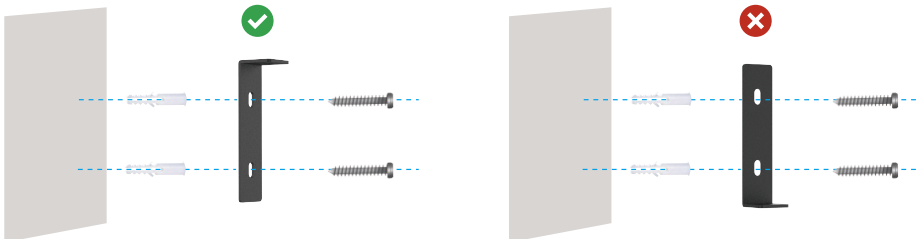


3. (Recommended) Install the external antenna (included) onto the intercom panel.

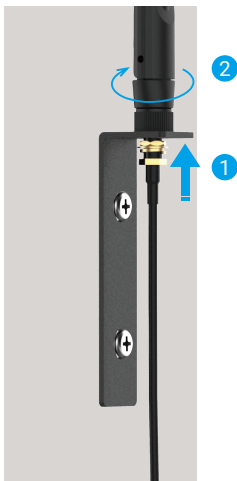


- Choose a mounting location near the intercom panel, preferably higher than the surrounding walls.
- Keep the area within 20 cm around the antenna free of metal obstructions, especially along the direct line of sight to the indoor monitor.
- Position the antenna vertically. If there is a significant height difference between the monitor and the intercom panel, adjust the tilt angle so that the antenna body is perpendicular to the line connecting the monitor and the intercom panel. This orientation maximizes the performance of the whip antenna.

a. Use anchors and screws to fix the antenna bracket onto the wall, **ensuring the antenna holder is at the top**.



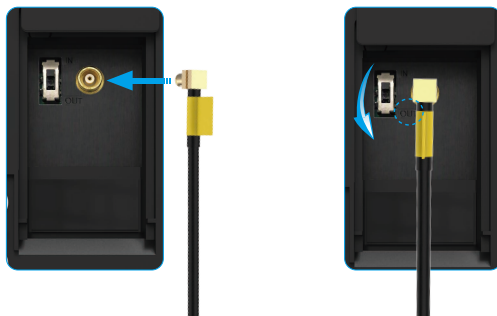
b. Pass the screw end of the antenna cable through the round hole of the antenna bracket and screw it into the external antenna.



c. Open the antenna cover on the back of the intercom panel.



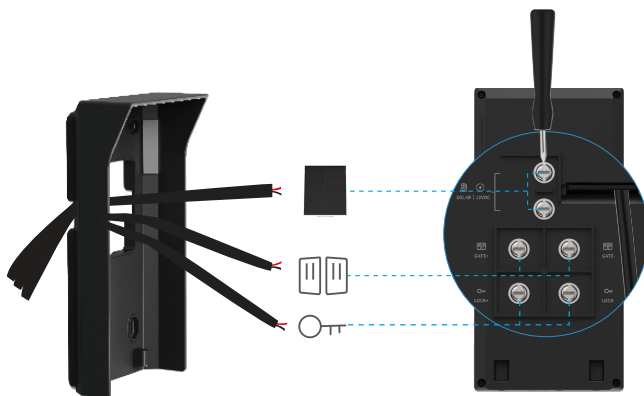
- d. Take the plug of the antenna cable (you have already passed the antenna cable through the weather-proof shield in step 3), insert the plug into the antenna socket on back of the intercom panel, and toggle the switch to the "OUT" position.



e. Close the antenna cover.

4. Connect power wires (from the wall or the solar panel) and the wires from your electric strike plate, lock and gate opener to the corresponding terminals on the back of the intercom panel.

- For wiring details, please refer to ["Wiring of Intercom Panel"](#).
- If you choose to connect to the solar panel, it is recommended to install it on the side or above the intercom panel. For details on solar panel installation, please refer to ["Install the Solar Panel \(Optional\)"](#).
- Be careful not to cause a short-circuit when wiring.



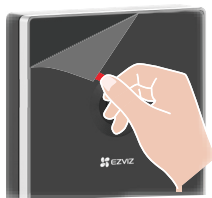
5. Fit the intercom panel onto the weather-proof shield, ensuring that all wires are neatly arranged.



6. Firmly hold the upper part of the intercom panel and use the screwdriver (included) to re-install the attachment screws.



7. Remove the protective film from the lens for higher image quality.



After installation, press the intercom panel button to confirm successful pairing with the monitor.



5. Install the Solar Panel (Optional)

Choose a location with unobstructed sunlight exposure throughout the day, avoiding shade from trees, building eaves, or other objects.

i Installation location requirements:

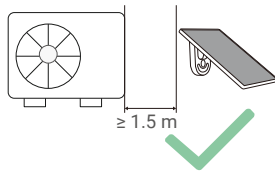
- Maintain a distance of no more than 2 meters (maximum length of the power cable on the device) between the solar panel and the intercom panel, ensuring the power cable lies naturally without tension.
- Do not install in water-prone areas or near highly reflective surfaces (e.g., within 1 meter of glass curtain walls) to prevent water damage or light pollution interference.
- Keep at least 1.5 meters away from heat-emitting devices (e.g., AC outdoor units) to avoid impairing heat dissipation of the device.



Avoid shade coverage from building eaves



Do not install in water-prone areas



Keep at least 1.5 meters away from heat-emitting devices

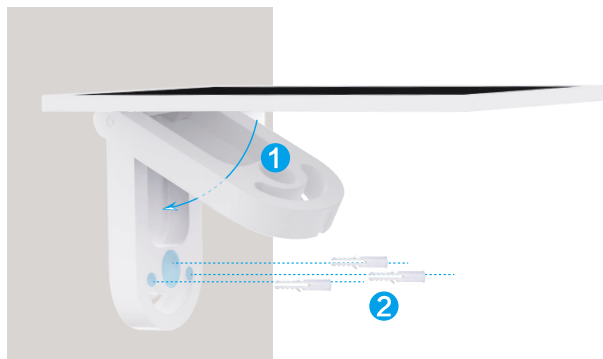


Ensuring the power cable lies naturally without tension

1. Expand the mounting bracket.

2. (For the cement wall/ceiling only) Choose a clean and flat wall, drill screw holes and insert anchors.

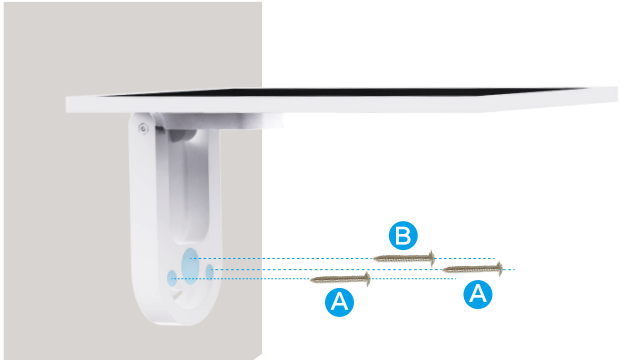
- i**
- When drilling holes for anchors, please make sure that the diameter of the drill head is 6 mm, and that the hole depth is not less than 35 mm.
 - Keep the drill bit vertical to the wall while drilling to prevent a damaged or slanted hole.



3. Use 3 metal screws to fix the device.

i Before installation, please ensure the package contains two specifications of metal screws (see details in the table below).

	Name	Diameter (mm)	Quantity	Figure No.
	Pan Head Self-tapping Screw	7.0	2	A
	Oversized Pan Head Self-tapping Screw	9.0	1	B



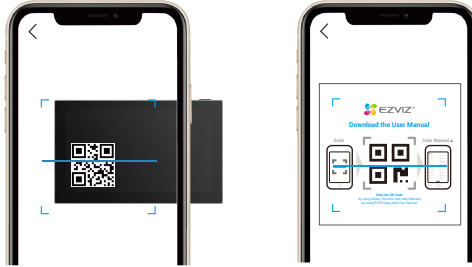
4. After installation, adjust the angle of the solar panel to ensure it is facing the direction with the longest sunlight exposure.

- i**
- Do not install the solar panel completely parallel to the ground to prevent dust accumulation.
 - It is recommended to tilt the solar panel for direct sunlight exposure. The recommended tilt angle is 25° to 40°.

Add Video Doorphone to EZVIZ App

 Ensure the monitor is powered on.

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 screen of the monitor or on the cover of the quick start guide.



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

Unlocking Methods

1. Unlock with RFID Badge

Before unlocking with the RFID badge, you need to configure the badge in the EZVIZ app first:

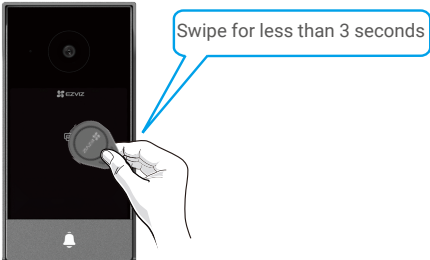
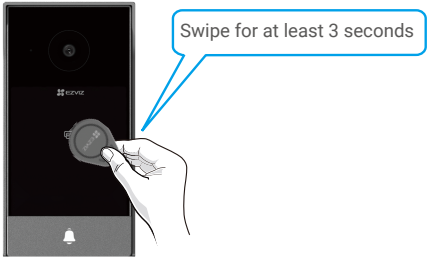
Add an RFID badge

1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel and choose "Unlock Settings" -> "Card Management" -> "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.

Unlock with an 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.
	

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

2. Unlock with Passcode

Before unlocking with a passcode, you need to configure a passcode in the EZVIZ app first:

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" -> "Add the password".
3. Set the name of the passcode and the term of validity.
4. Enter the passcode, and tap "Finish".

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.

Unlock with a passcode

1. Touch to wake up the keypad (If the keypad light is on, please skip this step).
2. Enter the passcode and press  or .
3. The intercom panel will verify the passcode and unlock the door.
 - When press the keypad, one beep sound will be sent with pressing one number. You can go to "Settings -> Audio Settings -> Password keyboard sound" in EZVIZ App.
 - If you press the passcode incorrectly, please press  or  to end the passcode entry program and then try to press it again.
 - If you enter the passcode incorrectly 10 times consecutively, the account will be locked. You need to unlock on the monitor or EZVIZ app.

3. Unlock 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.

4. Unlock in the EZVIZ App

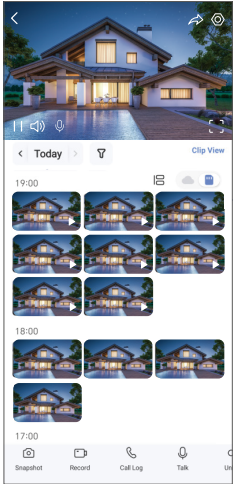
1. Log in to your EZVIZ account.
2. Go to the settings page of the intercom panel.
3. Tap the unlock icon () or the open gate icon () in the bottom bar to unlock the electric strike plate/lock or the gate.

View Your Device in the EZVIZ App

i 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.



i 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.
Battery	You can see the battery remaining capacity here.
Unlock Settings	You can manage your card and passcode settings here 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.
Privacy Settings	You can customize the privacy area here.
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.

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 Setting	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.
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.

Parameter	Description
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").

 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.