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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 – July, 2026

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Instruction

- Proper installation of the EZVIZ Smart Lock (hereafter "the lock") is critical to its operation and lifespan. We recommend professional installation using the drilling hole template included in the package.
- It is recommended to remove the lock if your house is under decoration, and reinstall it after decoration in case of lock damage and service life reduction.
- Please note that disinfectant may cause damage to the lock body.
- Once initialization is completed, the lock will clear all user information.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace battery timely and pay attention to positive and negative poles.
- If you leave home or do not use lock for a long time, keep mechanical key with you, and do not leave it indoors. You should take batteries out to ensure lock lifespan.
- As the lock is installed in an open environment, we recommend paying attention to safety during use, such as storing small parts (e.g., mechanical keys or proximity cards) securely. You should check the surrounding environment before unlocking and updating your passcode and proximity card settings on time as well in case of any danger of illegal stealing or copying of your unlock information.
- For users with flat or thin fingerprint, it is recommended to use thumb to register fingerprint for increasing success rate, and register more than one fingerprint each user. Each user supports a maximum of 5 fingerprints.
- The lock accommodates up to 50 fingerprints, 50 passcodes and 50 cards.
- The bio recognition technology in this product operates ENTIRELY LOCALLY on the product that you control and manage yourself, and only serves the sole purpose of supporting your decision of unlocking. During the whole course, the saved data always only contains technical value, i.e. the biometric data obtained from the templates you proactively provided in advance (such as facial images, fingerprint template, palm vein template), which cannot be used to reconstruct the original data.

Packing List

No.	Part Name	Quantity
1	Front Panel	×1
2	Rear Panel	×1
3	Hole Template	×1
4	Lock Body	×1
5	Standard Screw Bag	×1
6	Lock Body Screw Bag	×2
7	AA-sized Battery	×4
8	Mechanical Key	×2
9	Square Rod	×1
10	Regulatory Information	×1
11	Quick Start Guide	×1

The appearance of the Lock is subject to the actual one you have bought.

Overview

1. Front Panel

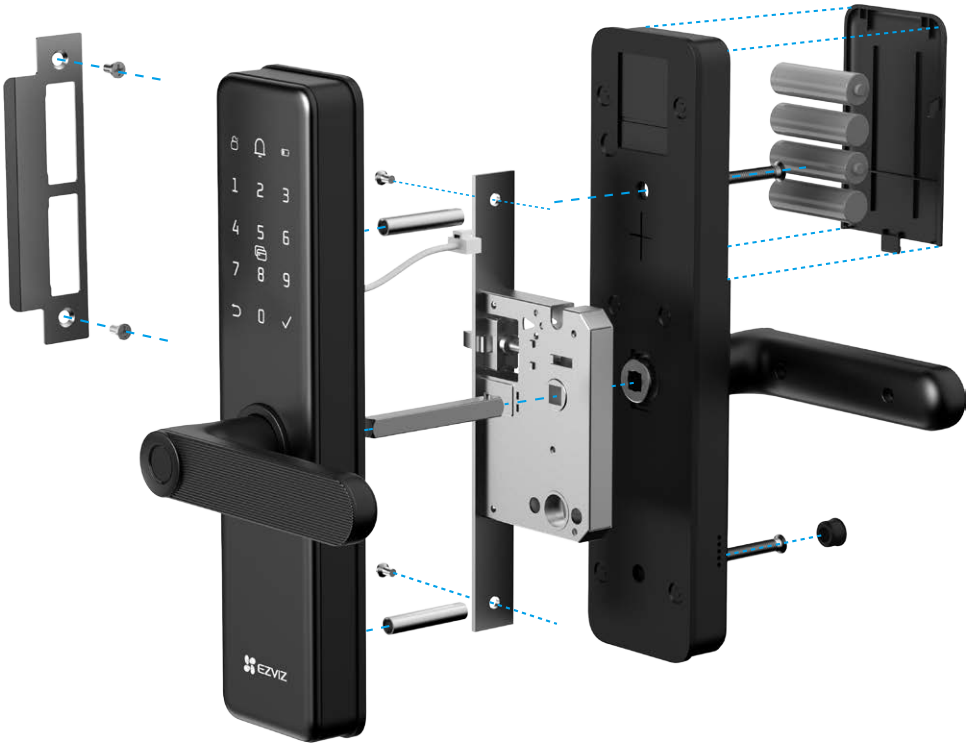
Name	Description
Doorbell Button	Touch the keypad area to activate and press the icon to ring the doorbell.
Unlock Indicator	The icon lights up when the door is unlocked. Press the handle to open the door.
Low-battery Indicator	When the battery level is below 20%, the indicator turns on. Please charge the battery as soon as possible.
Numeric Keypad	Press to input numbers 0-9.
Emergency Power Supply Port	When the battery is depleted, connect the front panel emergency power supply port to a power bank with a Type-C cable (purchase separately). Then unlock by fingerprint, passcode, or proximity card.

2. Rear Panel

Name	Description
SET Button	Press and hold the button for 3 seconds to enter network configuration mode.
HOLD Button	Press and hold the button for 3 seconds to activate passage mode. In this mode, the door remains unlocked with the unlock indicator remaining on. Simply press the handle to open the door. Press the button once to deactivate passage mode.
Child Safety Lock Switch	To activate: Slide the switch downward. To deactivate: Slide the switch upward. It is recommended to enable Child Safety Lock when children are alone at home.

Installation

1. Installation Diagram

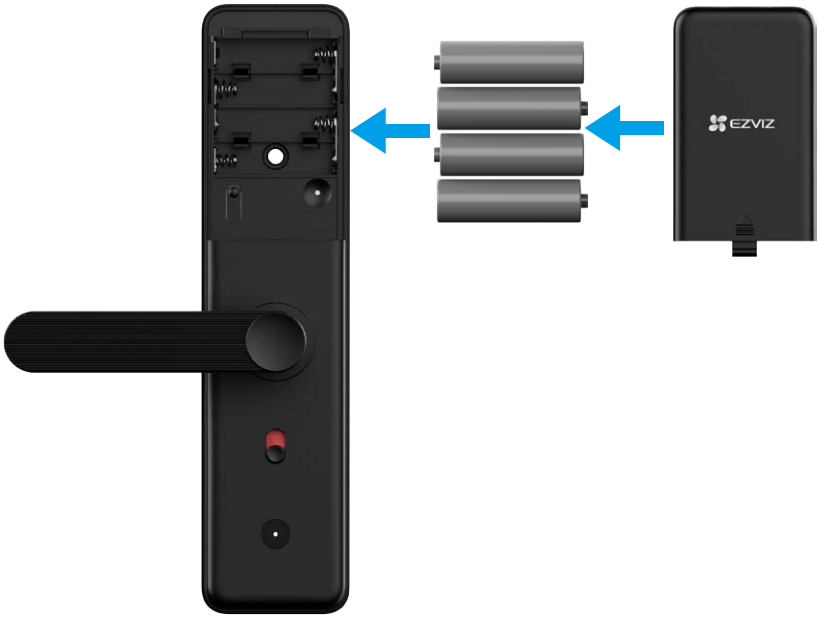


2. View Installation Video

Please tap to watch the installation video.

3. Install Battery

1. After installation, remove the cover of battery slot from the rear panel.
2. Install 4*AA-sized batteries (included in the package) into the battery slot.
3. Tighten battery cover.



Battery Safety Warnings and Instructions

WARNING: Risk of explosion if batteries are incorrectly replaced. Please read and follow all battery instructions carefully.

- Use only specified batteries: When replacing, you MUST use four (4) new, high-quality alkaline AA (LR6, 1.5V) batteries. To prevent explosion, ensure correct voltage and polarity. Do not mix alkaline batteries with other types (e.g., carbon-zinc, lithium, or rechargeable NiMH).
- Do not mix old and new batteries: Always replace all four batteries at the same time.
- Observe correct polarity: Do not reverse the (+) and (-) terminals when inserting batteries.
- Remove batteries during long-term storage: If the smart lock will not be used for an extended period, remove the batteries to prevent leakage and damage to the device.
- Do not recharge or expose to heat: Never recharge non-rechargeable alkaline batteries. Do not dispose of them in fire or expose them to excessive heat.
- Proper Disposal: Dispose of used batteries according to local environmental laws and recycling regulations. Do not dispose of them with regular household waste.

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.

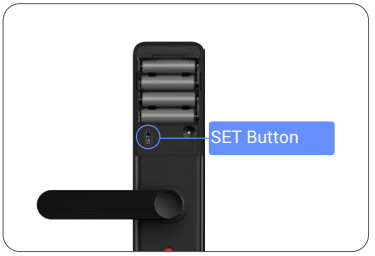
1. Connect your mobile phone to a 2.4GHz Wi-Fi network (5GHz is not supported).
2. Download the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
3. Register an EZVIZ account and log in.

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

Add the Lock to EZVIZ App

- The app interface may vary due to version updates.
- Supports 2.4GHz Wi-Fi only.

Please add the lock to EZVIZ app by the following steps:
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. Remove the cover of the rear panel, press and hold the SET button until the lock emits a voice prompt and the keypad flashes with the number 0, indicating the lock is in network configuration mode.
4. Scan the QR code below the battery slot.



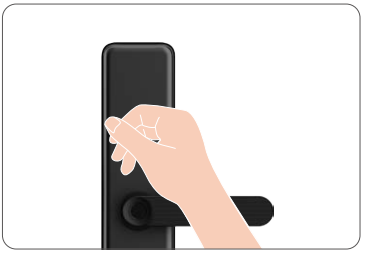
5. Follow the EZVIZ app wizard to finish the Wi-Fi configuration and add the lock to your account.

Create the First Administrator

Make sure the lock has been added to your EZVIZ app, then follow the voice prompts to create the first administrator.

1. Touch the keypad to activate it.
2. When "√" lights up on the keypad, press "√" to add an administrator.
3. Enter a passcode with 6-10 digits, then press "√" to confirm.
4. Re-enter the passcode, then press "√" to confirm again.

6-10 consecutive or repeated numbers are not allowed.
- 6-10 consecutive digits, such as 123456/654321.
- 6-10 repeated digits, such as 111111.



Lock Settings

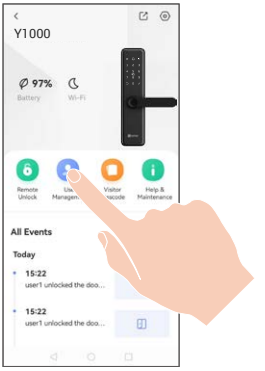
After adding the lock, you can set the lock in the EZVIZ app.

- Before setting, please ensure you have added an administrator.
- Please remove protective film from lock before the first use.
- After waking up the keypad area, it will automatically turn off after approximately 20 seconds if no operation is detected.

1. Add Administrator/User

Users can only unlock the door after unlock method is configured.

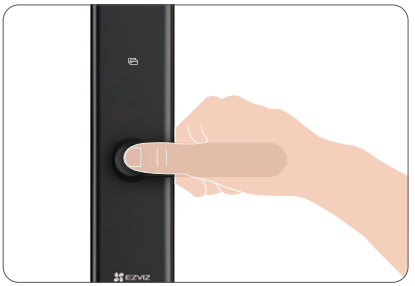
1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management > Add user" to add an administrator or user.



2. Add Fingerprint

- Add up to 5 fingerprints per user.
- Place your finger to fully cover the fingerprint reader, avoiding excessive pressure or tilted angles.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Fingerprint > Add Fingerprint" and follow the app wizard and voice prompt to add a fingerprint.
4. After adding a fingerprint, you can use it to unlock the door.



3. Add Passcode

Add up to 1 passcode per user.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Digital code". When the keypad of the front panel lights up, enter a passcode with 6-10 digits. When the passcode input key ≥ 6 digits, "√" lights up, press "√" to confirm.
4. Repeat the passcode once again, press "√" to confirm, accompanied by a success beep, the passcode is successfully added.
5. After adding a passcode, you can use it to unlock the door.

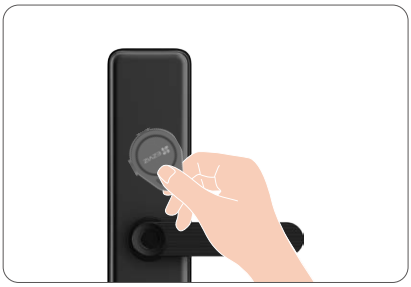
6-10 consecutive or repeated numbers are not allowed.
- 6-10 consecutive digits, such as 123456/654321.
- 6-10 repeated digits, such as 111111.

Follow the steps above to add a duress passcode. In a dangerous situation, you can unlock the door through duress passcode and the lock will send an alarm to the mobile phone of your family members or friends, provided you have already shared device with them.

4. Add Proximity Card

- Add up to 1 proximity card per user.
- The proximity card is not included in the package, which should be purchased separately.

1. Enable the Bluetooth on your mobile phone and log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Proximity Card".
4. Place the unrecorded proximity card on the card swiping area.
5. Press "√" to confirm, accompanied by a success beep, the card is successfully added.
6. After adding a card, you can use it to unlock the door.



5. Delete Administrators/Users

1. Log in to your EZVIZ app.
2. On the device homepage, tap "User Management" and select an administrator or user.
3. Tap "Delete user > OK" to delete the administrator or user.

The last administrator can not be deleted.

Lock Using

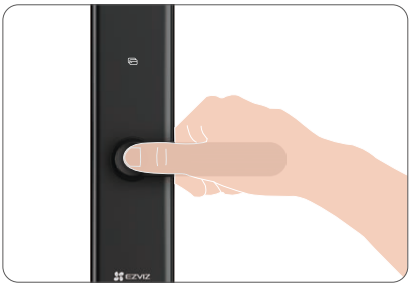
Multiple Unlock Methods

Icon	Description
	Fingerprint unlock
	Passcode unlock
	Card swiping unlock
	Mechanical key unlock
	Remote unlock

- This product has security protection function, fingerprint/passcode/card recognition error number reaches 5 times continuously in 5 minutes, the system will be locked forcibly for 3 minutes.
- The system will be unlocked automatically after 3 minutes.
- You can turn off this function in EZVIZ app.

1. Fingerprint Unlock

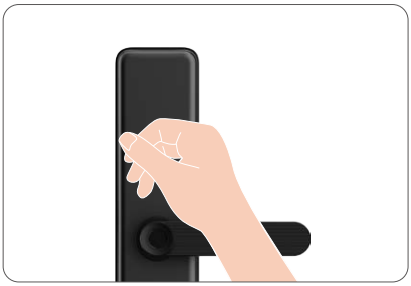
Put your finger on the fingerprint reader, the lock will verify the fingerprint and unlock the door.



2. Passcode Unlock

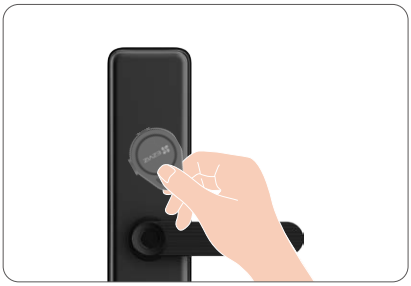
- For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.
- The lock supports Anti-Peeping Passcode: simply add random digits before or after your actual passcode to prevent prying eyes, and the door will still unlock.

1. Touch the keypad to activate.
2. Enter your passcode and press "√" to confirm.
3. The lock will verify the passcode and unlock the door.



3. Card Unlock

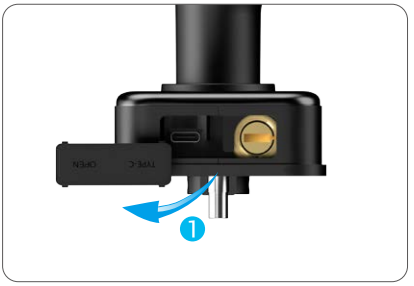
1. Touch the keypad to activate.
2. Place the recorded proximity card over the card swiping area.
3. The door unlocks when you hear the voice prompt.

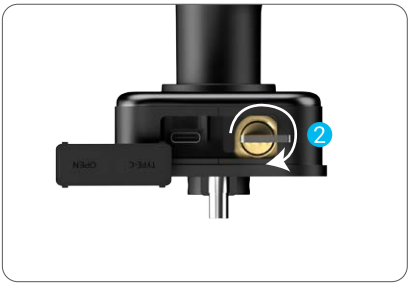


4. Mechanical Key Unlock

Please keep the mechanical key properly for further use.

1. Open the cover of the mechanical keyhole.
2. Insert the mechanical key and rotate it, the door will be unlocked.





5. Child Safety Lock

It is advisable to enable the child safety lock mode when children are left alone at home.

Child safety lock mode is enabled

Child safety lock mode is disabled

When the child safety lock mode is enabled, the door can't be unlocked by pressing the handle indoor. The door can only be unlocked through verifications by the added fingerprint, passcode or card outdoor.

6. One-time Passcode

Create a one-time passcode for visitors in the EZVIZ app (go to "Visitor Passcode > One-time Passcode > + Generate One-time Passcode"). The passcode allows one-time door access within its validity period.

Once enabled, one-time passcodes can be generated even when the lock is offline, and each passcode is valid for a single use within the specified time frame.

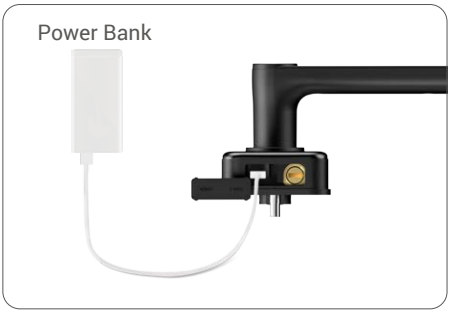
7. Periodic Passcode

Create a periodic passcode for visitors in the EZVIZ app (go to "Visitor Passcode > Periodic Passcode > + Generate Periodic Passcode").

Operation and Management

1. Emergency Unlock

When the battery is depleted, connect the front panel emergency power supply port to a power bank with a Type-C cable (purchase separately). This provides temporary power to the lock, allowing you to unlock the door using any one of the previously set unlock methods (fingerprint, passcode, or card).



2. Alarms

1. Anti-tamper Alarm

If the lock is forcibly dismantled, it will trigger an alarm that lasts for about one minute.

2. System Locked Alarm

If the wrong fingerprint, passcode, or card is used 5 times within 5 minutes, the system will be locked for 3 minutes. You can unlock it via the EZVIZ app. To disable this function, go to "Settings > Privacy Settings > Trial and error locking" in the app.

3. Low Battery Warning

When the battery power is low, a voice prompt will remind you to replace the batteries.

3. Restore to Factory Settings

1. Remove the battery cover of rear panel and take out batteries.
2. Press and hold the SET button for 5 seconds, meanwhile put the batteries back into the slot.
3. Release the SET button and press "√" to confirm after voice prompts.

4. One-time Mute Function

1. Touch the keypad to activate.
2. Press and hold "0" until the keypad flashes twice to activate the function.

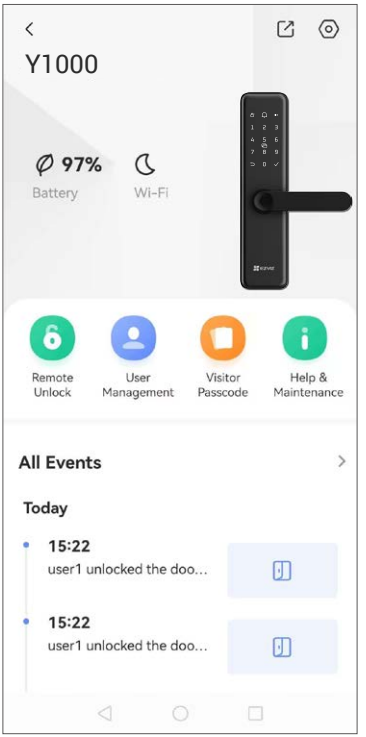
- When the one-time mute function is enabled, the door will enter silent mode.
- The lock will automatically exit this function when it has been unlocked through verifications by added fingerprint, passcode, or card outdoor.

Operations on the EZVIZ App

The app interface may be different due to version update.

1. Homepage

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.



Parameter	Description
	Tap the icon to share your device with anyone you want.
	Tap the icon to view or change the device settings.
Battery	View the battery remaining capacity here.
Wi-Fi	View the Wi-Fi status here.
Remote Unlock	Tap the icon and follow the app wizard to unlock the lock in the app.
User management	Tap to manage the users and unlock methods here.
Visitor Passcode	Tap to generate one-time passcode or periodic passcode for visitors.
Help & Maintenance	Tap to see more information about the device.

2. Settings

Parameter	Description
Name	View or tap to customize the device name here.
Association Preview	Link with EZVIZ Smart Home cameras, doorbells, or peephole cameras. Ensure devices are added to your EZVIZ account first.
Unlock Settings	You can enable remote unlock and smart always-open mode here.
Battery	Check the battery capacity and enable Super Power-saving mode here.
Message Notification	You can manage device messages and EZVIZ app notifications.
Audio Settings	You can set relevant audio parameters for your device.
Door Opening Log	Tap to view door-opening logs here.
Privacy Settings	Privacy mode: When enabled, the door can only be unlocked by the administrator's fingerprint, passcode, proximity card, or mechanical key. The lock will mute simultaneously. Trial and error lock: When enabled, the system locks for 3 minutes if 5 unlock errors occur within 5 minutes.
Network Settings	Check Wi-Fi status or switch networks.
Device Information	Tap to view device information here.
Share Device	Tap to share the device with family members or guests.
Delete Device	Tap to delete the device from your EZVIZ account.

Maintenance

1. Daily Maintenance

- Do not put corrosive materials near the lock to avoid lock damage and impacting its gloss.
- If door deforms, it increases friction that combined latch bolt entering the box strike plate and bolt cannot extend fully. At this time, adjusting strike plate position is needed.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock. Pay attention to the positive and negative poles of batteries when replacing them.
- Keep the mechanical key properly.
- Ask professionals to check the lock if it is not flexible.
- Keep lubricant in the rotating part of the lock to keep it rotate smoothly and prolong its service life.
- It is recommended to check the lock once every six months or one year, and check whether fixed screws are loose.
- Apply a small amount of graphite powder or pencil powder into lock cylinder slot to ensure the key is inserted and removed smoothly on regular basis (one year or six months). However, do not apply any grease to lubricate in case of grease sticking to the pin tumbler spring.
- Please note that disinfectant may cause damage to the lock body.

2. FAQ

Problem	Cause	Solution
The door cannot be opened normally by fingerprint, passcode or card.	Lock installation issue.	Please have a professional recheck the installation.
	User authority is not within the validity period.	Please use the fingerprint, passcode, or card of another user, or update the user validity period through the EZVIZ app.

Problem	Cause	Solution
The door cannot be opened using a mechanical key.	Incorrect key or damaged lock cylinder.	Use the correct key. If the issue persists, have professionals inspect and replace damaged parts after opening the door.
The fingerprint reader does not respond.	Damaged fingerprint reader.	Contact professionals to repair or replace the component.
The lock remains open continuously.	Installation error, damaged clutch, or passage mode enabled.	Recheck installation by professionals. If passage mode is active, press the HOLD button once to disable it.
The door cannot be opened using the rear panel handle.	Child safety lock enabled or installation issue.	Disable the child safety lock. If unresolved, verify installation alignment.

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