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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 – October, 2026

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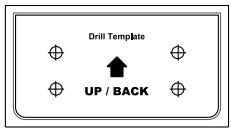
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Overview

1. Package Contents



Camera (×1)



Drill Template (×1)



Waterproof Kit (×1)



Screw Kit (×1)



Power Adapter (×1)



Regulatory Information (×2)



Quick Start Guide (×1)

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

2. Basics





Name	Description
LED Indicator	Solid Red: Camera starting up.
	Slow-flashing Red: Network exception.
	Fast-flashing Red: Camera exception (e.g. microSD™ card error).
	Solid Blue: Video being viewed in the EZVIZ app.
	Slow-flashing Blue: Camera running properly.
	Fast-flashing Blue: Camera ready for network connection.
RESET Button	When the camera is working, press and hold the button for 5 seconds to restart and set all parameters to default.
microSD™ Card Slot	• Insert a microSD™ card (purchase separately) into the card slot. Initialize the card in the EZVIZ app before using it. • Recommended compatibility: Class 10, maximum space 512GB.
Nano SIM Card Slot	Insert a valid 4G Nano SIM card (purchase separately) into the card slot.

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

Connect to Power

Connect the power port to a power outlet with the power adapter (included in the package).

- For disconnection from power supply, unplug the power connector from the device.
- When the LED indicator turns fast-flashing blue, it indicates that the camera is ready for network configuration.



Connect to Internet

Connect the camera to a wired, Wi-Fi or 4G network, then add it to the EZVIZ app.
- Wired connection: connect the camera to a router. Refer to "Option A: Wired Connection".
- Wi-Fi configuration: configure Wi-Fi settings. Refer to "Option B: Wi-Fi Connection".
- 4G connection: activate 4G connection via SIM card. Refer to "Option C: 4G Connection".

Network Priority: Wired network > Wi-Fi > 4G.

1. Option A: Wired Connection

1. Connect the camera to a LAN port of your router using an Ethernet cable (purchase separately).

When the LED indicator turns slow-flashing blue, it indicates that the camera has been connected to the Internet.



2. Log in to your EZVIZ app.
3. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
4. Scan the QR code on the quick start guide cover, or scan the one on the top of the device after removing the mounting bracket.

For detailed instructions on removing the bracket, please refer to "Remove the Mounting Bracket".



5. Follow the EZVIZ app wizard to add the camera.

- If the LED indicator turns slow-flashing red, it indicates that the camera has failed to connect to the network. Please check that the network cable is securely plugged in, or replace it with a new Ethernet cable and try again.
- To switch to Wi-Fi or 4G network, please remove the Ethernet cable and then refer to "Option B: Wi-Fi Connection" or "Option C: 4G Connection".

2. Option B: Wi-Fi Connection

Please connect your camera to the Wi-Fi to which your mobile phone has been connected.

1. Log in to your EZVIZ app.
2. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
3. Scan the QR code on the quick start guide cover, or scan the one on the top of the device after removing the mounting bracket.



For detailed instructions on removing the bracket, please refer to "Remove the Mounting Bracket".

4. Tap "Wi-Fi Network" and follow the EZVIZ app wizard to complete Wi-Fi configuration and add the camera.

- It is recommended to enable the 4G network to keep the camera always online (For 4G network connection, please refer to "Option C: 4G Connection"). Please note that this operation may consume a small amount of 4G data.
- To reconfigure your camera's Wi-Fi, press and hold the RESET button for about 5 seconds, then repeat the steps above.

3. Option C: 4G Connection

4G network connection may incur data charges, please pay attention to the data consumption. You can tap "4G Network" to view the data consumption.

1. Remove the two screws on the bottom of the device to detach the cover.
2. Insert a 4G Nano SIM card (purchase separately) into the Nano SIM card slot as shown in the figure below.



After a 4G Nano SIM card is installed, the camera will attempt to connect to the 4G network automatically.

- When you hear the voice prompt "Platform registration successful", it means the camera has connected to the 4G network successfully.
- If you hear "Platform registration failed", please tap "APN Network Settings" in the current page and follow the app wizard to finish the APN configuration. (For APN information, please liaise with your carrier.)

3. Reattach the cover and tighten the screws.
4. Log in to your EZVIZ app.
5. On the Home screen, tap "+" in the upper-right corner to go to the Scan QR Code page.
6. Scan the QR code on the quick start guide cover, or scan the one on the top of the device after removing the mounting bracket.



7. Tap "4G Network" and follow the EZVIZ app wizard to add the camera.

Installation

1. Install a microSD™ Card (Optional)

1. Remove the two screws on the bottom of the device to detach the cover.
2. Insert a microSD™ card (purchase separately) into the card slot.
3. Reattach the cover and tighten the screws.



After installing a microSD™ card, please follow the steps below to initialize the card in the EZVIZ app before using it.

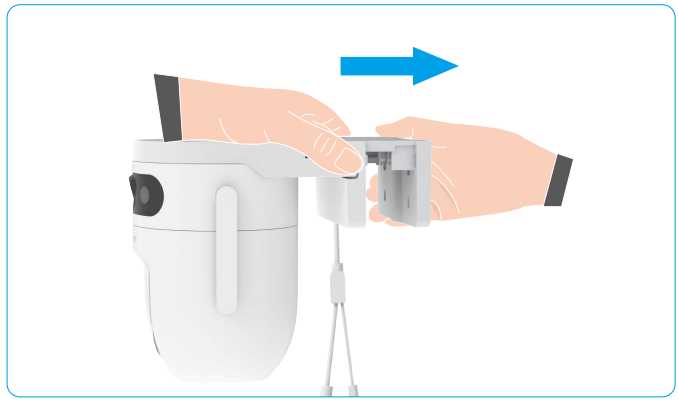
1. In the EZVIZ app, tap "Record List" in the device Settings page to check the microSD™ card status.
2. If the microSD™ card status shows as Uninitialized, tap to initialize it. The status will then change to In Use, allowing videos to be stored.

2. Choose an Installation Location

- Choose a location with a clear, unblocked field of view and good wireless network signal coverage.
- Make sure the wall is strong enough to withstand three times the weight of the camera.
- Camera cannot be installed with the lens facing direct sunlight.
- Recommended installation height: 8.2 - 9.8 feet (2.5 - 3 meters) above the ground.

3. Remove the Mounting Bracket

Press the locking tabs on both sides of the device body, while gently pulling the mounting bracket outward to release it.



4. Install the Camera

The camera can be wall mounted, ceiling mounted, and pole mounted.

Ceiling/Wall Mount

1. Stick the drill template onto a clean and flat surface.
2. (For cement ceiling/wall only) Drill screw holes according to the template, and insert anchors.
3. Use screws (PA4×25) to fix the mounting bracket on the installation surface.
4. Install the camera onto the mounting bracket.

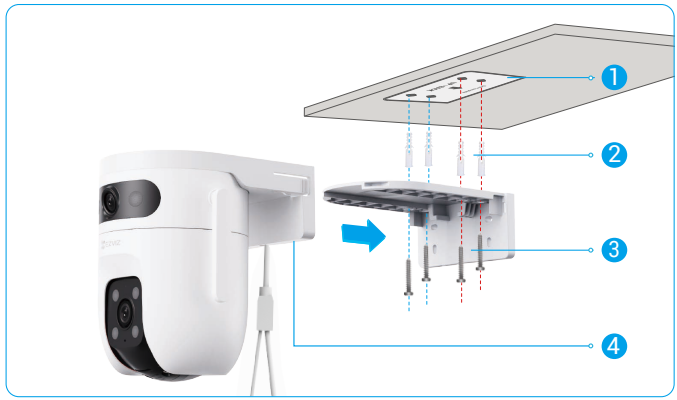
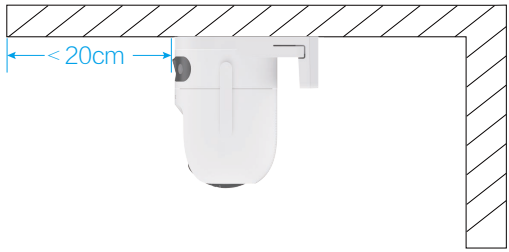


Fig. 1 Ceiling Mount

For ceiling mount, if the camera is installed under the eaves, we recommend that the distance between the camera and eaves should be less than 20 cm to prevent wall reflections during nighttime, which could affect the monitoring effect of the camera.



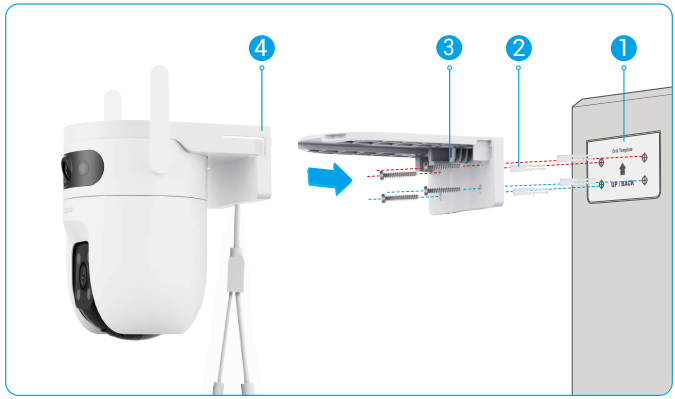
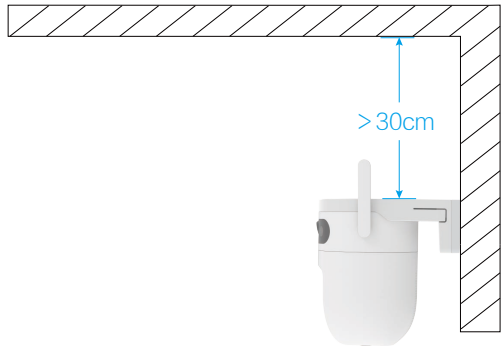


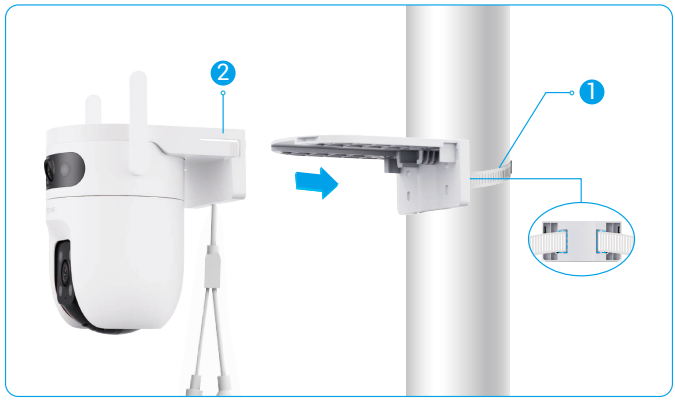
Fig. 2 Wall Mount

For wall mount, we recommend that the distance between the camera and the wall should be more than 30 cm to prevent wall reflections during nighttime, which could affect the monitoring effect of the camera.



Pole Mount

1. Use a hoop (purchase separately) to fix the mounting bracket to a pole.
2. Install the camera onto the mounting bracket.



After installation, please remove the protective film from the lens.

5. Adjust Camera View

After the installation is finished, to achieve optimal monitoring, you can adjust the camera's lens angle based on the live view in the EZVIZ app.

- Wide-angle lens: supports horizontal adjustment in EZVIZ app.
- PTZ lens: supports adjustment in all directions (up, down, left, and right).



6. Install the Waterproof Kit (Optional)

If the camera is installed outdoors or in humid environments, please use the waterproof kit.

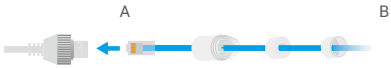
1. Insert the washer into the Ethernet port of the camera.



2. Thread A through the endcap, the gasket and the nut.



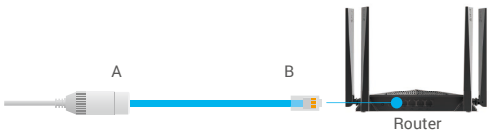
3. Thread A into the Ethernet port of the camera.



4. Tighten the nut, the gasket and the endcap.



5. Connect B to a LAN port of the router.

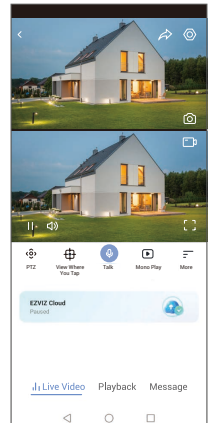


View Your Device

The app interface may change due to version update.

1. Live View

When you launch the EZVIZ app, the device page displays as shown below.
You can view and listen to a live feed, take snapshots or recordings, and choose video definition as needed.



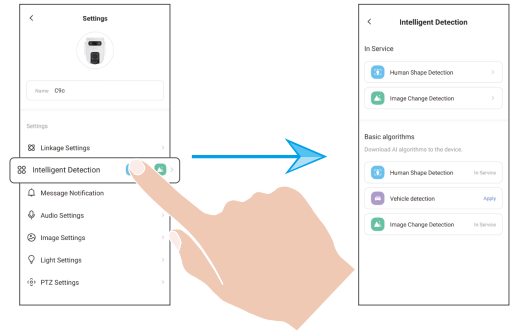
Swipe left and right across the screen to see more icons.

Icon	Description
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	PTZ. Rotate the camera to get broader field of view.
	View Where You Tap. Tap anywhere on the wide-angle lens image to automatically direct the PTZ lens to the selected area, capturing precise close-up details for enhanced monitoring.
	Mono Play. Tap to select the wide-angle image or PTZ lens image, the live view will display the corresponding lens image only.
	Sync Playback. Tap to view both wide-angle and PTZ lens images at the same time.
	Talk. Tap to talk with the people in front of the camera.
	Full Screen. Tap to enjoy a full screen display for your field of view.
	Definition. Tap to select a video resolution.
	Sleep. Tap to enable sleep mode, the video will stop displaying and the alarm notification will be turned off.
	Auto Patrol. Tap to enable an automatic patrol and track the target.
	360° Picture. Tap to generate a 360 degree view picture.
	Alarm. Tap the icon, and the device will make sounds and flash to deter intruders.

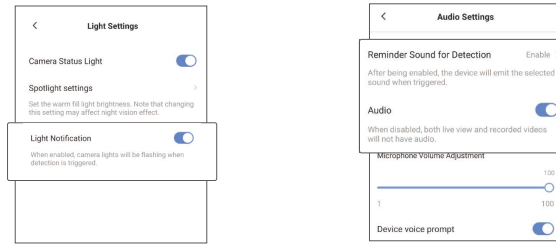
Icon	Description
	Floodlight. Tap to turn on the floodlight to light up the field of view, and tap it again to turn it off.
	Nearby Device. Tap to select available nearby devices for multi-screen live view.
	PiP. View the video displayed on top of another app you are using.

2. Intelligent Detection Settings

The device supports intelligent detection. Please follow the steps below to configure it.
1. Go to device Settings > Intelligent Detection.
2. Tap "Apply" to enable the specific AI algorithms for your device.



3. After completing the intelligent detection settings, return to the device settings page. Tap "Light Settings" to enable corresponding light notifications, and "Audio Settings" to enable audio settings as needed.



The camera will produce corresponding audible and visual notifications based on the parameters set in the "Light Settings" and "Audio Settings" under the following conditions:

- A human shape is detected in the live view (if "Human Shape Detection" is enabled).
- A vehicle is detected in the live view (if "Vehicle Detection" is enabled).
- A dynamic change is detected in the live view (if "Image Change Detection" is enabled).

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.

Your device's name for example: "show xxxx camera," can be changed in the EZVIZ app. Each time you change the name of the device, you will need to discover the device again to update the name.

Troubleshooting

What should I do if Alexa fails to discover my device?

Check if there are any Internet connecting problems.

Restart the smart device and re-discover 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 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 camera 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 : If the camera shows offline on the app, will the video recording continue?

A : If the camera is powered on but disconnected to the Internet, then local recording will continue but cloud recording will stop. If the camera is powered off, both video recordings will stop.

Q : Why the alarm is triggered when nobody in the image?

A : Try to set the alarm sensitivity lower. Please notice that vehicle and animals are also the trigger source.

Q : The mobile phone cannot receive alarm prompts when the camera is online.

A : 1. Make sure that the EZVIZ app is running on your mobile phone and that the relevant detection notification is enabled.

2. For Android system, make sure the app is running in background; and for iOS, enable the message push function in Settings > Notifications.

3. If still no alarm prompts, press and hold the RESET button for about 5 seconds to restore the camera settings.

Q : Why does the device video frequently lag, freeze, or experience repeated Wi-Fi drops?

A : The currently connected Wi-Fi signal is weak or interfered with, resulting in unstable data transmission. It is recommended to switch the device to 4G or a wired network.

- For switching to 4G network:

1. Go to device Settings > Network Settings, enable 4G Network and disable Wi-Fi Network.

   You can enable both 4G Network and Wi-Fi Network simultaneously. This improves the camera's network performance but may lead to increased power consumption.

2. Insert a 4G Nano SIM card into the Nano SIM card slot. (For detailed operations, please refer to "Option C: 4G Connection".)
3. When you hear the voice prompt "Platform registration successful", it means the camera has connected to the 4G network successfully.

- For switching to a wired network:

  Connect the camera to a LAN port of your router using an Ethernet cable (purchase separately), the device will then prioritize the wired network.

Q : How to do if 4G network data is being consumed too quickly?

A : If your device is installed in a location with available Wi-Fi or wired networks, it is recommended to switch the device to Wi-Fi or a wired network to save data.

- For switching to Wi-Fi network:

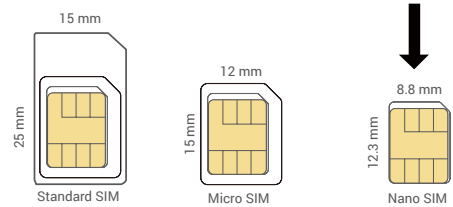
1. Go to device Settings > Network Settings, enable Wi-Fi Network.
2. Tap "Not configured" to complete the Wi-Fi configuration by following the app wizard.

- For switching to a wired network:

  Connect the camera to a LAN port of your router using an Ethernet cable (purchase separately). The device will prioritize using a wired network.

Q : What is a Nano SIM card?

A : Nano SIM cards measure 12.3 mm × 8.8 mm × 0.67 mm, making them the smallest of the three types.



Q : How to unlock the SIM PIN of my Nano SIM card?

A : Most SIM PINs can be set up to unlock on your phone, as follows:

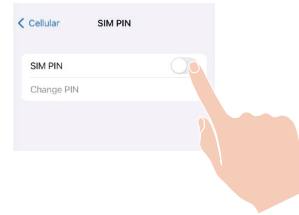
•For iOS system:

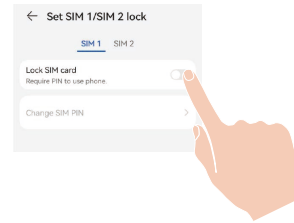
1. Insert your Nano SIM card.
2. On your phone, go to Settings > Cellular > SIMs > SIM PIN.
3. Under SIM PIN, touch to disable the "SIM PIN" by entering PIN code.

•For Android system:

1. Insert your Nano SIM card.
2. On your phone, go to Settings > Security > More Settings > SIM PIN.
3. Under SIM PIN, touch to disable the "SIM PIN" by entering PIN code.

If the SIM PIN cannot be unlocked or is invalid, please contact your carrier.





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.