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.ezvizlife.com).

Revision Record

New release – January, 2021

Trademarks Acknowledgement

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Legal Disclaimer

Table of Contents

Box Contents

Doorbell (x1)

Mounting Plate (x2)
Pick the one for best surveillance angle.

Plate Foam (x1)
Stabilize the mounting plate when installing it on the rough surface.

Power Kit (x1)

Drill Bit (x1)

Screwdriver (x1)

Mounting Screw (x3)

Anchor (x3)

Security Screw (x1)

Fixing Screw (x2)

Wire Connector (x4)

Wire Harness (x1)

Fuse Wire (x1)

U-shaped Wire (x2)

Regulatory Information (x2)

Quick Start Guide (x1)

Tools You May Need

Drill (x1)

Basics

Faceplate

Lens

MIC

QR Code

Reset Button

LED Indicator

Doorbell

Name	Description	
LED Indicator	Red	• Solid Red: Doorbell is starting up. • Slow-flashing Red: Network disconnected. • Fast-flashing Red: Doorbell exception (e.g. Micro SD card error).
	Blue	• Solid Blue: Doorbell is functioning properly. • Fast-flashing Blue: Doorbell is ready for Wi-Fi connection.
Reset Button	Hold for 5 seconds to reset and enter to Wi-Fi configuration mode.	

Terminals

Micro SD Card Slot
(Behind the cover)

Speaker

Name	Description
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it.

Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching "EZVIZ" in the App Store or Google PlayTM.
3. Launch the app and register an EZVIZ user account.

EZVIZ App	Download on the App Store GET IT ON Google Play	ⓘ If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for EZVIZ.

Wiring Overview

EZVIZ doorbell with chime

If you have mechanical chime or electronic chime installed in your home, install the power kit and doorbell, and connect the wires as shown in the figure below.

LIVE

16VAC to 24VAC

110 to 240VAC

16VAC to 24VAC

Transformer   NEUTRAL

Doorbell

TRANS

0

3

FRONT

16VAC to 24VAC

Power Kit

Mechanical Chime / Electronic Chime
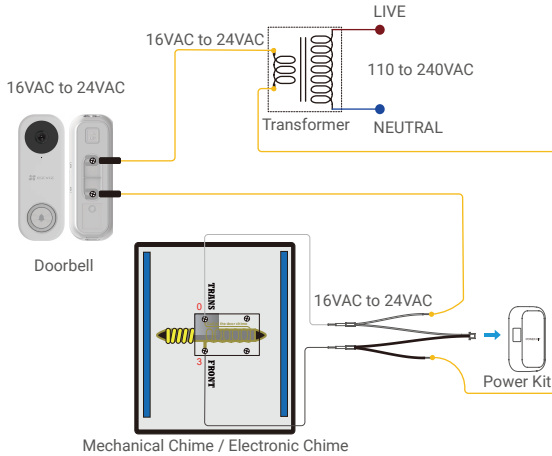
EZVIZ doorbell with no chime

If no chime is installed, skip power kit installation, install the doorbell, and connect the wires as shown in the figure below.

LIVE

16VAC to 24VAC

110 to 240VAC

16VAC to 24VAC

Transformer   NEUTRAL

Fuse Wire

Doorbell
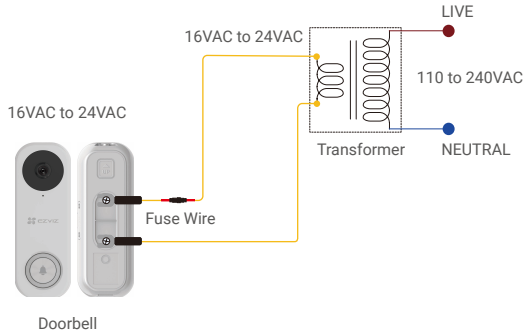
• We recommend installing a new transformer to bring the output 16 to 24 volts.
• Please refer to Quick Start Guide of your chime or transformer for the chime or transformer installing details.

Power Kit Installation

The power kit ensures that your doorbell gets the power it needs, so be sure to install it before you install your Doorbell.

1 Shut off the electricity at the breaker that controls doorbell's circuit.

3
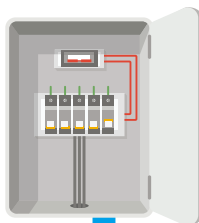
2 Insert one end of the wire harness into the power kit.
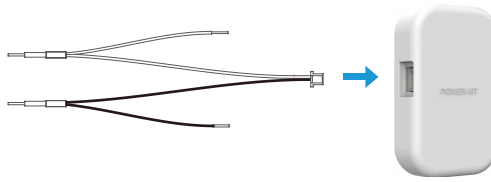
3 Remove the cover from your mechanical chime.
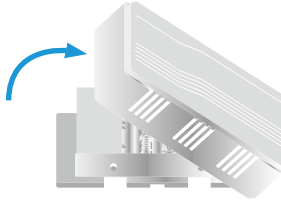
4 Remove the existing chime wires in the terminals named TRANS and FRONT.

REAR   TRANS   FRONT

5 Connect the wire harness to the chime's terminals named TRANS and FRONT.

REAR   TRANS   FRONT
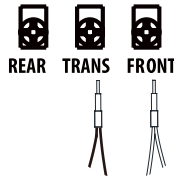
6 Insert the existing chime wire and the other end of the wire harness into the wire connector and twist it tightly. Repeat this step with the other chime wire.

Wire Connector

Chime Wire   Wire Harness
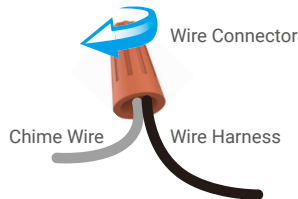
7 Mount the power kit to the side of the chime.
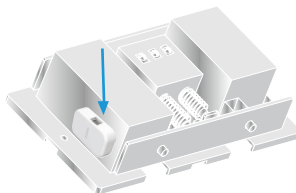
8 Put back the chime cover.

Doorbell Installation

ⓘ Recommended Installation Height: 1.2 m (4 ft) above the ground.

1 Shut off the electricity at the breaker that controls doorbell's circuit.
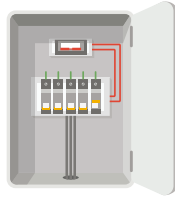
2 (Optional) When the wall is uneven, paste the plate foam to the mounting plate.
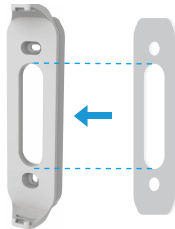
3 Use the mounting plate, or use the inclined mounting plates as a supplementary mounting bracket if you wish to see more on a specific side.
Using your mounting plate as a template, mark the location of the two mounting holes on your wall, and insert anchors, then fix the mounting plate to the wall.

Door
Doorbell

Without Inclined Mounting Plate

15°
Door
Doorbell

With Inclined Mounting Plate

Mounting Screw   Anchor
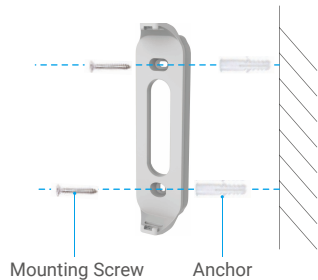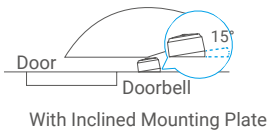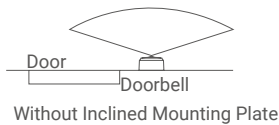
ⓘ Recommended Hole Depth: 25 to 30 mm (1 inch to 1.2 inch).

4 If you have a chime installed, follow Option A; If not, follow Option B.
Option A Connect doorbell with your existing doorbell wires.

Fixing Screw

U-Shaped Wire

Power Supply: 16 to 24 VAC
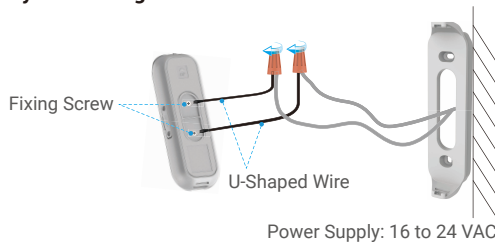
Option B Connect the fuse wire with your existing doorbell wire.

Fuse Wire

Fixing Screw

Power Supply: 16 to 24 VAC
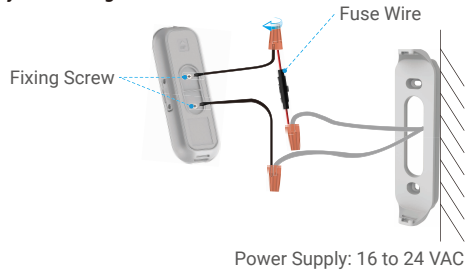
5 Install the doorbell to the mounting plate.

6 Insert the security screw into the top of the mounting plate to secure the doorbell.

7 Restore the electricity at the breaker.
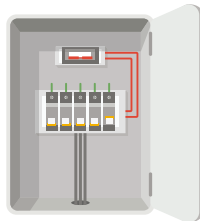
i Doorbell is powered on when its indicator flashes blue quickly. If not, make sure your electricity is off and check the wiring. If yes, proceed to doorbell setup.

Doorbell Setup

1 Add your doorbell to EZVIZ app.

1. Remove the faceplate of the doorbell.
2. Log in to your EZVIZ account.
3. On the Home screen, tap "+" on the upper-right corner to go to the Scan QR Code interface.
4. Scan the QR code on the device or the cover of this quick start guide when the indicator flashes blue quickly.
5. Follow the wizard to add the doorbell to the EZVIZ app.
6. Put the faceplate back.

2 Choose the corresponding chime type.

1. In the EZVIZ app, tap the Chime Type in the Device Settings interface to go to the Chime Type interface.
2. Choose the chime type which you have installed in your home.

Install the Micro SD Card (Optional)

1. Remove the cover on the side of the doorbell with the screwdriver.
2. Insert a micro SD card (sold separately) into the slot until a click.
3. Place the cover back on, and tighten the screws with the screwdriver.

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

Initialize Micro SD Card

1. In the EZVIZ app, tap the **Storage Status** in the Device Settings interface to check the micro SD card status.
2. If the card status displays as **Uninitialized**, tap to initialize it.
3. The status will then change to **Normal** and it can store videos.

View Your Device

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, record videos, and choose video definition as needed.
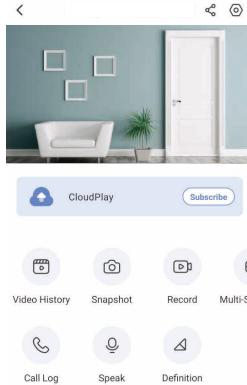
ℹ Swipe left and right across the screen to see more icons.

Icon	Description
⌖	Share. Share your device with anyone you want.
◎	Settings. View or change the device settings.
▣	Video History. View Recordings.
⌾	Snapshot. Take a snapshot.
▷	Record. Manually start/stop recording.
⊞	Multi-screen Live. Tap to select live view window layout.
☎	Call Log. View call logs.
⎓	Speak. Start using talk and listen.
◁	Definition. Select video resolution from Ultra HD, Hi-Def or Standard.

ℹ Please refer to the actual interface for specific information.

Settings

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

Parameter	Description
Answer Doorbell Call	If disabled, a doorbell call will not be answered.
Audio	Audio functions. When disabled, neither live view or recorded videos will have audio.
Status Light	You can tell device status by different lights shining. When disabled, lights will be off.
IR Light	IR light helps the camera get black and white images in low light conditions. If disabled, quality of images captured in dark environments will be influenced.
Alarm Notification	• Alarm Notification: You can select different detecting modes and the device will give out alarms accordingly. When enabled, you will receive notifications 24/7 with no Notification Schedule set. • Notification Schedule: When enabled, the device will turn the message push notification on/off according to your scheduled settings. • Set Notification Schedule: You can set your notification schedule here. • Motion Detection Area: You can select detection area here. • Motion Detection Sensitivity: You can select detection sensitivity here. • Select the mode: You can select 3 different modes here. If you choose the former two modes, an audible warning will be prompted if the device detects motion of people or animals.
Time Zone	You can select time zone as needed here.
Daylight Saving Time	Select daylight saving time as needed.
Date Format	You can select date format as needed here.
Wi-Fi	You can see the Wi-Fi that the device has been connected to, and you can tap to connect another Wi-Fi.
Cloud Storage	You can subscribe cloud storage here.
Storage Status	You can see the storage status of your cloud and memory card here.
Device Version	You can see the device version here.
Image Encryption	If enabled, images captured by the device can only be avaliable after you enter a password.
Change Encryption Pass word	You can change your encryption password here. The default password is the device verification code.
Offline Notification	If enabled, notifications will be pushed to your app once the doorbell is offline.
User Guide	You can read user guide of the device here.
About	You can mark where the device is installed, and get product category, device model, serial number, and device QR code here.
Delete Device	Tap to delete the device from your EZVIZ account.

ℹ For privacy protection, please remove SD card or other storage media(if any)when transferring the device to others.

EZVIZ Connect

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 "Image Encryption" 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.

> ℹ️ 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.
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.

> ℹ️ For details about countries where Amazon Alexa is available, see Amazon Alexa's official website.

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

Troubleshooting

1 **I have installed my doorbell, but the chime in my home doesn't function.**

Please confirm the following details.

1. Make sure the right input voltage range (16V to 24V) has been used. Your doorbell is designed to work with at least 16 volts of AC power, which is in line with a majority of standard doorbell systems. Doorbell running at a lower voltage (or runs on DC rather than AC) may cause chime malfunction.
2. Select the right chime type (same as the product label) in the EZVIZ app.
3. Make sure the chime model used in your home is compatible with the doorbell. Please check the compatibility list on www.ezvizlife.com.
4. By any possibility exhaustion of the Doorbell's built-in battery, please power up the doorbell for at least 30 minutes before using it for the first time.

2 **I have failed to connect my doorbell to Wi-Fi.**

1. Make sure your doorbell is not blocked by firewall or any limitation in your network.
2. Do not connect too many devices to the router.
3. Make sure the static IP setting is disabled and the router can distribute IP address to your device (DHCP is on).

3 **My doorbell is offline frequently.**

1. Make sure the doorbell has received strong and stable Wi-Fi signal.
2. Make sure your router and the internet is functional.
3. The doorbell requires at least 2 Mbps uploading speed, please make sure the bandwidth of the network is sufficient, and do not have too many devices connected to the router.
4. If all the troubleshooting techniques listed above does not resolve the problem, please delete the device from your EZVIZ account, reset and re-add.

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

Regulatory Information

CE This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

2006/66/EC and its amendment 2013/56/EU (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

EC DECLARATION OF CONFORMITY

Hereby, Hangzhou EZVIZ Software Co., Ltd. declares that the radio equipment type [refer to the cover of the quick start guide] is in compliance with Directive 2014/53/EU.
The full text of the EC DECLARATION OF CONFORMITY is available at the following web link: http://www.ezvizlife.com/declaration-of-conformity.

Important Safety Information

📓	**Note:** Please read the manual before using the device.
∿	Alternating current.
⎓	Direct current.
📖	This symbol on the device indicates that the safety compatibility manual and / or installation manual must be read, which contains information related to the safe operation of the device. **Caution:** Be sure to read these instructions before operating the equipment.
⚠ (hot)	This symbol on the device indicates that the surface or component is overheating. If you touch this surface, you may cause personal injury. **Warning:** To reduce the risk of personal injury due to overheating of the components, wait until the surface cools down before touching it.
⚡	**Warning:** The separate earthing terminal must be permanently connected to earth. **Warning:** For SELV DC input: the DC power source shall comply with the Safety Extra-Low Voltage (SELV) requirements of EN/IEC 60950-1, EN/IEC 62368-1. **Warning:** The power source should meet limited power source or PS2 requirements according to IEC/EN 60950-1 or IEC/EN 62368-1.
⚠	**Caution:** Do not block ventilation openings while the system is on, and keep at least 2 cm distance from ventilation openings and walls or other things which may block the ventilation. **Warning:** Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery that can result in an explosion. **Warning:** Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas. **Warning:** A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas. **Warning:** Dispose of used batteries according to the instructions. **Warning:** Replace only with the same or equivalent type recommended by the manufacturer. **Caution:** THE PRODUCT IS BUILT IN A REPLACEABLE BATTERY. **Warning:** Do not ingest battery, Chemical Burn Hazard. **Caution:** This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. **Caution:** Keep new and used batteries away from children. **Caution:** If the battery compartment does not close securely, stop using the product and keep it away from children. **Caution:** If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention. **Caution:** Risk of fire or explosion if battery is replaced by an incorrect type. **Warning:** Do not attempt to disassemble, repair, or alter the device. **Warning:** To avoid electric shock, please wear shoes with rubber soles. To avoid injuries, please wear glooves when maintaining the device. **Warning:** If you are not familiar with knowledge of cable laying and cable connection, please make sure that the power switch has been turned off before installation and maintenance. **Warning:** If you want to disconnect the device from the power source, please unplug the DC power terminal that connects the power adapter and device. **Warning:** Flame may spread outside and ignite nearby combustible material without front cover! Please reinstall the front cover correctly before normal operation. **Warning:** Do not detach the front cover when the device is working properly. The front cover can only be detached when you need to restart the device. After restarting the device, please reinstall the front cover correctly before normal operation.

Use only power adapters listed in the Table.

	Adapter model	Adapter manufacture
The power supply must conform to LPS. The recommended adapter models and manufacturers are shown on the right. Use the attached adapter, and do not change the adapter randomly.	MKAC-57-242500M, MKAC-57-242200M, MKAC-57-241500M	MACABLE

An AC24V 1.5A power source is recommended.

FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

−Reorient or relocate the receiving antenna.

−Increase the separation between the equipment and receiver.

−Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

−Consult the dealer or an experienced radio/TV technician for help.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the bands 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'utilisateur de l'appareil ne doit pas produire de brouillage, et (1) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Cet équipement doit être installé et opéré avec une distance minimale de 20 cm entre le radiateur et votre corps.

(i)Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

(ii) le gain d'antenne maximal autorisé pour les appareils dans les bandes 5250-5350 MHz et 5470-5725 MHz doivent respecter la pire limiter; et

(iii) le gain d'antenne maximal autorisé pour les appareils dans la bandes 5725-5825 MHz doivent respecter la pire limites spécifiées pour le point-à-point et l'exploitation non point à point, le cas échéant.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

IFETEL Information

La operación de este equipo está sujeta a las siguientes dos condiciones:

(1) es posible que este equipo o dispositivo no cause interferencia perjudicial

(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

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