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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>).

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Overview

1. Package Contents



Base Station (x1)



*Camera



Power Adapter (x1)
(for base station)



USB Cable (x1)



Ethernet Cable (x1)



*Drill Template
(for camera)



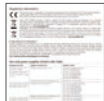
*Screw Base
(for camera)



*Mounting Plate
(for camera)



*Screw Kit
(for camera)



Regulatory Information (x3)

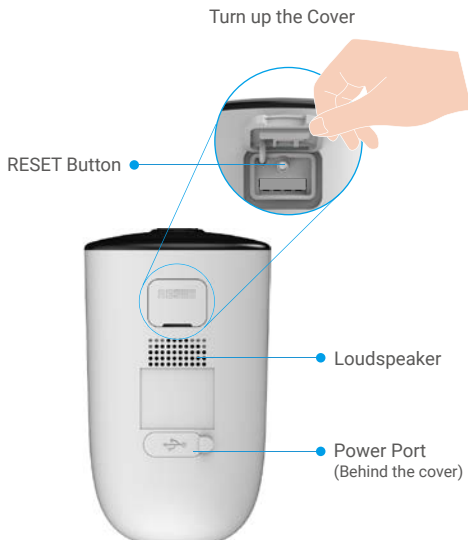


Quick Start Guide (x1)

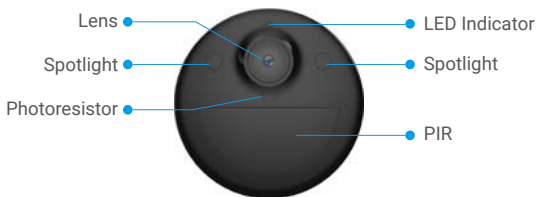
- i** • The number of cameras and their accessories depends on how many cameras are included in the package you purchase.
- You can also purchase camera separately as needed.
- The power adapter's appearance is subject to the actual one you have bought.

2. Basics

Camera

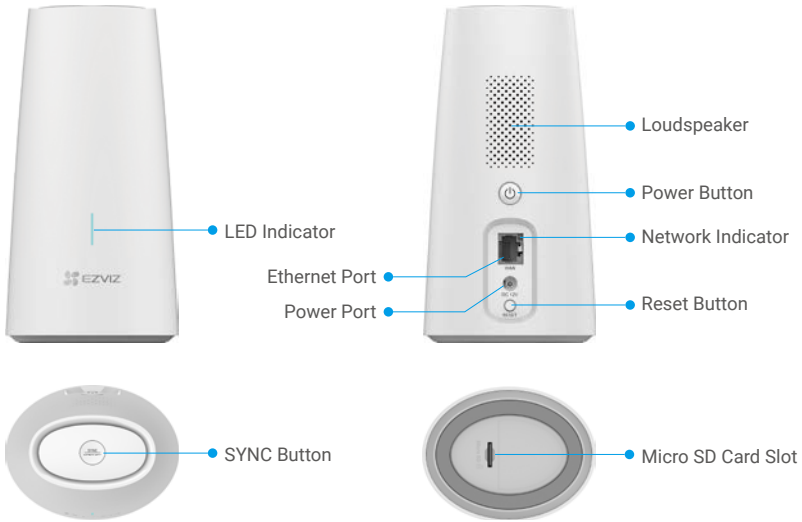


Name	Description
RESET Button	<ul style="list-style-type: none"> • Power on: Press and hold for 2 seconds in shut-down state. • Reset and get ready for pairing: Press and hold for 4 seconds. • Power off: Short press the button 3 times within 1 second.
Power Port	For charging the camera.



Name	Description
LED Indicator	Solid Blue: Camera starting up or being live viewed in the EZVIZ app.
	Fast-flashing Blue: Camera ready for pairing./Pairing in progress.
	Slow-flashing Blue: Camera working properly.
	Slow-flashing Red: Network exception.
	Fast-flashing Red: Camera exception.
	Solid Green: Camera fully charged.
	Slow-flashing Green: Charging.

Base Station

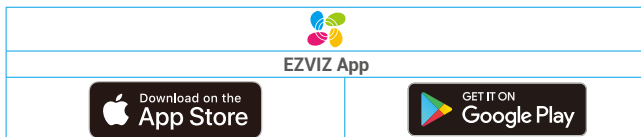


Name	Description
SYNC Button (SIREN OFF)	<ul style="list-style-type: none"> Short press to turn off the siren when an alarm occurs. Press and hold for 2 seconds to start pairing with the camera (Pairing can last up to 2 minutes).
Power Port	For powering up the base station.
LED Indicator	Solid Blue: The base station is not connected to the Internet.
	Flashing Blue: The base station is pairing with the camera.
	Solid Red: Micro SD card error.
	Flashing Red: An alarm occurs.
	Solid Green: The base station works properly.
	Solid White: Restore factory settings successfully.
Power Button	Press to connect or cut off power.
Network Indicator	Solid Green: The Ethernet cable is connected.
Reset Button	Press and hold for 5 seconds to restart and reset all parameters to default.
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 256GB.

Setup

1. Get the EZVIZ App

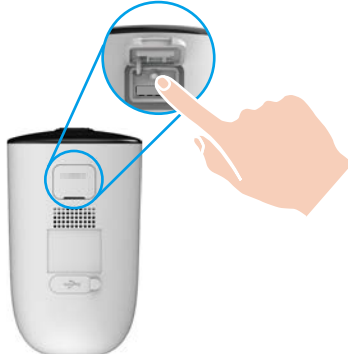
- Connect your mobile phone to Wi-Fi (suggested).
- Download and install the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
- Launch the app and register an EZVIZ user account.



i 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.

2. Power on the Camera

In the shutdown state, press and hold the Reset Button for 2 seconds to power on.



If the camera is out of battery, connect it to power outlet with the power adapter for charging (5V 2A).



Charging with power adapter

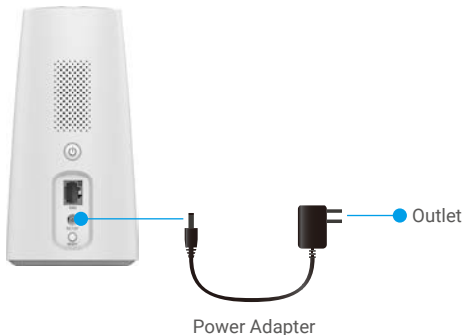


Charging with solar panel

- i** • Both of the power adapter (5V 2A) and solar panel need to be purchased separately.
- Remove the camera from the wall before charging.
- Please do not charge the camera when the temperature exceeds 45 degrees or below 0 degrees.
- It is not allowed to charge the camera with power adapter outdoors.
- When charging, the camera will be automatically turned on.
- For better weatherproof, always keep the USB charging port covered with the rubber plug after charging the battery.

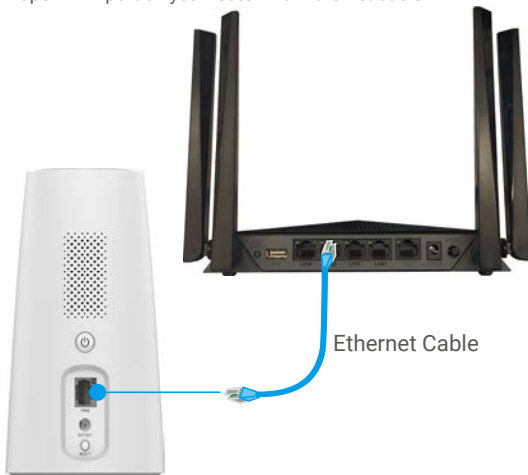
3. Power on the Base Station

Connect the base station to power outlet with the power adapter (12V 1A).



4. Connect the Base Station to the Internet

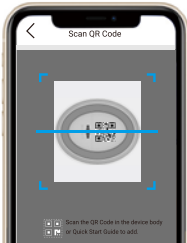
Connect the base station to an open LAN port on your router with Ethernet cable.



 Please make sure the router can access the Internet.

5. Add the Base Station to EZVIZ

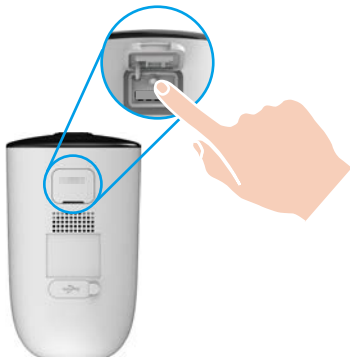
1. Login to the EZVIZ App.
2. On the Home screen, tap “+” on the upper-right corner to go to the scan QR code interface.
3. Scan the QR code on bottom of the base station or manually enter the serial number to add the base station.



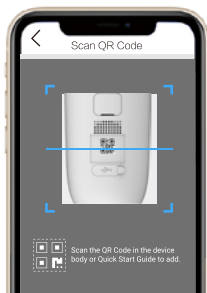
4. Follow the EZVIZ app wizard and voice prompt to finish network configuration of the base station.
5. When the base station is added to your EZVIZ account successfully, tap “Next” button to link camera(s) to your base station.

6. Add Camera to EZVIZ

- Press and hold the Reset Button on the camera for 4 seconds. When the LED indicator flashes blue quickly, indicates that the camera is ready for Wi-Fi configuration (take power adapter for example) .



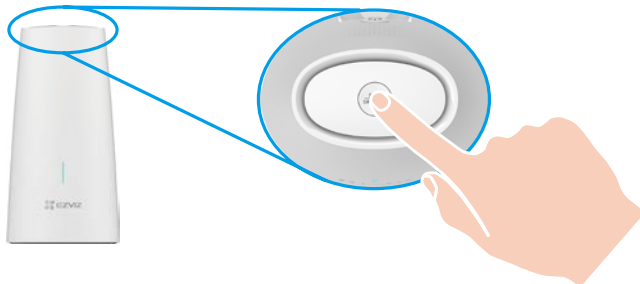
- Log in to your account using the EZVIZ app.
- On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
- Scan the QR code on the Quick Start Guide cover or on the body of the camera.



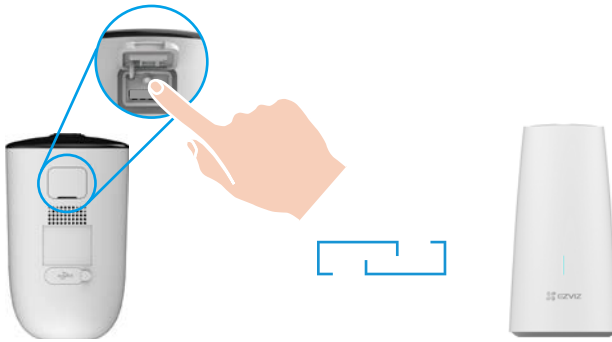
- Follow the EZVIZ app wizard to finish Wi-Fi configuration.
- i** If you want to change your camera's Wi-Fi, press and hold the reset button for 4 seconds and repeat the steps above.

7. Pair Base Station with Camera(s)

1. Press and hold the SYNC Button on the base station for 2 seconds. The LED indicator will flash blue.



2. Place the camera 1 to 3 ft (30 to 100 cm) from the base station. Press and hold Reset Button on the camera for 2 seconds. The LED indicator will fast flash blue.



3. Wait for about 120 seconds, and tap  to refresh the current page on the EZVIZ app.

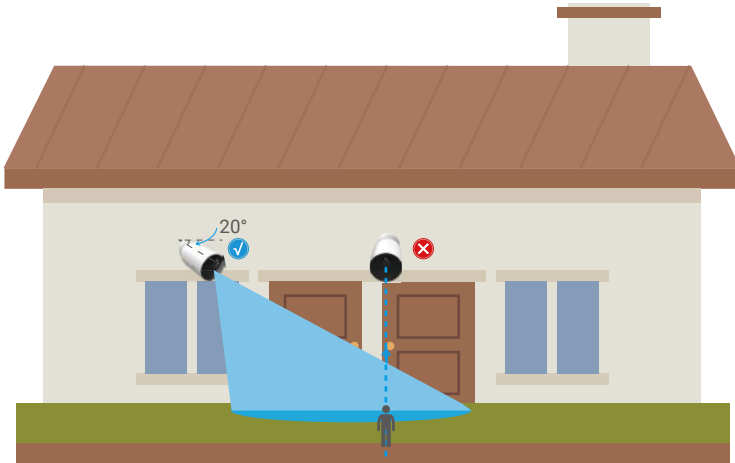
-  The camera LED indicator slow-flashing red indicates the pairing has failed, and you can repeat above steps to try again.


Camera Installation

1. Installation Location

Choose a location with a clear, unblocked field of view and with a good wireless signal to the camera. Please keep the following tips in mind:

- Make sure the wall is strong enough to withstand three times the weight of the camera.
- Recommended installation height: 7-10 ft (2-3 m) above the ground.
- Recommended installation angle: Tilt down 20 degrees.
- Make sure that side-to-side traffic crosses camera's field of view. The camera's motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera.



-  Limited by PIR detection technology, the camera may fail to detect motion when environment temperature is close to human body temperature or someone approaches the PIR sensor vertically.

- It is recommended to set detection sensitivity on the EZVIZ app when selecting location. Thus you can verify if motion can be detected in the camera's placement and adjust the sensitivity based on the size and distance of detected object.

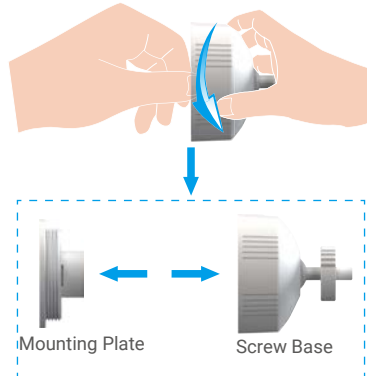


Important Notes on Reducing False Alarms:

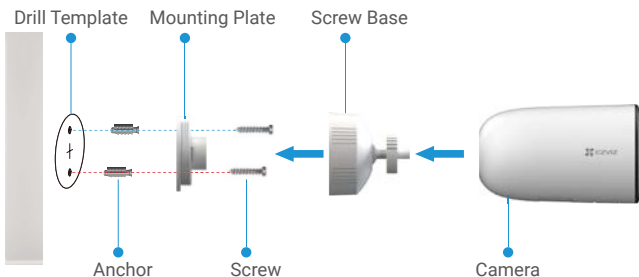
- Do not install the camera under strong light conditions, including sunshine, bright lamp lights, etc.
- Do not place the camera near any outlets, including the air conditioner vents, humidifier outlets, the heat transfer vents of projectors, etc
- Do not install the camera at places with strong wind.
- Do not install the camera in front of a mirror.
- Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones in order to avoid wireless interference.

2. Installation Steps

1. Please separate the mounting plate from the screw base first.



2. Remove the protective film from the lens.
3. Place drill template onto a clean and flat surface.
4. (For cement wall only) Drill screw holes according to the template, and insert anchors.
5. Use screws (PA4×25) to fix the mounting plate according to the template.
6. Rotate the screw base to the mounting plate.
7. Mount the camera to the base.

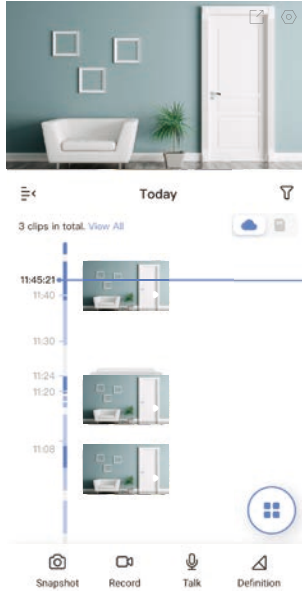


View Your Device

i The App interface may change due to version update. Please refer to the actual interface.

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.





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.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Talk. Start using talk and listen.
	Alarm. Flash to deter intruders.
	Definition. Select video resolution from Ultra HD, Hi-Def or Standard.
	Multi-screen Live. Tap to select live view window layout.

i Please refer to the actual interface for specific information.

2. Settings

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

Parameter	Description
Name	Customize the name of your device.
Working Mode	<ul style="list-style-type: none">• Performance Mode: One video clip is longer but saves less power.• Power Saving Mode: One video clip is shorter but saves more power.• Super Power-saving: Sleep Mode is on. Active live view can wake up the camera.• Configure Working Mode: Customize the working mode in different periods.
Intelligent Detection	<p>You can customize the detection notification by changing the value of detection sensitivity. The higher sensitivity is, the easier people farther to the camera can be detected.</p> <p>Basic Detection (Required):</p> <ul style="list-style-type: none">• PIR Infrared Detection: Higher sensitivity, farther detectable distance.• Human Shape Detection: Higher sensitivity, farther detectable distance. <p> Devices will alert based on the selected mode, including device-side audible notification and App-side message notification.</p>
Notification	You can set the notification from the device-side and app-side.
Audio	When disabled, both live view and recorded videos will not have audio.
Image	<p>You can select different shooting modes here.</p> <ul style="list-style-type: none">• Image Style:<ul style="list-style-type: none">• Original: Default image style.• Soft: Lower color saturation.• Vivid: Higher color saturation.• Night Vision Mode:<ul style="list-style-type: none">• Color Night Vision: Warm light, can be used as night light and the image is colorful.• Black/White Night Vision: IR light, of high invisibility and the image is black and white.
Light	<p>When disabled, the camera indicator will be off.</p> <p> Exceptions: The camera indicator will still be on, when the camera is charging or the camera is exception.</p>
Battery	You can see the battery capacity here.
Cloud Storage	You can subscribe and manage the cloud storage.
Record List	You can see the device storage status, include cloud storage and memory card.
Network	<ul style="list-style-type: none">• You can see the base station that the camera has linked to, and you can tap to link to another base station.• You can add new base station here, tap "+ Add New Base Station" and follow the app wizard to finish the link.
Device Information	You can see the device information here, including the user guide.
Share the Device	Enter an email address or phone number to invite and grant device permissions to a family member or guest.
Delete Device	Tap to delete the camera from your EZVIZ account.

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" 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 modified in the EZVIZ app. Every time you change the name of the device, you will need to discover the device again to update the name.

Troubleshooting

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

Check if there are any Internet connecting problems.

Try to reboot the smart device and re-discover the device on Alexa.

Why does the device's status show "Offline" on Alexa?

Your wireless connection might have been disconnected. Reboot the smart device and re-discover on Alexa.

Internet access on your router could be unavailable. Check if your router is connected to the Internet and try again.

- 📘 For details about countries that support the using of Amazon Alexa, see its 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 Store™ 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>

FAQ

Q: If the camera is offline on the App, will the video recording be continued?

A: If the camera is powered on but disconnect 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: Why the alarm is not triggered when there is human appear in the PIR detection area?

- A:
- Try to set the alarm sensitivity higher.
 - Make sure that there is someone in detection area, and the PIR detection distance is 10 meters when the detection sensitivity is set to 100.
 - Limited by PIR detection technology, the camera may fail to detect motion when environment temperature is close to human body temperature or someone approaches the PIR sensor vertically.

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

Initiatives on the Use of Video Products

Thank you for choosing EZVIZ products.

Technology affects every aspect of our life. As a high-tech company, we are increasingly aware of the role technology plays in improving business efficiency and quality of life, but at the same time, the potential harm of its improper usage. For example, video products are capable of recording real, complete and clear images. This provides a high value in retrospect and preserving real-time facts. However, it may also result in the infringement of a third party's legitimate rights and interests if improper distribution, use and/or processing of video data takes place. With the philosophy of "Technology for the Good", EZVIZ requests that every end user of video technology and video products shall comply with all the applicable laws and regulations, as well as ethical customs, aiming to jointly create a better community.

Please read the following initiatives carefully:

1. Everyone has a reasonable expectation of privacy, and the installation of video products should not be in conflict with this reasonable expectation. Therefore, a warning notice shall be given in a reasonable and effective manner and clarify the monitoring range, when installing video products in public areas. For non-public areas, a third party's rights and interests shall be evaluated when installing video products, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products.

2. The purpose of video products is to record real activities within a specific time and space and under specific conditions. Therefore, every user shall first reasonably define his/her own rights in such specific scope, in order to avoid infringing on a third party's portraits, privacy or other legitimate rights.

3. During the use of video products, video image data derived from real scenes will continue to be generated, including a large amount of biological data (such as facial images), and the data could be further applied or reprocessed. Video products themselves could not distinguish good from bad regarding how to use the data based solely on the images captured by the video products. The result of data usage depends on the method and purpose of use of the data controllers. Therefore, data controllers shall not only comply with all the applicable laws and regulations and other normative requirements, but also respect international norms, social morality, good morals, common practices and other non-mandatory requirements, and respect individual privacy, portrait and other rights and interests.


4. The rights, values and other demands of various stakeholders should always be considered when processing video data that is continuously generated by video products. In this regard, product security and data security are extremely crucial. Therefore, every end user and data controller, shall undertake all reasonable and necessary measures to ensure data security and avoid data leakage, improper disclosure and improper use, including but not limited to, setting up access control, selecting a suitable network environment (the Internet or Intranet) where video products are connected, establishing and constantly optimizing network security.

5. Video products have made great contributions to the improvement of social security around the world, and we believe that these products will also play an active role in more aspects of social life. Any abuse of video products in violation of human rights or leading to criminal activities are contrary to the original intent of technological innovation and product development. Therefore, each user shall establish an evaluation and tracking mechanism of their product application to ensure that every product is used in a proper and reasonable manner and with good faith.

Regulatory Information

 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.



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 openings.

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 the 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 gloves 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 manufacturer	Adapter model
Shenzhen Honor Electronic Co., Ltd	ADS-12FG-12N 12012EPCU(US), ADS-12FG-12N 12012EPB(UK), ADS-12FG-12N 12012EPG(EU), ADS-12FB-12 12012EPSA(AU), ADS-12FG-12N 12012EPBR(BR), ADS-12FG-12N 12012EPI(IN)

A 12V1A adapter is recommended, if the power adapter is not included in the package.

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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexemptés de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
 - (2) 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 utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

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.