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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



Camera (x1)



Magnetic Base (x1)



Power Cable (x1)



Foam Sticker (x2)



Metal Plate (x1)
(5mm Hole Diameter)



Screw Kit (x1)



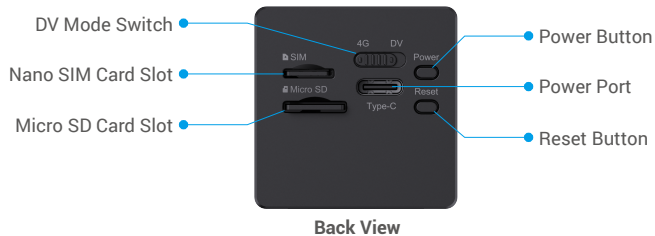
Regulatory Information (x3)



Quick Start Guide (x1)

i The appearance of the camera and magnetic base are subject to the actual one you have bought.









2. Basics





Loudspeaker

Top View

Name	Description
LED Indicator	 Solid Blue: Camera starting up or being live viewed in the EZVIZ app.
	 Fast-flashing Blue: Camera ready for network configuration.
	 Slow-Flashing Blue: Camera working properly.
	 Slow-flashing Red: Network exception.
	 Fast-flashing Red: <ul style="list-style-type: none"> 4G Mode: Camera exception. DV Mode: Micro SD is not installed/Micro SD is not available.
	 Solid Green: Camera fully charged.
	 Slow-flashing Green: Charging.
DV Mode Switch	<ul style="list-style-type: none"> 4G Mode: Factory default mode, please make sure you have switched to 4G mode before installing the Nano SIM card. DV Mode: Make sure a micro SD card has been installed before switching to DV mode, or the videos will not be visible. <p> In DV mode, the device will be offline and start recording throughout the day, if you want to view the recorded videos, you need to switch to 4G mode, and wait for the device to go online.</p>
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it. Recommended compatibility: Class 10, maximum space 512GB.
Nano SIM Card (sold separately)	Insert a valid Nano SIM card to the card slot, before powering on the device.
Reset Button	Press and hold for 4 seconds to restart and set all parameters to default.
Power Button	<ul style="list-style-type: none"> Power on: Press and hold for 2 seconds in shut-down state. Power off: Press and hold for 4 seconds to power off the camera.
Power Port	For charging the camera.

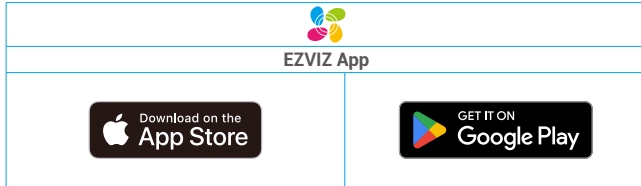
Setup

Follow the steps to set your camera:

1. Get the EZVIZ app, and log in to your EZVIZ app account.
2. Install a Nano SIM card.
3. Power on your camera.
4. Add your camera to your EZVIZ account.

1. Get the EZVIZ App

1. Connect your mobile phone to 2.4GHz Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.



1 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. Install Nano SIM Card

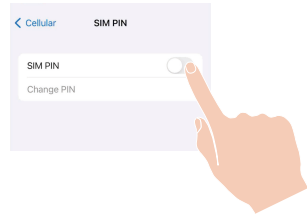
When the SIM card PIN is locked, it needs to be unlocked before being insert into the device.

Q: How do I unlock the SIM PIN of my SIM Card?

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

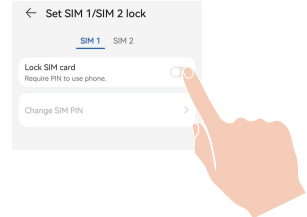
•For IOS system:

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



•For Android system:

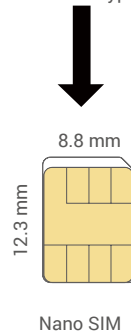
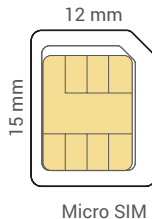
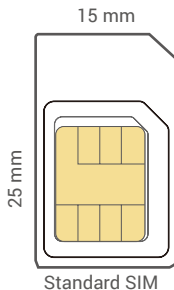
1. Insert your Nano SIM card.
2. On your phone, go to Settings > Security > More settings > Set up SIM lock.
3. Under Set up SIM lock, touch to disable the "Lock SIM card" by entering PIN code.



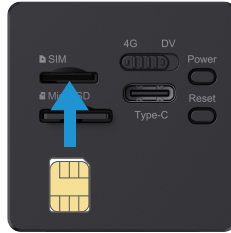
If the SIM PIN cannot be unlocked or is invalid, please contact your carrier.

What is a Nano SIM card?

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



- Insert a 4G Nono SIM card into the Nano SIM card slot as shown in the figure below.



3. Power-on

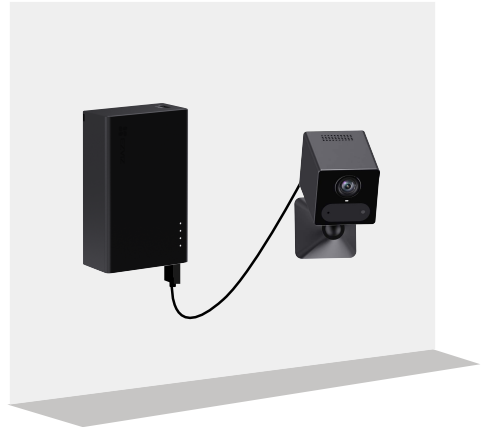
In the shutdown state, hold the power button for 2 seconds to power on.



If the camera is out of battery, charge it as soon as possible.

Option 1: Connect the camera to power outlet with a power adapter for charging (5V 2A, purchase separately).

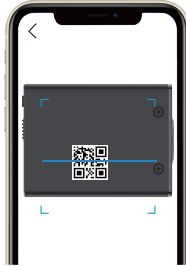
Option 2: Connect the camera to a EZVIZ power bank (purchase separately) for charging.



- It is recommended to use the power cable included in the package.
- Please purchase a 5V 2A power adapter, cause it is not included in the package.
- It takes about 5 hours to fully charge the camera.
- Please do not charge the camera when the temperature exceeds 45 degrees or below 0 degrees.
- It is not allowed to charge the camera outdoors.
- When charging, the camera will be automatically turned on.
- The power outlet shall be installed near the power adapter and shall be easily accessible.

4. Add camera to EZVIZ

1. Press and hold the power button for 2s to power on the camera.
2. Wait for a moment, until you hear the device voice prompt "Platform registration successful".
3. Log in to your EZVIZ app account.
4. On the Home screen, tap "+" on the upper-right corner to go to the Scan QR Code interface.
5. Scan the QR code on the Quick Start Guide cover or on the body of the camera.



6. Follow the EZVIZ app wizard to add the device to EZVIZ app account.

i If the device prompts "Connection failed", Please follow the steps below:

1. Press and hold the reset button for 4s to reset the device, and wait until you hear the voice prompt "Platform registration successful", then repeat the above steps to add the device to EZVIZ app account.
2. If the device still prompts "Connection failed", tap "Try APN Configuration" in the app interface and follow the app wizard to finish the APN Configuration.

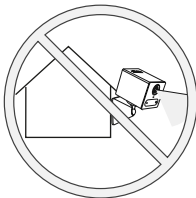
For APN information, please liaise with your carrier.

Installation

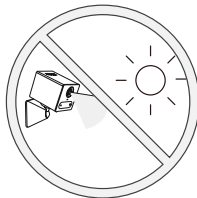
1. Installation Location

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.
- Installation height: less than 6.6 ft (2 m) above the ground.
- Recommended installation angle: Tilt down 15 degrees.



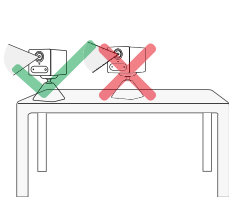
Do not install outdoors



Do not install under strong light conditions



Do not install in front of glass windows (e.g. installed in the car)



Do not install at the place with blocked field of view



Do not place near any air outlets, such as near the window.



Do not place near any outlets



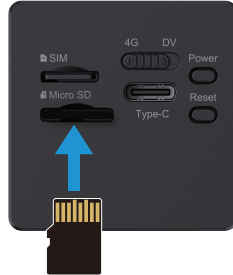
Important Notes on Reducing False Alarms:

- 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.
- It is recommended to set detection sensitivity on 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.

2. Installation Steps

1. Install Micro SD Card (Optional)

- Insert the Micro SD card (sold separately) into the card slot as shown in the figure below.



- i** After installing the Micro SD card, you should initialize the card in the EZVIZ app before using it.
- In the EZVIZ app, tap the **Storage Status** in the Device Settings interface to check the SD card status.
- If the memory card status displays as **Uninitialized**, tap to initialize it.
- i** The status will then change to **Normal** and it can store videos.

2. Install Camera

The camera can be placed horizontally or mounted on the ceiling. Here we take ceiling mounting as an example.

- i** For a better image quality, please remove the protective film from the lens before installation.

Option 1: Secure the metal plate with foam sticker

- Pick a clean and flat surface.
- Secure the metal plate with the foam sticker.
- i** To ensure a firmly attachment of the metal plate, press it hard after fixing it to the foam sticker, and then wait for 3 hours to continue your installation.
- Mount the magnetic base and camera to the metal plate or attach it directly to a magnetic surface.

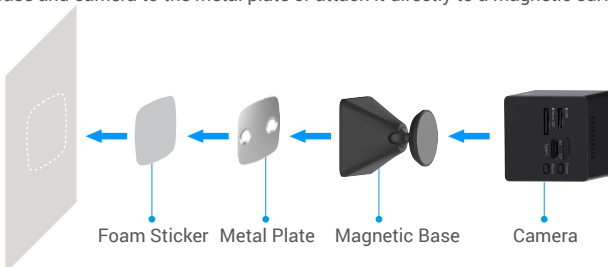


Fig.1 Mount by Foam Sticker

Option 2: Secure the metal plate with screws

- Pick a clean and flat surface.
- (For cement wall only) Drill screw holes according to the metal plate, and insert anchors.
- Use screws to fix the metal plate.
- Mount the magnetic base and camera to the metal plate or attach it directly to a magnetic surface.

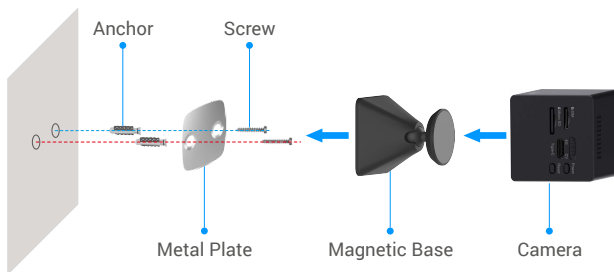


Fig.2 Mount by Screws

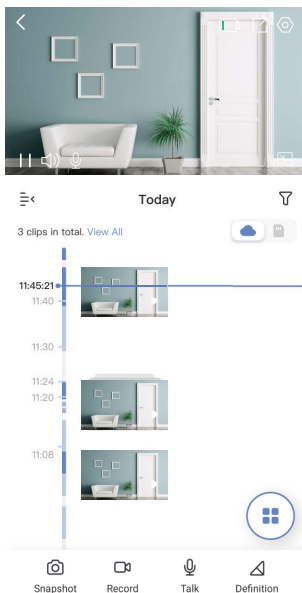
View Your Device

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.




1 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.
	Battery. View the remaining battery capacity.
	Picture in Picture. You can select to see the pictures taken simultaneously by two lens in the live view.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Definition. Select video resolution as you need.
	Nearby Device. Tap to check available devices nearby.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

 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.
Battery	You can see the battery remaining capacity here and choose the working mode of your device.
Intelligent Detection	You can select between different detection types for your device.
Message Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set audio and device voice prompt here.
Image Settings	You can set relevant image parameters for your device.
Light Settings	When disabled, the device indicator will be off.  Exception: The camera indicator will still be on when the camera is exceptional.
Record List	You can see micro SD card capacity, and also you can enable or disable cloud storage service here.
Privacy Settings	You can encrypt your videos with encryption password.
4G Network	You can see the connection status, used data here.
Device Information	You can see the device information here.
CloudPlay	You can subscribe and manage the cloud storage.
Share Device	You can share the device to your family member or guest.
Delete Device	Tap to delete the camera from EZVIZ App.

1. Use Amazon Alexa

These instructions will enable you to control your EZVIZ devices with Amazon Alexa. If you run into any difficulties during the process, please refer to **Troubleshooting**.

Before you start, make sure that:


1. EZVIZ devices are connected to the EZVIZ app.
2. In the EZVIZ app, turn off the "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.

-  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 "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 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:

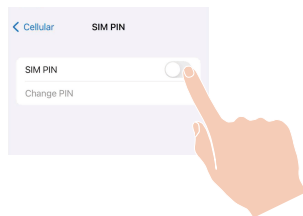
- Try to set the alarm sensitivity higher.
- Make sure that there is someone in detection area, and the PIR detection distance is 7 meters when the detection sensitivity is set to 100.
- Limited by PIR detection technology, the camera may fail to detect motion when environment temperature is close to human body temperature or someone approaches the PIR sensor vertically.

Q: How do I 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 > 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 > Set up SIM lock.
3. Under Set up SIM lock, touch to disable the "Lock SIM card" by entering PIN code.



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

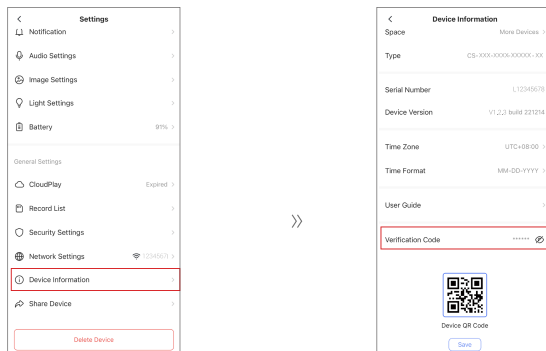
Q: If the camera is offline on the App, and I have already attempted to reset the device but the camera remains offline, what steps should I take to resolve this issue?

- A:**
1. Firstly, confirm that a valid Nano SIM card has been inserted into the camera. If not, insert a valid Micro SIM card and power on your camera.
 2. If a valid Micro SIM card has been inserted and the camera remains offline, proceed as follows:
 - Go to the app interface, tap "Device Settings ->APN Network Settings", then follow the app wizard to finish the network configuration.
 - Or go to the app interface, tap "Learn More" ->"reconfigure network", then follow the app wizard to finish the network configuration.

Q: How to get the device verification code (6 capital letters)?

A: Please note that for most EZVIZ devices, usually there are two ways to get the 6 capital letters device verification code:

- For most of the models, You can find it on the device sticker/label of the EZVIZ device;
- Alternatively, you can also find the verification code in camera Settings > Device Information > Verification Code.



i 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.

Appendix

1. Rechargeable Lithium ion Battery

1. The battery type of the device: Portable battery.
2. The battery of this device is non-removable, which is risky to remove.

Chemical Composition	Chemical Formula	CAS No.	Weight (%)
Lithium Cobalt Oxide	Co	12190-79-3	44.9%
Nanotubes	CNT	308068-56-6	0.40%
Polyvinylidene fluoride	PVDF	24937-79-9	0.58%
Aluminum Foil	AL	7429-90-5	4.21%
Copper Foil	Cu	7440-50-8	7.12%
Graphite	C	7782-42-5	24.62%
Super P	S-P	7782-42-5	0.27%
Styrene Butadiene rubber	SBR	61789-96-6	0.91%
Carboxymethylcellulose Sodium	CMC	9000/11/7	0.40%
Lead	Pb	7439-92-1	Not Detected
Cadmium	Cd	7440-43-9	Not Detected
Mercury	Hg	7439-97-36	Not Detected

2. INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.

2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.

3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.

4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.

5. Meaning of the symbol "crossed-out wheelee bin": The symbol of a crossed-out wheelee bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.