

COPYRIGHT © Hangzhou EZVIZ Software Co., Ltd. ALL RIGHTS RESERVED.

Any and all information, including, among others, wordings, pictures, graphs are the properties of Hangzhou EZVIZ Software Co., Ltd. (hereinafter referred to as “EZVIZ”). This user manual (hereinafter referred to as “the Manual”) cannot be reproduced, changed, translated, or distributed, partially or wholly, by any means, without the prior written permission of EZVIZ. Unless otherwise stipulated, EZVIZ does not make any warranties, guarantees or representations, express or implied, regarding to the Manual.


### **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**

EZVIZ™, ™, and other EZVIZ’s trademarks and logos are the properties of EZVIZ in various jurisdictions. Other trademarks and logos mentioned below are the properties of their respective owners.

### **Legal Disclaimer**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED “AS IS”, WITH ALL FAULTS AND ERRORS, AND EZVIZ MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL EZVIZ, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF EZVIZ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EZVIZ’S TOTAL LIABILITY FOR ALL DAMAGES EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

EZVIZ DOES NOT UNDERTAKE ANY LIABILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE AS THE RESULT OF PRODUCT INTERRUPTION OR SERVICE TERMINATION CAUSED BY: A) IMPROPER INSTALLATION OR USAGE OTHER THAN AS REQUESTED; B) THE PROTECTION OF NATIONAL OR PUBLIC INTERESTS; C) FORCE MAJEURE; D) YOURSELF OR THE THIRD PARTY, INCLUDING WITHOUT LIMITATION, USING ANY THIRD PARTY’S PRODUCTS, SOFTWARE, APPLICATIONS, AND AMONG OTHERS.

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. EZVIZ SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, EZVIZ WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS AND DATA PROTECTION LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. EZVIZ SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATTER PREVAILS.

# Table of Contents

<b>Overview</b> .....	<b>1</b>
1. Package Contents .....	1
2. Basics .....	1
<b>Get the EZVIZ App</b> .....	<b>2</b>
<b>Select Appropriate Location</b> .....	<b>2</b>
<b>Connect to Power Source</b> .....	<b>3</b>
<b>Connect to Network</b> .....	<b>3</b>
<b>Add Device</b> .....	<b>3</b>
1. Add Gateway .....	3
2. Add Sub Devices .....	4
<b>Operations on the EZVIZ App</b> .....	<b>5</b>
1. Homepage .....	5
2. Settings .....	5

# Overview

## 1. Package Contents



Home Gateway



Power Adapter




USB Cable



Regulatory Information



Quick Start Guide

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

## 2. Basics



Name	Description
Function Key	<ul style="list-style-type: none"><li>• Press and hold the button for over 4s, the gateway will enter Wi-Fi configuration mode.</li><li>• Press the button once, the gateway will enter device adding mode; press again, the gateway will exit device adding mode.</li><li>• If the gateway sends alarms, press the button to clear alarms.</li></ul>

#### White

- Solid: Working properly and has been connected to the EZVIZ Cloud.
- Slow-flashing: Entered device adding mode.
- Fast-flashing: Configuring network.

LED Indicator Ring

#### Orange

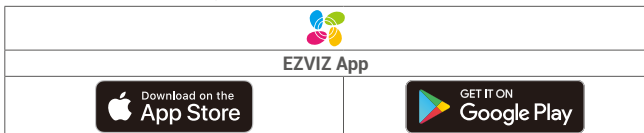
- Solid: Starting up or upgrading.
- Slow-flashing: Offline.
- Fast-flashing: Breakdowns occur or alarms produced.

RESET Hole

While the gateway is running, poke the hole with SIM card eject needles or clips for over 4 seconds, the gateway will restart, and the Wi-Fi configuration, local records, current alarm status and all sub devices will be cleared. After resetting the gateway, there will be a voice prompt.

## Get the EZVIZ App

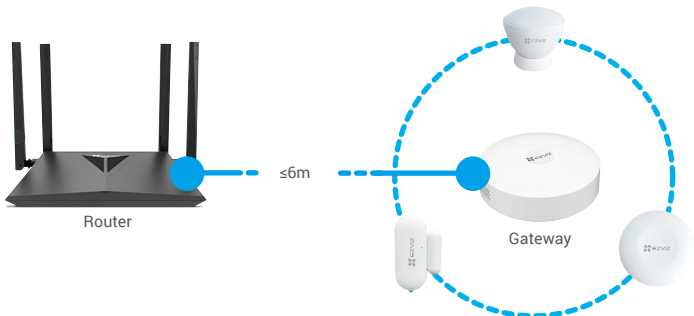
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching for "EZVIZ" in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.



- 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".

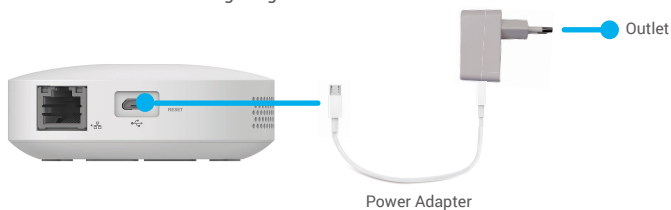
## Select Appropriate Location

- The gateway needs to be plugged in.
- To ensure that the connection between the gateway and sub devices is stable, please place the gateway at the center of the sub devices, and the distance between the gateway and the router should be  $\leq 6$  meters.
- There should be no metal obstacles and walls between the gateway and sub devices, and the gateway and the router.
- Do not place any gateway or detector on the top of the router.



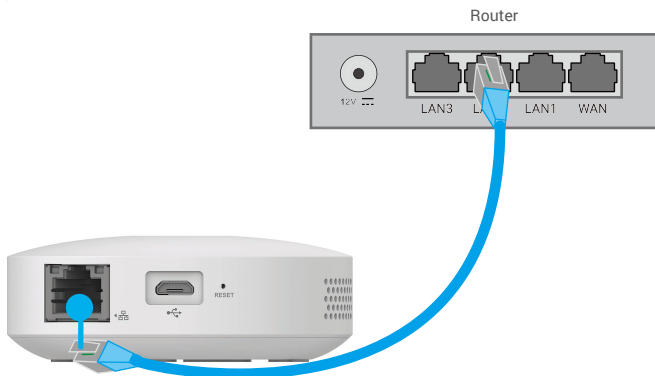
## Connect to Power Source

Plug the gateway in. When start up the gateway for the first time, the LED indicator ring turns from solid orange to fast-flashing white, which means that the gateway has entered network configuring mode.



## Connect to Network

- Wired network is recommended. You need to connect the gateway to the LAN port of the router with network cable (purchase separately) as displayed in the figure below.



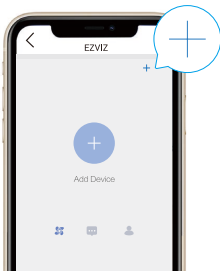
- You can also use wireless network. Scan the QR code at the bottom of the gateway with the EZVIZ app, and then connect the gateway to Wi-Fi by following the on-screen instructions.

- i** If Wi-Fi connection failed, or you want to connect the gateway to another Wi-Fi, you need to make the gateway offline first. Press and hold the function key for over 4 seconds until you hear the voice prompt, and then connect the gateway to Wi-Fi by following the on-screen instructions.

## Add Device

### 1. Add Gateway

1. Log in to your account through EZVIZ app, tap the device adding icon and then the QR code scanning interface will be displayed.



2. Scan the QR code at the bottom of the gateway or on the cover of the user manual.



3. Add the gateway by following the wizard on the app.

## 2. Add Sub Devices

1. Press the function key of the gateway once to make the gateway enter device adding mode, and the LED indicator ring is in slow-flashing white.
2. Make sub devices enter adding mode as instructed by user manuals of sub devices.
3. There will be voice prompt reminding you that sub devices have been added to the gateway automatically.

# Operations on the EZVIZ App

**i** The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

## 1. Homepage

When you launch the EZVIZ app, you can manage the gateway and the sub devices as needed on the homepage.

Sub devices	Click sub devices, you can see and manage it as needed.
Add smart sub-devices	Click this icon, you can add your sub device to the gateway.
Dismiss	Clear alarms of all sub devices.

## 2. Settings

Parameter	Description
Device Name	Customize the name of your device.
Sub-devices upgrade automatically	When enabled, the sub-devices will upgrade automatically after downloading upgrading packages.
Alarm Settings	You can set the notification parameters as needed.
Light Setting	When disabled, the indicator ring will be off.
Network Settings	You can see the Wi-Fi name and the connection status.
Device Information	You can see the device information here.
Delete Device	Tap to delete the gateway from EZVIZ cloud.