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The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the EZVIZ™ website (<http://www.ezviz.com>).

### **Revision Record**

New release – January, 2022

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# Instruction

- The installation of EZVIZ Smart Lock (hereinafter referred as to "lock") and EZVIZ Keypad (hereinafter referred as to "keypad") impacts their normal operation and service life. It is recommended to let professionals install.
- The devices are designed for indoor use only.
- It is recommended to remove the lock and the keypad if your house is under decoration, and reinstall them after decoration in case of damage and service life reduction.
- Please note that disinfectant may cause damage to the devices.
- The keypad must be within bluetooth range of the lock.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace batteries timely and pay attention to positive and negative poles.
- If you leave home or do not use lock for a long time, you should take batteries out to ensure lock service life.
- Make sure your door can be unlocked from the outside when a key is inserted on the inside.
- The lock accommodates up to 50 bluetooth keys, 50 passwords and 50 cards.

# Packing List



Smart Lock ×1



Keypad ×1



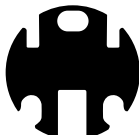
\*Home Gateway ×1



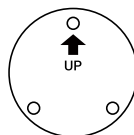
Mounting Plate ×2



Mounting Plate ×2



Double-sided Tape ×1



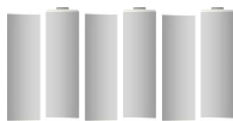
Drilling Template ×1



CPU Card ×2



Door Sensor ×1



AA-sized Battery ×6



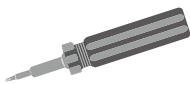
\*USB Cable ×1  
(for gateway)



\*Power Adapter ×1  
(for gateway)



Hexagon Wrench ×1



Plus Driver ×1



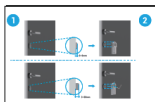
Screw Kit ×1



Regulatory Information ×2



Quick Start Guide ×2

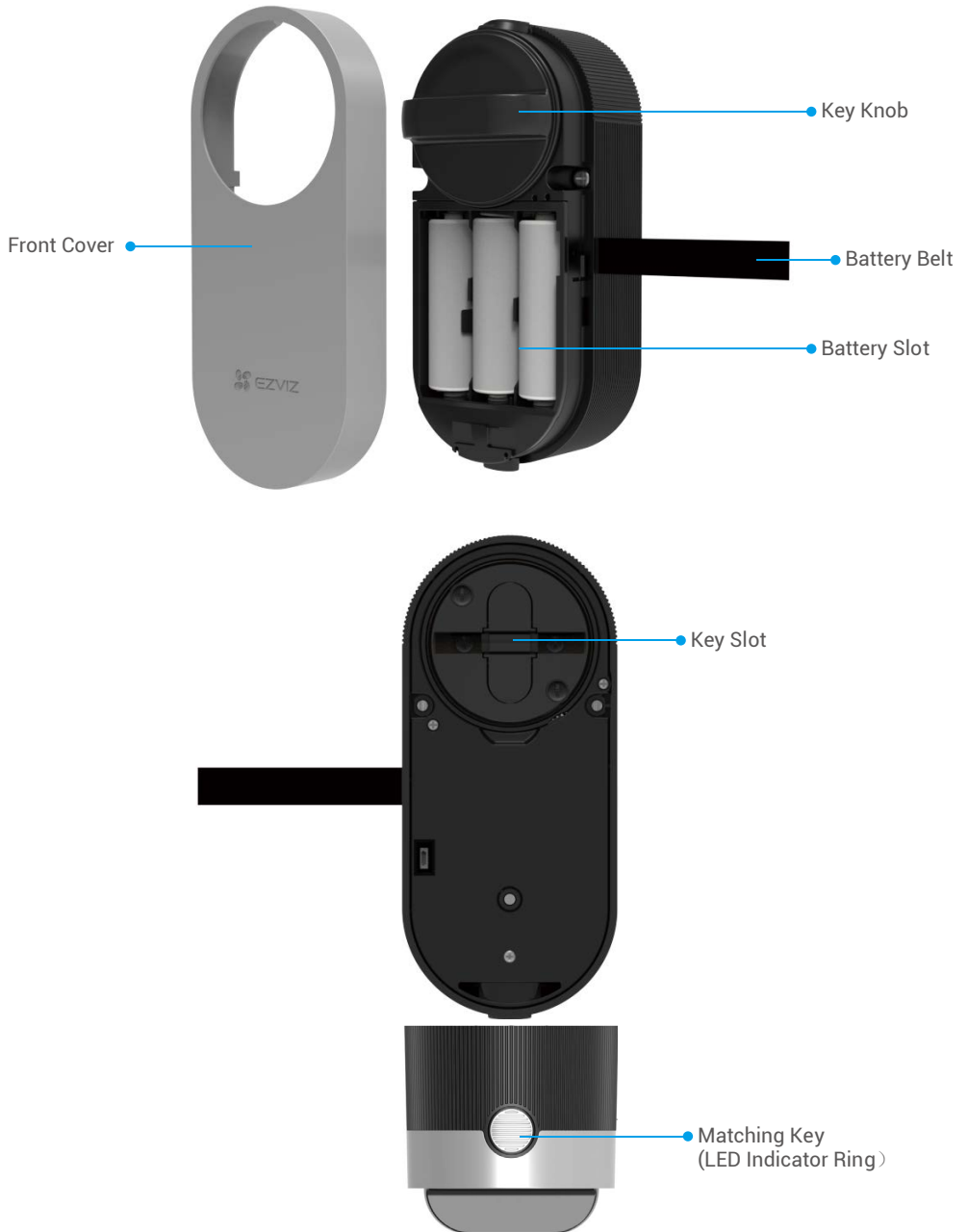









Installation Guide ×2

**i** There is no gateway and related accessories in some models of the package, please check carefully.

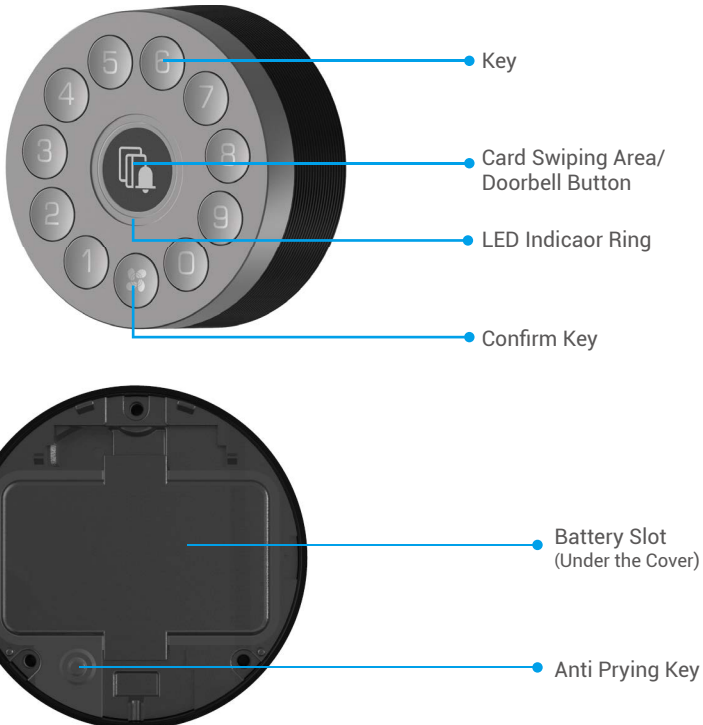
# Overview

## 1. Lock



Name	Description
Battery Belt	<ul style="list-style-type: none"> <li>Put the belt under the batteries when you insert the batteries into the slot;</li> <li>When you need to change batteries, drag the belt and the batteries will pop out.</li> </ul>
Matching Key	<ul style="list-style-type: none"> <li>Press once, the lock will be locked/unlocked.</li> <li>In the initialization condition, press and hold for 3s to add to EZVIZ App.</li> <li>In the non-initialized state, press and hold for 3s to enable the temporary unlock-keeping function, the lock will remain unlock when you hear 'Di'.</li> <li>Remove the batteries, press and hold the Matching Key and install the batteries back. Hold the Matching Key for 5s until the LED indicator ring is solid orange, all parameters will be restored to factory settings.</li> </ul>
LED Indicator Ring	<ul style="list-style-type: none"> <li> Solid Orange: Door unlocked or initialization status.</li> <li> Slow-flashing Orange: Unlock failed.</li> <li> Fast-flashing Orange: Initializing.</li> <li> Solid Blue: Locked, calibrated successfully, or added to EZVIZ successfully.</li> <li> Slow-flashing Blue: Unlock successfully.</li> <li> Fast-flashing Blue: Adding mode or calibrating or temporary unlock-keeping.</li> </ul>
	<ul style="list-style-type: none"> <li>The LED will flash only when you are operating the lock.</li> <li>In general the lock is in sleep mode and the LED will be off.</li> </ul>

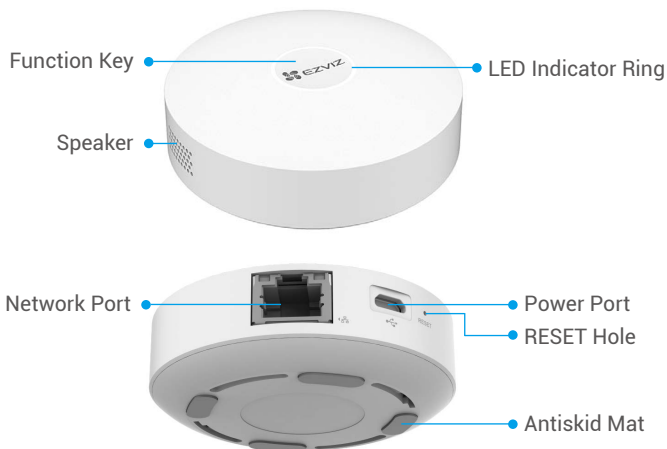
## 2. Keypad



Name	Description
Confirm Key	<ul style="list-style-type: none"> <li>Press and hold the Confirm Key for 3s until the LED indicator ring is flashing blue, at this time the keypad is ready for binding the lock.</li> <li>Remove the batteries, press and hold the Confirm Key and install the batteries back. Press and hold the Confirm Key for 5s until the LED indicator ring is flashing red, all parameters will be restored to factory settings.</li> </ul>
LED Indicator Ring	<ul style="list-style-type: none"> <li><span style="color:red">●●●●</span> Flashing Red: Verified failed, binding failed or initializing.</li> <li><span style="color:white">○○○○</span> Flashing White: When you press the keypad (except doorbell button).</li> <li><span style="color:blue">●●●●</span> Flashing Blue: Binding the lock.</li> <li><span style="color:blue">▬</span> Solid Blue: Binding successfully.</li> <li><span style="color:red">●</span><span style="color:green">●</span><span style="color:yellow">●</span><span style="color:blue">●</span> Four-color Flashing: When you press the doorbell button or verified successfully.</li> </ul>
Anti Prying Key	Don't press anti prying key more than 10s, otherwise the keypad will sound alarm for 1 minute and you will have to dismiss the alarm on the EZVIZ app after you bind the keypad to the lock.

### 3. Gateway

i There is no gateway and related accessories in some models of the package, please check carefully.



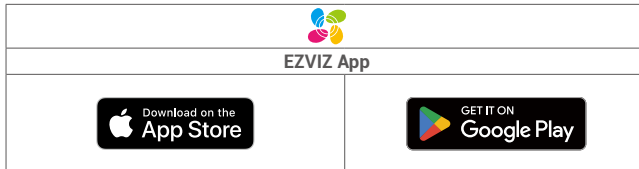
Name	Description
Function Key	<ul style="list-style-type: none"> <li>Press and hold the button for over 4s, the gateway will enter Wi-Fi configuration mode.</li> <li>Press the button once, the gateway will enter device adding mode; press again, the gateway will exit adding mode.</li> <li>If the gateway sends alarms, press the button to clear alarms.</li> </ul>
LED Indicator Ring	<b>White</b> <ul style="list-style-type: none"> <li>Solid: Working properly and has been connected to the EZVIZ Cloud.</li> <li>Slow-flashing: Entered device adding mode.</li> <li>Fast-flashing: Configuring network.</li> </ul>
	<b>Orange</b> <ul style="list-style-type: none"> <li>Solid: Starting up or upgrading.</li> <li>Slow-flashing: Offline.</li> <li>Fast-flashing: Breakdowns occur or alarms produced.</li> </ul>

RESET Hole

While the gateway is running, poke the hole with SIM card eject needles or clips for over 4s, 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

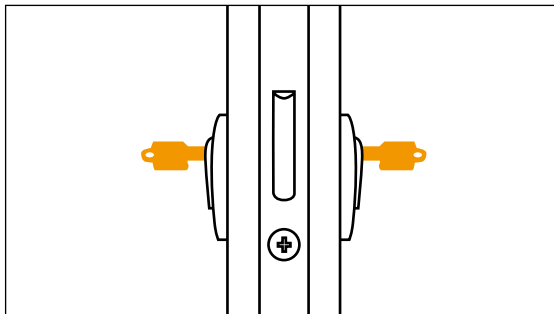
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching for "EZVIZ" in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.



- 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".

## Installation Instructions

### 1. Lock



- i** Make sure your door can be unlocked from the outside when a key is inserted on the inside.

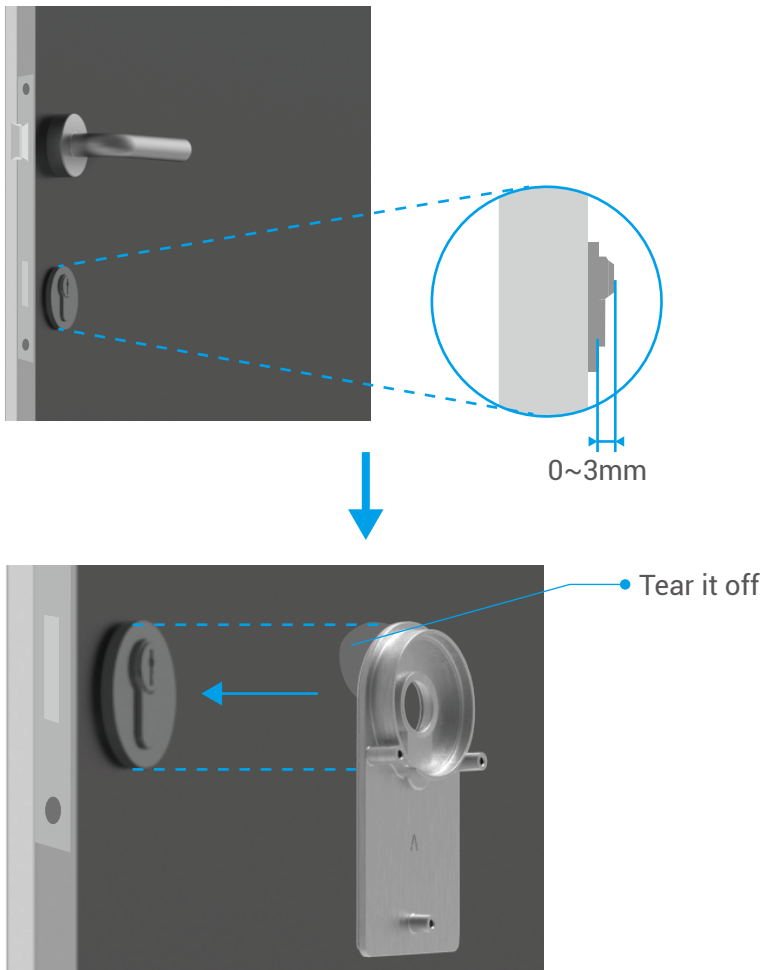
Please tap  to watch the installation video.



1. The lock is mounted on the inside of the existing lock cylinder. There are two different types of mounting plates to choose depending on your cylinder:

### Mounting Plate A

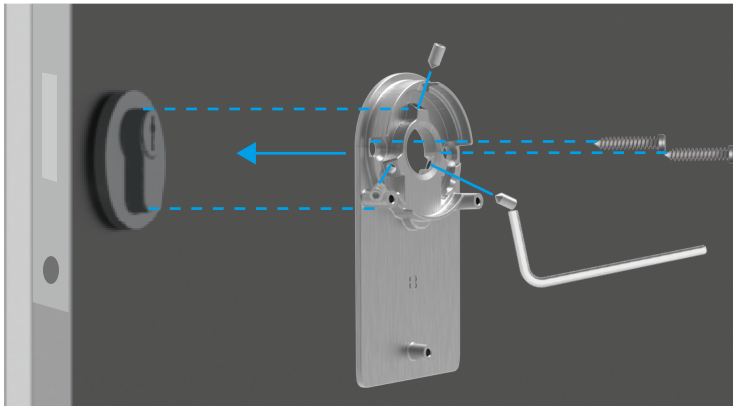
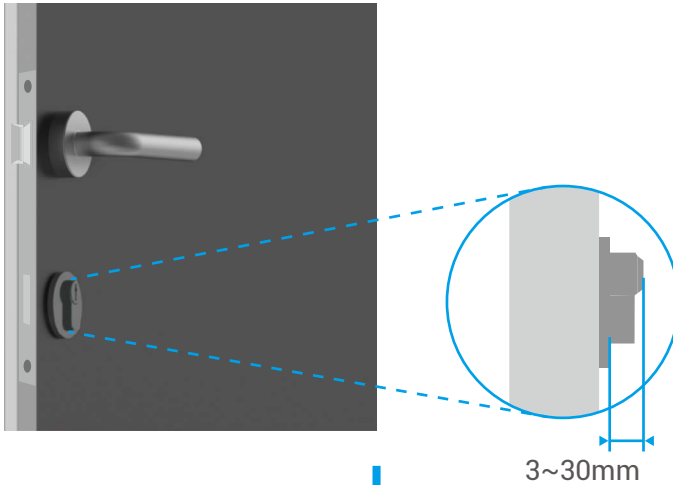
Cylinder with less than 3mm overhang on the inside of the door: The lock is glued to your door with special adhesive pads.





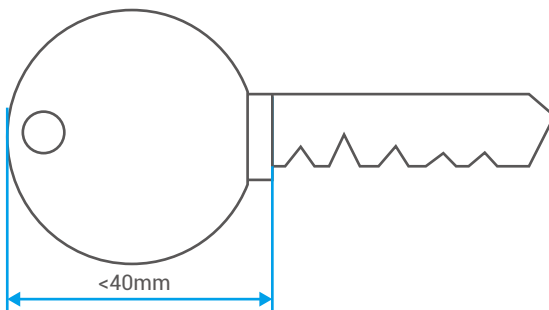
## Mounting Plate B

Cylinder with more than 3mm overhang on the inside of the door : fix the mounting plate B to the cylinder with screws by the supplied hexagon wrench. Please fix the screws carefully and without great physical effort to avoid damaging the cylinder.



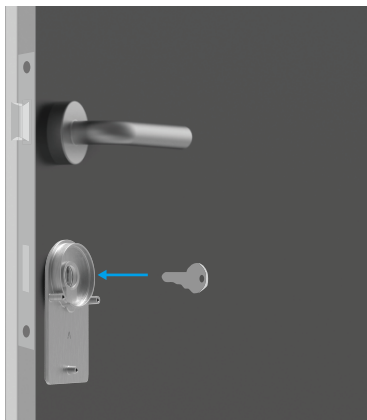
2. The lock is supposed to enable keyless door opening. For lock to be compatible with the key, the following conditions must apply:

- The key must not be thicker than 5 mm.
- The length of the key head including the neck must be less than 40 mm (The key head is the part of the key which people opening the door grasps. The following part of the key head up to the reliefs is called the neck).
- If a plastic cap is attached to the key, making the key thicker than 5 mm overall, it must be removed. This cap increases the thickness of the key, making the bow no longer fit into the lock.

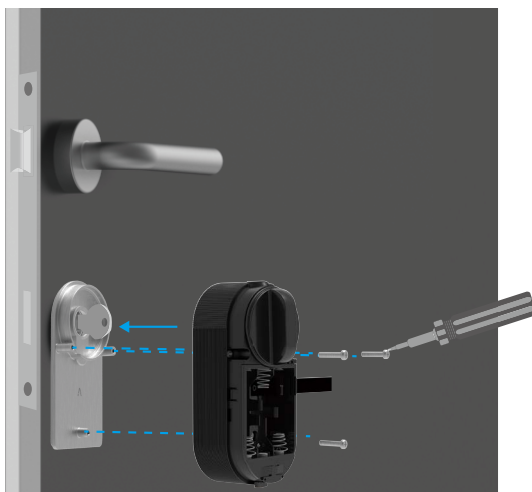


**i** The shape of the key head does not matter at all. It may be round, angular or oval.

Insert your key to the keyhole as showed below (take Mounting Plate A for example):



3. Attach the lock body to the mounting plate with three screws (PM3×16) by the supplied plus driver, (take Mounting Plate A for example).




4. Insert 4 AA-sized batteries into the slot. Please pay attention to positive and negative poles when insert the batteries. Make sure the battery belt is on the bottom of the slot under the batteries.



**i** Put the front cover aside for further use.

## 2. Keypad

Please tap  to watch the installation video.

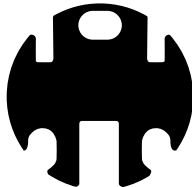


1. Select appropriate location for keypad.

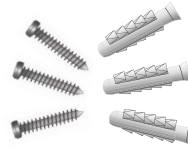
Test the signal strength and make sure the communication between the keypad and the lock is smooth.

- The keypad must be placed away from magnetic field.
- Recommended Installation Height: 1.2 m (4 ft) above the ground.
- Before sticking the keypad, clean the dust, dirt or grease on the surface of the door first. Do not stick the keypad on limewashed walls.

2. You can choose double-sided tape or screw kit to install the mounting plate based on your preferences.



Double-sided Tape

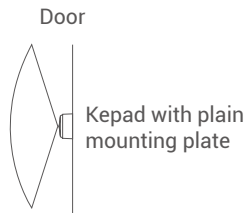


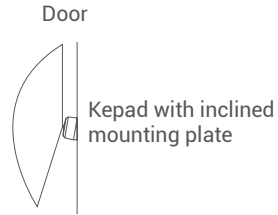
Screw Kit

3. Choose your mounting plate based on your preferences (the inclined mounting plate provides an inclined angle). When installing the plate, make sure the mark of 'UP' on the plate faces upward.



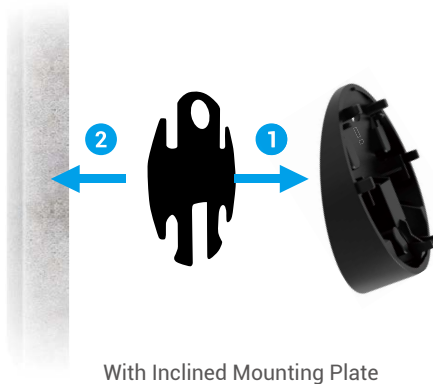
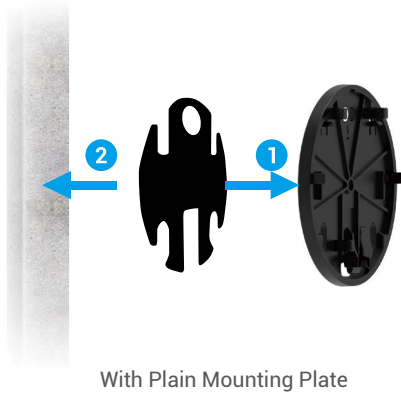
Plain Mounting Plate





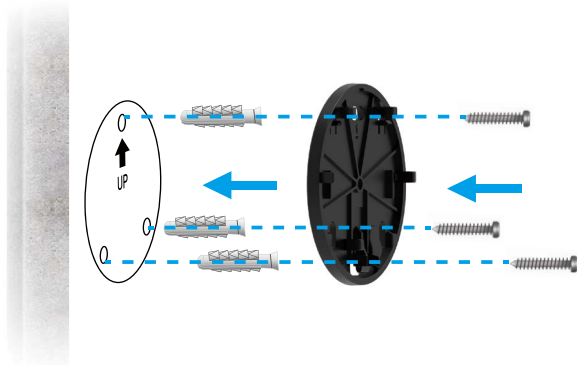
4. Stick the mounting plate you choose on the place you have selected by the double-sided tape or screw kit (PA3.5×25).

If you choose double-sided tape

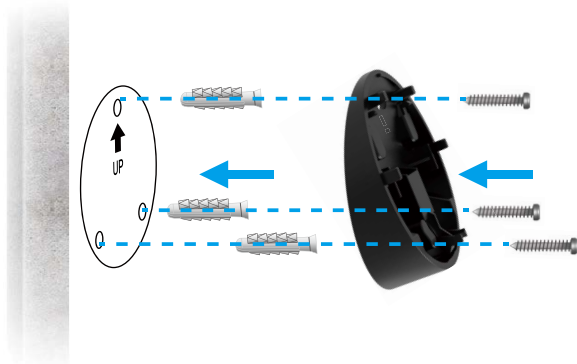


## If you choose screw kit

Stick the drilling template onto a clean and flat surface first, and make sure the mark of 'UP' on the template faces upward

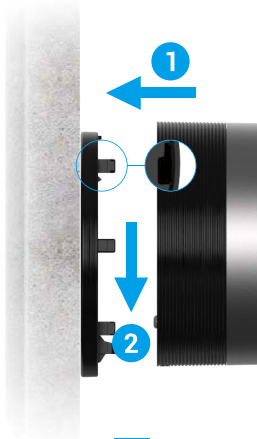


With Plain Mounting Plate



With Inclined Mounting Plate

5. Push the keypad on the mounting plate very hard (take Plain Mounting Plate for example).

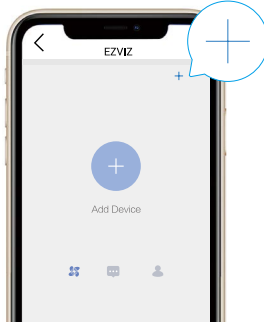


# Add Lock to EZVIZ

**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. Add Lock to EZVIZ

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 on the back of the front cover.



3. Press and hold the Matching Key for 3s, the lock will enter adding mode when you hear 'Di'. When the indicator ring is fast flashing blue, the bluetooth is enabled and the lock enters adding mode which will last 3 minutes.

- i** • Please confirm the lock is in the initialization state. If not, remove the batteries of the lock, press and hold the Matching Key and install the batteries back. Press and hold the Matching Key for 5s until the LED indicator ring is solid orange, all parameters will be restored to factory settings.
- During adding configuration EZVIZ may ask for the bluetooth permission includes the scanning, adding and using bluetooth devices. Please click Yes to grant this permission.

4. Put your phone close to the lock. Enter the management code when needed. The management code is on the back of the front cover.



- For your privacy security, it is recommended to change management code after the adding configuration.
- It is recommended to save the management code to your phone. Enable it, the code will be saved for automatic verification of bluetooth keys, cards, passwords so manual input is not required.
- Please reverify the management code if you have changed your phone.

5. Complete adding the lock to EZVIZ by the app.

## 2. Calibrate the Lock

### Automatic Calibration

- Before calibration, you need to choose the type of your lock, such as lock tongue and handle.

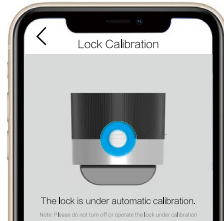
After adding the lock to EZVIZ, you need to calibrate the installation state according to the wizard on the page.

1. Please open the door and keep the lock tougue retracted and click the Next Step.

- Please do not turn off or operate the lock under automatic calibration.

2. Please wait patiently while lock is under automatic calibration.

The calibration is complete when lock tougue keeps retracted and the LED indicator ring flashes solid blue.



3. Please check the status of the lock tougue.

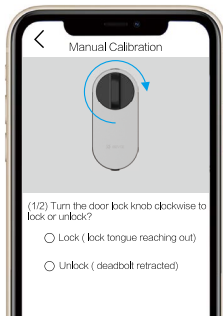
If the tougue is not retracted, please recalibrate or enter manual calibration mode which is more precise.



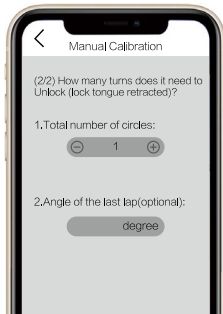
## Manual Calibration

Please follow the wizard on the page and complete the calibration manually.

1. Check out your lock and confirm it is locked or unlocked when the door lock knob turned clockwise.



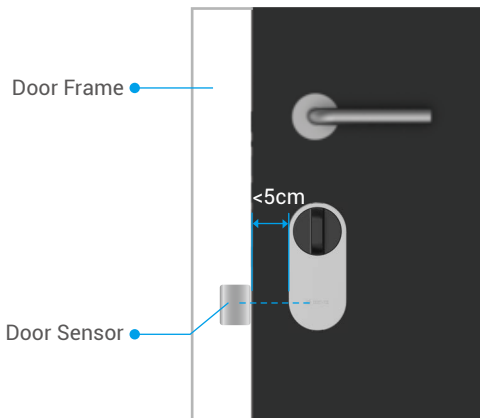
2. Turn the key knob and record the number of turns does it need to unlock (lock tongue retracted).



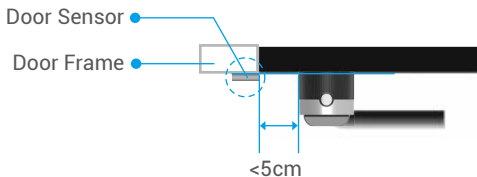
## 3. Install the Door Sensor

Please install the door sensor according to the EZVIZ App.

1. Please stand inside the door and attach the door sensor to the door frame and close to the lock. Please note that the center of the door sensor should be parallel to EZVIZ logo on the cover, as shown in the figure below. The distance between the door sensor and the lock can't exceed 5cm. The bottoms of the door sensor and the lock should be aligned as much as possible.

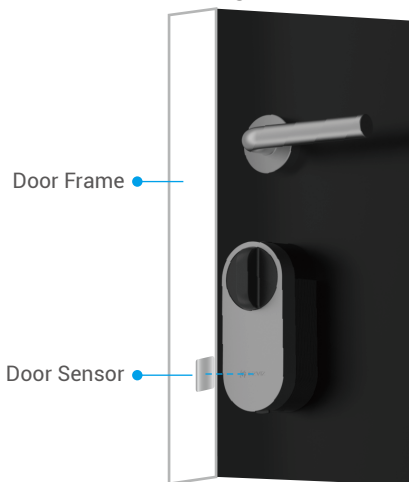


Front View

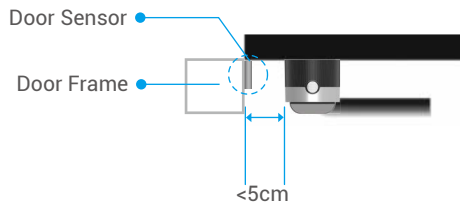


Top View

- ① If your door protrudes beyond the door frame, it is recommended to attach the door sensor on the other side of the door frame. Please note that the center of the door sensor should be parallel to EZVIZ logo on the cover, as shown in the figure below. The distance between the door sensor and the lock can't exceed 5cm.

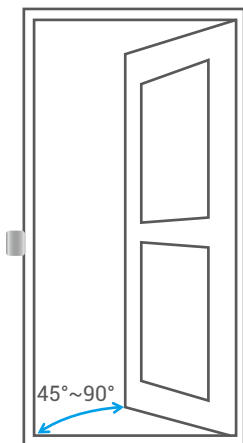


Side View

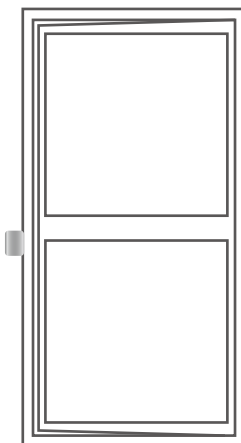


Top View

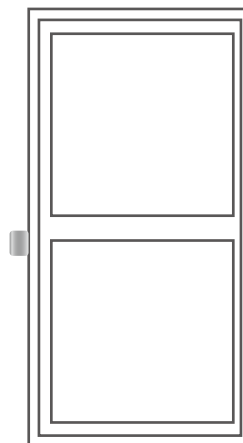
2. Please calibrate the door sensor according to the tips on the page. The door lock will record 3 different states of the door sensor and will judge if the door is open or closed accordingly.



Open



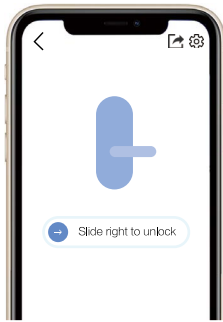
Ajar



Close

#### 4. Installation Complete

After the installation complete, you can unlock the door on the EZVIZ app from outside the door. Launch the EZVIZ app, tap your lock and slide right to unlock as shown below.

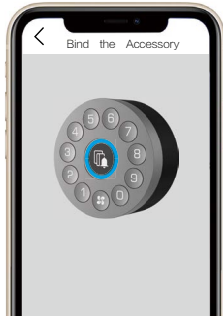


# Accessory Management

## 1. Add Accessory

**i** Please confirm the accessory is in the initialization state. If not, remove the batteries of the accessory, press and hold the Confirm Key and install the batteries back. Press and hold the Confirm Key for 5s until the LED indicator ring is flashing red, all parameters will be restored to factory settings.

1. Launch your EZVIZ app within bluetooth range and make sure your phone is bluetooth connected to the lock.
2. Tap your lock and choose Settings -> Accessory Management and choose card-password keypad.
3. Press and hold the Confirm Key for 3s until the LED indicator ring is flashing blue, the keypad is ready for binding to the lock.



4. Add the keypad by following the wizard on the app.  
The EZVIZ app will automatically enter keypad page when the accessory is bound successfully.

**i** • Please make sure that the accessory are close to the lock if binding failed.  
• Retry from step 1 if binding failed.

## 2. Manage Accessory

Launch your EZVIZ app within bluetooth range and make sure your phone is bluetooth connected to the lock. Tap your lock and choose Setting -> Accessory Management, you can manage passwords (for detailed information, please refer to **Chapter Card and Password Management**), unbind and upgrade the keypad on this page.

## 3. Card and Password Management

Launch your EZVIZ app within bluetooth range and make sure your phone is bluetooth connected to the lock. Tap your lock and choose Setting -> Accessory Management -> Card and password management, you can manage

passwords and cards by following the wizard on the app.

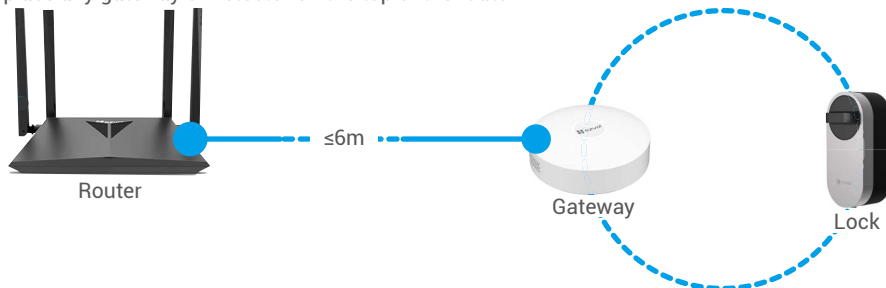
**i** For your privacy security, please keep cards along with you.

# Add Gateway

**i** If you purchase a package model without a gateway, you can skip this chapter or purchase a gateway.

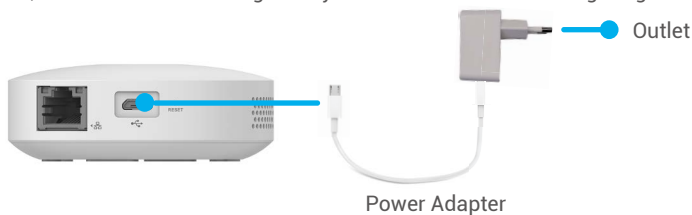
## 1. Select Appropriate Location

- 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.



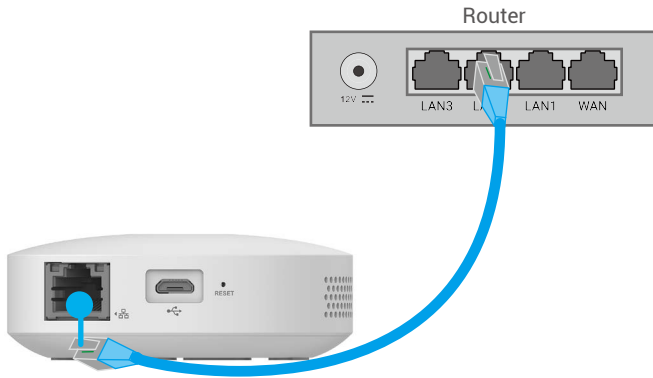
## 2. Connect to Power Source

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.



## 3. 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.

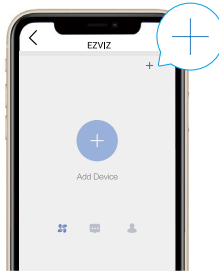


• You can also use wireless network. Scan the QR code at the bottom of the gateway with the EZVIZ app, and then connect the gateway to Wi-Fi by following the on-screen instructions.

- ❗ 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.

#### 4. 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.



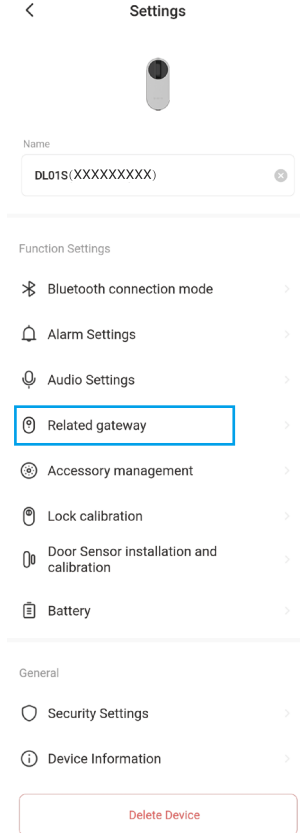
2. Scan the QR code at the bottom of the gateway.



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

## 5. Add Lock to Gateway

1. Launch your EZVIZ app within bluetooth range and make sure your phone is bluetooth connected to the lock.
2. Tap your lock and choose Settings -> Related gateway, choose your gateway and tap Link.

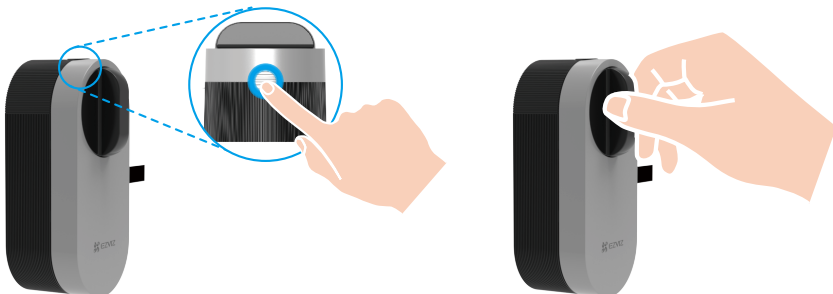


## Lock Using

### 1. Unlock

#### Indoor Unlock

Press the Matching Key of the lock, when the LED turning fast-flashing blue and solid orange indicates that the lock is unlocked.



## Outdoor Unlock



App Unlock



Password Unlock



Card Unlock



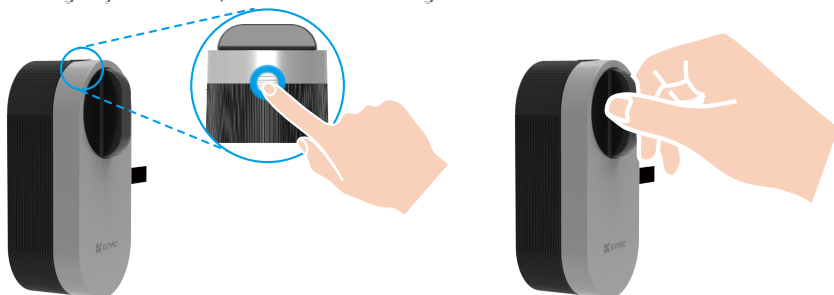
Key Unlock

- Card/password unlock requires the using of the accessory.
- Key unlock requires Adjustable Cylinder (sold separately).

## 2. Lock

### Indoor Lock

Press the Matching Key of the lock, when the LED turning solid blue indicates that the lock is locked.



### Outdoor Lock



Timed Lock



App Lock



Auto Lock



Key lock

- Auto lock requires the using of door sensor. For detailed information, please refer to **Chapter Add Lock to EZVIZ -> Install the Door Sensor**.
- Key lock requires Adjustable Cylinder (sold separately).

## 3. Operation and Management

### Bluetooth connection mode

In consideration of quick reponse and power consumption, the lock provides 3 different bluetooth connection modes. You can adjust it as you need on the app.

1. Launch your EZVIZ app within bluetooth range and make sure your phone is bluetooth connected to the lock.
2. Tap your lock and choose Setting -> Bluetooth Connection Mode and set the mood you need.

### Install Batteries

Install batteries: press the button on the bottom and remove the front cover, drag the belt and the batteries will pop out. Install 4\*AA-sized batteries into the slot, and then press battery cover.



- Install correct batteries in case of explosion.
- When not using batteries for a long time, remove them from battery slot.
- Do not use new batteries with old ones at the same time.
- Do not place batteries with the (+) and (-) in the wrong way around.
- Dispose used batteries according to the local environmental protection law.

## Restore to Factory Settings

Remove the batteries, press and hold the Matching Key and install the batteries back. Hold the Matching Key for 5s until the LED indicator ring is solid orange, all parameters will be restored to factory settings.

## Alarms of the Lock

- You can dismiss alarm on EZVIZ App.

### 1. System Locked Alarm

Verify with wrong password or card 5 times in 5 minutes, the system will be locked for 3 minutes.

### 2. Low Voltage Alarm

Once battery voltage is lower than 18%, the voice prompt will remind you to replace batteries.

## Alarms of the Keypad

- You can dismiss alarm on EZVIZ App.

### 1. Anti-Tamper Alarm

Once being dismantled by force, the lock will send out alarm lasting about one minute.

### 2. System Locked Alarm

Verify with wrong password or card 5 times in 5 minutes, the system will be locked for 3 minutes.

### 3. Low Voltage Alarm

Once battery voltage is lower than 18%, the voice prompt will remind you to replace batteries.

## Remote Unlock

Add your EZVIZ camera (sold separately) to your EZVIZ App and relate it to the lock, you can unlock your door remotely.

## Temporary Unlock-keeping

Press and hold the Matching Key of the lock for 3s, when the LED turning flashing blue indicates that the lock is in unlock state. You can set the temporary unlocking duration on the EZVIZ app. This function is valid for one time.

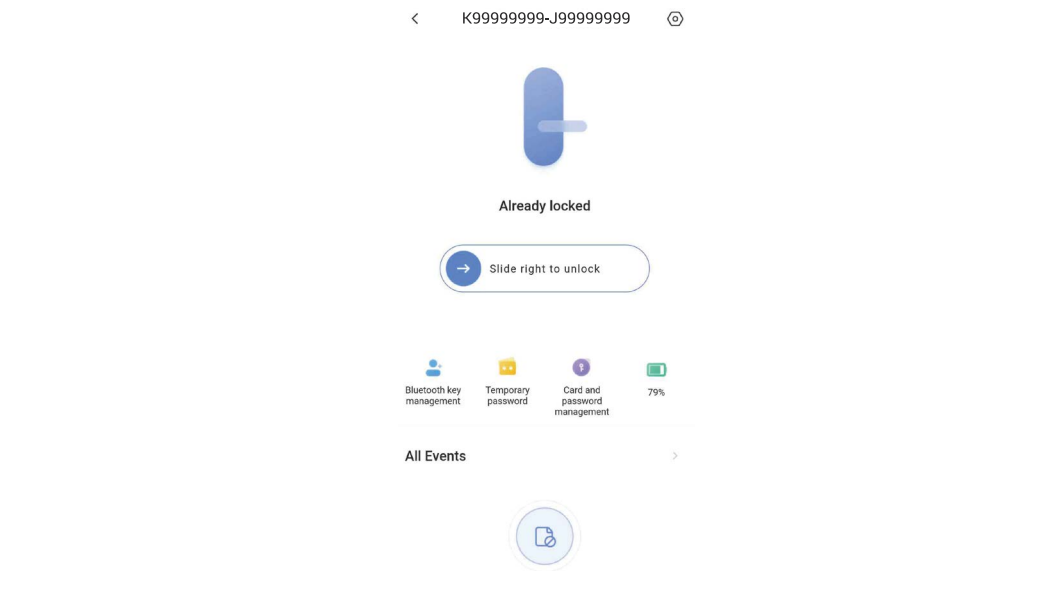



# Operations on the EZVIZ App

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

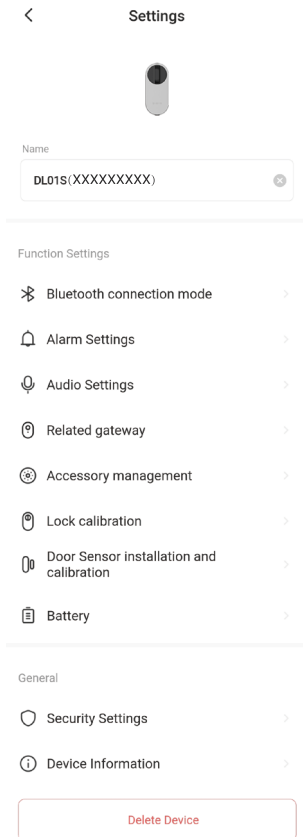
## 1. Homepage of the Lock

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.



	Slide right to unlock.
Bluetooth key management	Click to manage the bluetooth keys for your family or your guests.
Temporary password	Create a temporary password here and set parameters. When a visitor comes, you can create a temporary password for him/her. <b>i</b> If you purchase a package model without a gateway, you cannot see temporary password here.
Card and password management	Manage the parameters of cards and passwords.
Battery storage	Check the storage of the battery of the lock.
All Events	Check all events happened to the lock.

## 2. Settings of the Lock



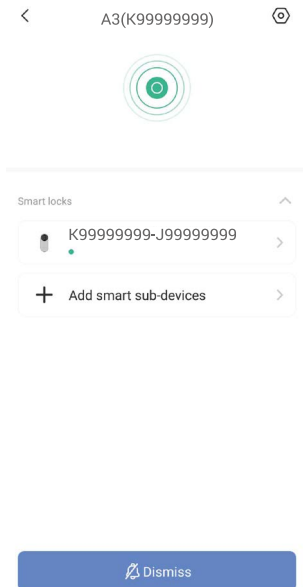
Parameter	Description
Bluetooth connection mode	Choose the speed of bluetooth connected between the phone and the lock. The lock has the longest battery life under the low speed mode.
Alarm Settings	When enabled, the keypad will issue a warning sound and generate alarm messages when someone is dismantling the keypad.
Audio Settings	Set the volume of the doorbell.
Related gateway	You can relate a gateway here.
Accessory managemet	Manage the cards and passwords of the bound accessory.
Lock calibration	You can try manual calibration if the automatic calibration is not accurate.
Door Sensor installation and calibration	Follow the guide to complete the installation of the door sensor.
Battery	Check to the storage of the battery of the lock.

Parameter	Description
Security Settings	<ul style="list-style-type: none"> <li>• Timed locking: when enabled, the lock will be automatically locked within the set time after being unlocked.</li> <li>• Temporary unlock-keeping: when enabled, the lock will be in unlock state. You can set temporary unlocking duration here.</li> <li>• Privacy mode: when enabled, the door can only be unlocked with a mechanical key and the lock will remain silent and check if the lock is automatically locked.</li> <li>• Trial and error locking: when enabled, the system will be locked for 3 minutes and you cannot use the electronic key to unlock when unlocking errors reached 5 within 5 minutes.</li> <li>• Save the management code: when enabled, the code will be saved for automatic verification of bluetooth keys, cards, passwords so manual input is not required.</li> <li>• Change the management code: you can change the code if needed.</li> </ul>
Device Information	You can see the device information here.
Delete device	Tap to delete the lock from your EZVIZ account.

### 3. Homepage of the Gateway

**i** If you purchase a package model without a gateway, you can skip this chapter or purchase a gateway.

You can view and manage the gateway and sub-devices as needed on the homepage of the gateway.



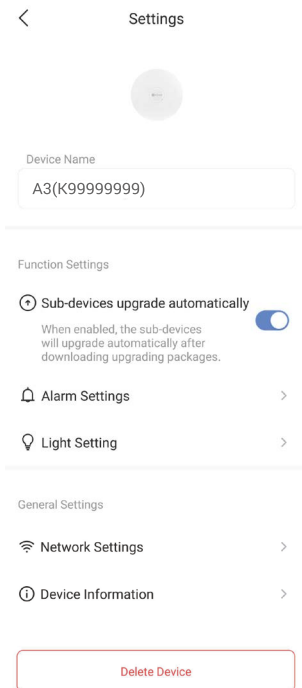
Lock Click your lock, you can see and manage it as needed.

Add smart sub-devices Click this icon, you can add your sub-devices to the gateway.

Dismiss Clear alarms of all sub-devices.

## 4. Settings of the Gateway

**i** If you purchase a package model without a gateway, you can skip this chapter or purchase a gateway.



Parameter	Description
Device Name	Customize the name of your gateway.
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 account.

# Maintenance

## 1. Daily Maintenance

- Do not let lock and keypad contact with corrosive materials to avoid lock damage and impacting its gloss.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock and keypad. Pay attention to the positive and negative poles of batteries when replacing them.
- Ask professionals to check the lock if it is not flexible or cannot be held in correct position.
- Keep lubricant in the rotating part of the lock to keep it rotate smoothly and prolong its service life.
- It is recommended to check the lock once every six months or one year, and check whether the key is loose.
- Apply a small amount of graphite powder or pencil powder into lock cylinder slot to ensure the key is inserted and removed smoothly on regular basis (one year or six months). However, do not apply any grease to lubricate in case of grease sticking to the pin tumbler spring.

## 2. FAQ

Problem	Cause	Solution
Door cannot be opened successfully through verifications by bluetooth key, app, password or card.	Lock installation problem.	Ask professionals to check the lock.
	The distance between lock and accessory is too far.	Please make sure that the accessory are close to the lock.
	The battery is low.	Replace the batteries of lock or accessory.
	Bluetooth key has expired.	Use another opening method.
	Password or card has expired.	
Verified by password and card successfully, but motor doesn't work, and door cannot be opened.	The mechanical key inside the lock is at fault.	Check the lock, and replace damaged components.
	Motor fault.	
No response of keypad.	Batteries are out of power or installed in a wrong way.	Unlock the lock through app or mechanical key, and check batteries.
	Keypad damaged.	Ask professionals to check the lock after opening door with mechanical key.
The lock remains open, and cannot be used normally.	Clutch components fault.	Ask professionals to check the lock.
	The door sensor doesn't work properly.	Calibrate the door sensor again.
The calibrated door sensor works abnormally, causing the failure of automatic locking after closing the door or abnormal locking when opening the door.	The relative position of the lock and the door sensor has changed.	Ensure that the lock and the door sensor have been fixed firmly, and then recalibrate the door sensor.
	There is magnetic field interference around the lock.	Recalibrate the door sensor after ensuring that there is no interference of abrupt change of magnetic field in the surrounding environment.

For additional information about the device, please refer to [www.ezviz.com/eu](http://www.ezviz.com/eu).