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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>).

#### **Revision Record**

New release – January 2022

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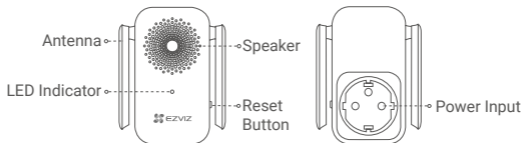
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# Basics



Name	Description
Antenna	Enhances the transmission of wireless network signal between the chime and other wireless network terminals.
LED Indicator	<ul style="list-style-type: none"><li>• Solid Red: Chime is starting up.</li><li>• Slow-Flashing Red: Wi-Fi connection has failed.</li><li>• Solid Blue: Chime is functioning properly.</li><li>• Fast-Flashing Blue: Chime is ready for Wi-Fi connection.</li></ul>
Reset Button	Hold for 5 seconds to restart and all parameters are reset to default.
Power Input	100 to 240 VAC, 50/60Hz

**i** The chime appearance is subject to the actual one you have bought.

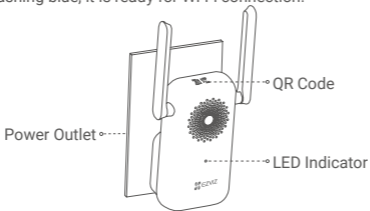
## Get the EZVIZ App


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

## Set Up the Chime

### Step 1: Install the Chime.

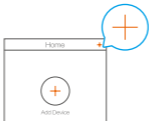
1. Find a location between your Wi-Fi router and your doorbell.
2. Plug the chime into a power outlet. When the LED indicator is fast-flashing blue, it is ready for Wi-Fi connection.



-  • Choose an outlet that is central to your home, so you can clearly hear your doorbell notifications.
- Scan the QR code with the EZVIZ App to add the device to your account. Please keep it for further reference.

## Step 2: Add the Chime to your account.

1. Log in to your EZVIZ account.
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 the cover of this quick start guide or on the body of the chime.
4. Tap **Next** to add the chime to the EZVIZ app.
5. Tap **Next** to go to Link to the bell interface.
6. Turn on **Link to the chime** of your doorbell.
7. Follow the EZVIZ app wizard to finish the settings.

**i** Linking to the chime will shorten your doorbell's response time.

# Troubleshooting

## 1 Why the chime in my home responds slowly, or even doesn't function?

Please confirm the following details.

1. Select the right chime type (same as the product label) in the doorbell settings interface in the EZVIZ app.
2. Your doorbell contains a power cell which may need to charge before the first use. If you complete the install process and your doorbell does not appear to function, give it 10 minutes to 3 hours to charge and then try again.
3. Make sure the Doorbell button and Human Detection button are on in the chime settings page.

## 2 I have failed to connect my chime to Wi-Fi.

1. Make sure your chime is not blocked by firewall or any limitation in your network.
2. Make sure your chime is placed as close to the router as possible for optimal performance.
3. Do not connect too many devices to the router.
4. Make sure the static IP setting is disabled and the router can distribute IP address to your device (DHCP is on).

## 3 My doorbell is offline frequently.

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

#### 4 My doorbell has failed to link to my chime.

##### Network Connect Type 1

1. If you installed your chime between your doorbell and the router, as the figure shown below.

The router and doorbell should be placed as close to each other as possible for optimal performance, and should not exceed 10 feet (3 m).




##### Network Connect Type 2

2. If you installed your chime near the router, and far from your doorbell, as the figure shown below.

The router and doorbell should be placed as close to each other as possible for optimal performance.



 For detailed information, please visit [www.ezviz.com/eu](http://www.ezviz.com/eu).

# 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 m<sup>2</sup> for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m<sup>2</sup> 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 m<sup>2</sup> or the total storage and shipping areas are at least 800 m<sup>2</sup>. 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 wheellie bin": The symbol of a crossed-out wheellie 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.