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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, 2026

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Table of Contents

Important Safety Instructions 1

Overview 2

1. Package Contents 2
2. Basics 3

Setup 4

1. Get the EZVIZ App 4
2. Remove the Mounting Bracket 5
3. Fully Charge the Battery 5
4. Install a microSD™ Card (Optional) 6
5. Install the Battery 7
6. Add the Doorbell to EZVIZ App 7
7. Plug in the Chime 8

Installation 9

1. Choose an Installation Location 9
2. Install the Mounting Bracket 11
3. Attach the Doorbell to the Mounting Bracket 11

Maintenance 12

1. Use the Inclined Mounting Bracket 12
2. Regularly Clean the Doorbell 12

View Your Device in the EZVIZ App 13

1. Live View 13
2. Settings 14

EZVIZ Connect 15

1. Use Amazon Alexa 15
2. Use Google Assistant 16

FAQ 16

Appendix 17

1. Rechargeable Lithium Ion Battery 17
2. Information for Private Households 17

Initiatives on the Use of Video Products 18

Important Safety Instructions

Important!

1. Please read the user manual carefully before installing or using this product.
2. If you are installing this product for a third party, please remember to leave the manual or a copy of it with the end user.

Safety measures:

1. To operate this system in complete safety, it is essential that the installers, users, and technicians follow all of the safety procedures described in this manual.
2. Specific warnings and warning symbols are given for items if necessary.
3. The product must be set up according to the applicable standards in the country where it is installed.

Any damage caused by a failure to adhere to the manual shall void the warranty. We assume no liability for damages resulting therefrom!

We cannot be held responsible for any damage to property or persons caused by incorrect use or a failure to adhere to the safety instructions.

This product has been manufactured in full compliance with safety instructions. In order to maintain this status and get the most out of the product, users must adhere to the safety instructions and warnings contained in this manual.

This symbol indicates that there is a risk of electric shock or short-circuit.

- Never attempt to use this device with a different voltage.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
- You must follow the instructions for use of any other devices connected to the system.
- Please contact an experienced person if you have any doubts regarding equipment operation or safety.
- Never plug in or unplug electrical equipment with wet hands.
- When installing this product, check that the power supply cables are not at risk of being damaged.
- Never replace damaged electrical cables yourself! In this case, remove them and call an expert.
- The mains supply should be located close to the device and must be easily accessible.
- A switching device (a switch disconnector, circuit breaker or equivalent device) must be easily accessible and integrated into the installation of the building wiring for equipment which is permanently connected to the network.
- To ensure the device has sufficient ventilation, keep the area around the device unobstructed.
- Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc.
- No open flame sources, such as lit candles, should be placed on the device.
- Comply with the product's operating temperature (-20℃ to 50℃).
- The device should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the device.

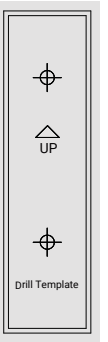
Overview

1. Package Contents

Doorbell (×1)

Mounting Bracket (×1)
(Pre-installed on the back of the doorbell)

Inclined Mounting Bracket (×1)



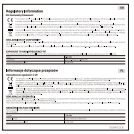
Drill Template (×1)

Chime (×1)

Type-C Cable (×1)

Pin (×1)

Screw Kit (×1)



Regulatory Information (×4)

Quick Start Guide (×1)

Video/Audio Monitoring Sticker (×1)

The chime's appearance is subject to the actual one you have bought.

2. Basics

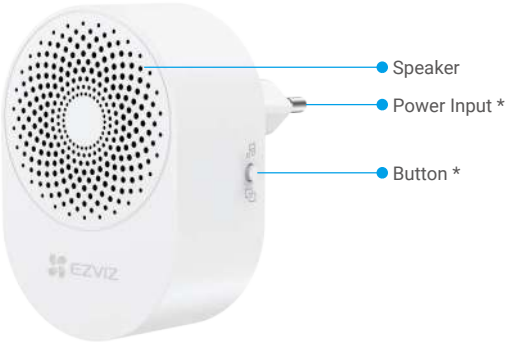
Doorbell

The doorbell is installed at the doorway, with functions such as monitoring, recording, detection, and doorbell calling.

Name	Description
Doorbell Button	When someone presses the doorbell button, the LED indicator turns on, the indoor chime rings, and you can check the video in the EZVIZ app.
LED Indicator	Flashes in blue: Doorbell ready for Wi-Fi configuration.
	Turns blue and goes off after 3 seconds: The doorbell has been activated and the doorbell battery level is higher than 20%.
	Turns red and goes off after 3 seconds: The doorbell has been activated and the doorbell battery level is lower than 20%.
	Flashes in red 3 times: The doorbell has been activated and the doorbell battery has been exhausted.
RESET Button	Press and hold the RESET button for 4 seconds to restart and set all parameters to default, accompanied by a beep.
Battery Indicator	Solid red: Battery charging.
	Solid green: Battery fully charged.

Chime

The chime is intended to be installed indoors and ring after the doorbell button is pressed.



Name	Description
Button	• Change ringtone: Press once to change the ringtone. The new ringtone will sound twice. • Pairing mode: Press and hold for 5 seconds to enter the pairing mode.
Power Input	100 to 240 VAC, 50/60Hz

Setup

Follow the steps below to set your doorbell:

1. Get the EZVIZ app, and log in to your EZVIZ account.
2. Remove the mounting bracket.
3. Fully charge the battery.
4. (Optional) Install a microSD™ card.
5. Add the doorbell to your EZVIZ account.
6. Plug in the chime.

1. Get the EZVIZ App

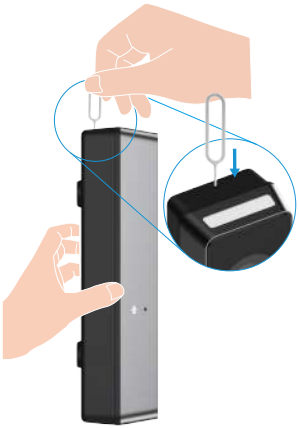
1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching “EZVIZ” in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.

EZVIZ App	
Download on the App Store	GET IT ON Google Play

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. Remove the Mounting Bracket

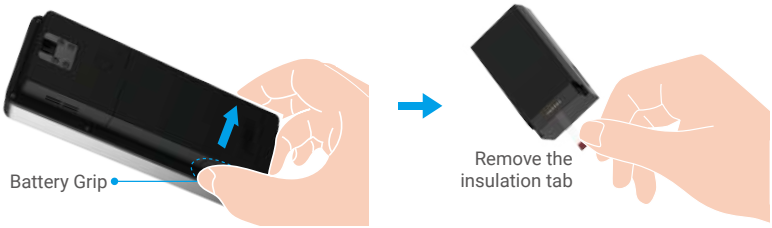
The doorbell is assembled with the mounting bracket. For first use, you need to use the pin (included in the package) to press and hold the dismantle hole on the top of the doorbell to remove the mounting bracket.



3. Fully Charge the Battery

It is recommended to fully charge the battery before you use the doorbell for the first time.

1. Grab the battery grips on both sides of the lower part of the battery and pull the battery out.
2. Remove the insulation tab from the battery.



3. Connect the battery to a power outlet via a power adapter (DC5V 2A, purchase separately) for charging.

Do not charge the battery when it's still installed in the doorbell. Be sure to take the battery out for charging.

- Please purchase a DC5V 2A power adapter, because it is not included in the package.
- It is recommended to use the Type-C cable included in the package.
- For disconnection from power supply, unplug the power connector from the device.
- Please do not charge the battery when the temperature exceeds 45 degrees or below 0 degrees.
- It is not allowed to charge the battery with a power adapter outdoors.
- It takes about 4.5 hours to fully charge a battery.
- You can buy EZVIZ rechargeable batteries for replacement.
- Battery model: PH21700-1S2P; battery manufacturer: Fenghuang New Energy (Huizhou) Co., Ltd. Be sure to use the same battery model for replacement. For more information about battery, refer to **"Rechargeable Lithium Ion Battery"**.

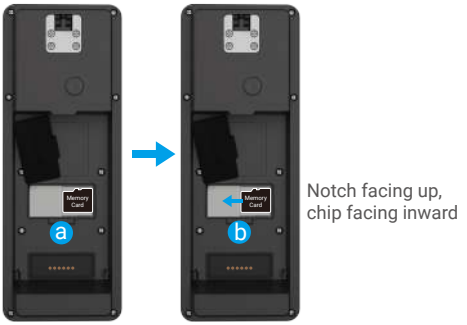
Rechargeable Battery for EZVIZ Smart Video Doorbell

4. Install a microSD™ Card (Optional)

Before installing a microSD™ card, ensure the battery has been removed.

1. Open the microSD™ card slot cover inside the battery chamber.

2. Insert a microSD™ card (purchase separately) into the card slot.
   a. Place the microSD™ card on the right, as shown in the figure.
   b. Push the card into the slot from right to left until it clicks into place.



3. Close the microSD™ card slot cover.

- Recommended compatibility: Class 10, maximum space 512GB.
- After installing a microSD™ card, please follow the steps below to initialize the card in the EZVIZ app before using it.
  1. In the EZVIZ app, tap Record List in the Device Settings page to check the SD card status.
  2. If the microSD™ card status shows as Uninitialized, tap to initialize it. The status will then change to In Use, allowing videos to be stored.

5. Install the Battery

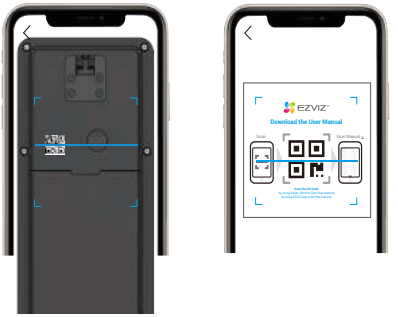
When the battery is fully charged, install the battery back into the doorbell.

1. Align the upper part of the battery with the top of the battery chamber of the doorbell.
2. Press the lower part of the battery into the battery chamber.

Once the battery is installed, the doorbell automatically powers on, with the LED indicator flashing in blue, meaning that the doorbell is ready for Wi-Fi configuration.

6. Add the Doorbell to EZVIZ App

1. Log in to your account using the EZVIZ app.
2. On the Home screen, tap “+” in the upper-right corner to go to the Scan QR Code page.
3. Scan the QR code on the back of the doorbell or on the Quick Start Guide cover.



4. Follow the EZVIZ app wizard to finish Wi-Fi configuration and add the doorbell to your EZVIZ account.

7. Plug in the Chime

Plug the chime into an indoor power outlet. The chime is automatically linked with the doorbell.

- If automatic pairing failed, press and hold the button on the chime for 5 seconds to enter the pairing mode.
- To avoid connection failure due to distance, please install the chime on the power outlet closest to where the doorbell is to be installed. The installation effect is shown below.

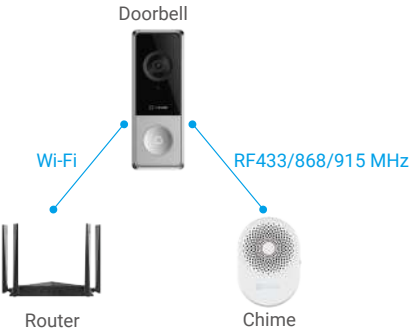
Installation

1. Choose an Installation Location

1. Recommended installation location:
   On the wall outside the door, on the side close to the doorknob as shown below.

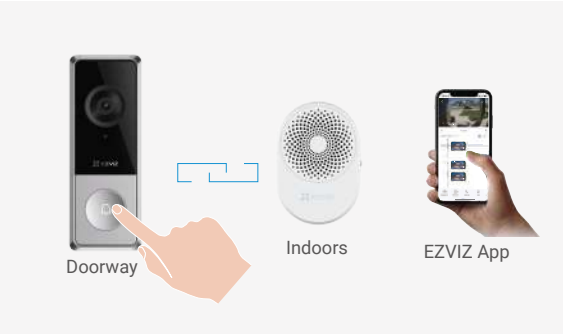
2. Recommended installation height: 1.2 to 1.5 meters (3.9 to 4.9 feet).
3. Please note the following when choosing an installation location:
   - In a home environment, it is recommended to place the doorbell, chime, and router as close as possible.
   - Installation is **not recommended** under the following four conditions:
     - On the metal door/door frame;
     - In places with many metal objects;
     - In the corners of load-bearing walls;
     - In bedrooms with many partition walls.

The communication topology including the doorbell, router, and chime is as follows.



The doorbell should be installed as close to the router as possible.

After confirming the installation location of the doorbell, press the doorbell button at the installation location to check whether the chime can ring as expected and whether the live view in the EZVIZ app plays smoothly.

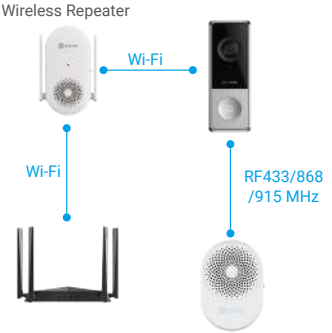


Q: What do I do if the chime doesn't ring?

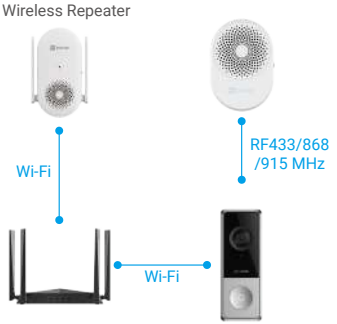
A: If the chime doesn't ring, adjust the installation location of the chime so that the chime is closer to the doorbell.

Q: What do I do if the live view in the EZVIZ app doesn't play smoothly or the network signal is weak?

A: If the live view in the EZVIZ app doesn't play smoothly or the network signal is weak, it may be because the distance between the doorbell and the router is too far. In this case, it is recommended to separately purchase an EZVIZ wireless repeater to link the router and the doorbell. The communication topology including an extra wireless repeater is shown below.

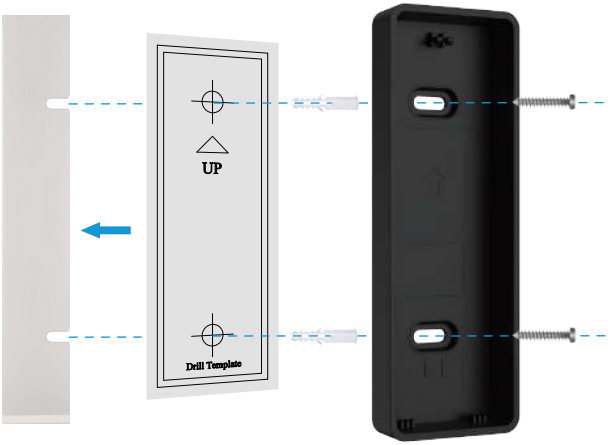


You can also use the wireless repeater only as a secondary chime. In this scenario, the communication topology is shown below.



2. Install the Mounting Bracket

1. Stick the drill template onto the surface of the desired installation location.
2. (For cement wall only) Drill two screw holes according to the drill template and insert anchors into the drilled holes.
3. Secure the mounting bracket using the provided metal screws (PA3×25).



- It is recommended to use a Φ6mm drill bit for drilling.
- Please use the anchors and metal screws provided in the package.
- An inclined mounting bracket is included in the package. You can use it as a supplementary mounting bracket, which allows you to cover a more specific viewing angle (refer to **"Use the Inclined Mounting Bracket"**).

3. Attach the Doorbell to the Mounting Bracket

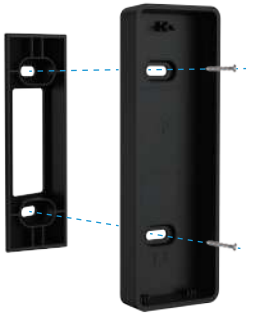
Before installing the doorbell, please make sure that the doorbell has been added to the EZVIZ app.

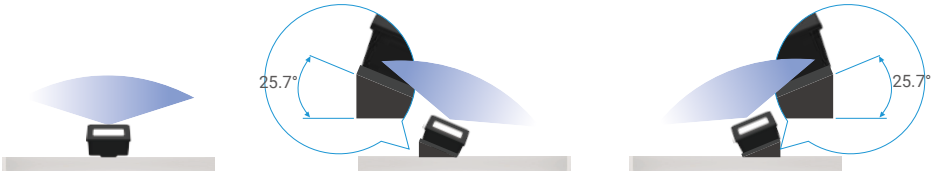
1. Align the mounting slots on the bottom of the doorbell with the locking tabs on the lower part of the mounting bracket.
2. Press the upper part of the doorbell into the mounting bracket. You can try gently pulling the doorbell out to ensure whether the doorbell is securely fixed.

Maintenance

1. Use the Inclined Mounting Bracket

An inclined mounting bracket is included in the package. You can use it as a supplementary mounting bracket if you want to view a particular side more closely.





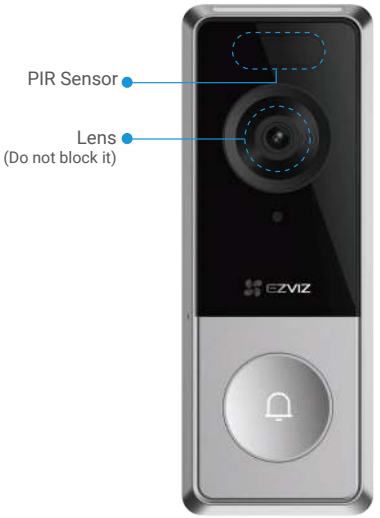
Without Inclined Mounting Bracket

With Inclined Mounting Bracket
Install on the right side of the door

With Inclined Mounting Bracket
Install on the left side of the door

2. Regularly Clean the Doorbell

It is recommended to clean the lens and sensors of the doorbell regularly or as needed to ensure clear video recording and normal function of the doorbell. You can use lens paper or cotton swabs dipped in water for wiping, as well as soft material such as tissue paper or cloth to clean the doorbell (cleaning material should be prepared by yourself).

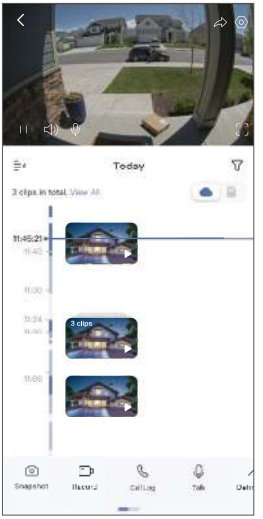


View Your Device in the EZVIZ App

The app interface may be different due to version update.

1. Live View

Launch the EZVIZ app, go to the device page of the doorbell, and tap the Live View button. You can view and listen to a live feed, take snapshots, record videos, and choose a video definition as needed.



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.
	Pause/Play. Pause or play the live view.
	Sound. Turn on or off the sound in the live view.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the doorbell.
	Full Screen. Tap to enjoy a full screen display for your field of view.
	(Visible only in full screen mode) View historical video clips.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Call Log. View call logs.
	Definition. Tap to select a video resolution.
	Nearby Device. Tap to select available nearby devices for multi-screen live view.
	PiP (Picture in Picture). View the video displayed on top of another app you are using.

Icon	Description
ⓘ	Tip. Tap to see more information about the device.
⇅	Rearrange. Rearrange the sequence of all the functions above.

2. Settings

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

Parameter	Description
	Battery level.
Name	View or tap to customize the name of your device here.
Battery	You can see the battery remaining capacity here.
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 relevant audio parameters for your device.
Image Settings	You can set relevant image parameters for your device.
Light Settings	You can set relevant light parameters for your device.
Speaker Settings	You can set relevant parameters of your speaker.
Record List	You can see microSD™ card status here.
Visitor Reply	You can enable Auto Reply and add a voice reply. If someone presses the doorbell button and no one responds within the preset time period, the voice reply will be automatically sent.
Privacy Settings	You can encrypt your videos with encryption password and customize the privacy area.
Network Settings	You can see the connection status.
Device Information	You can see the device information here.
Share Device	You can share the device to your family members or guests.
EZVIZ Cloud	You can subscribe and manage the cloud storage.
Delete Device	Tap to delete the device 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 "Video Encryption" and turn on the "Audio" 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.

Troubleshooting

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

Check if there are any Internet connecting problems.
Try to restart the smart device and re-discover the device on Alexa.

Why the device's status is "Offline" on Alexa?

Your device might have been disconnected from the network. Restart the smart device and re-discover on Alexa.
Check if your router is connected to the Internet and try again.

For details about countries where Amazon Alexa is available, see Amazon Alexa's 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™ and log into your Google account.
3. On the Myhome screen, tap “+” in the upper-left corner, and select "Set up device" from the menu list to go to the Set up page.
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 doorbell 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: What is the video encryption password?

A: The default video encryption password is the Verification Code of the device, which is six uppercase letters on the doorbell label. You can also obtain the Verification Code in the EZVIZ app ("Settings" -> "Device Information").

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

Appendix

1. Rechargeable Lithium Ion Battery

The battery type of the device: Portable battery.
Battery model: PH21700-1S2P
Battery manufacturer: Fenghuang New Energy (Huizhou) Co., Ltd.

Component Parts	Hazardous Ingredients (Chemical Name)	CAS No.	Concentration Ranges	Chemical Formula
Anode	Cobalt lithium manganese nickel oxide	182442-95-1	34%	$LiCoMnNiO_4$
Cathode	Graphite	7782-42-5	18%	C
AL-foil	Aluminum	7429-90-5	6%	Al
Cu-foil	Copper	7440-50-8	7%	Cu
Electrolyte	/	/	17%	/
Others	Others	/	18%	/

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 wheelie bin”: The symbol of a crossed-out wheelie 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.

Initiatives on the Use of Video Products

Dear Valued EZVIZ Users,

Technology affects every aspect of our life. As a forward-looking tech company, we are increasingly aware of the role technology plays in improving efficiency and quality of our life. At the same time, we are also aware of the potential harm of its improper usage. For example, video products can record real, complete and clear images, therefore they hold great values in representing facts. Nevertheless, improper distribution, use and/or processing of video records may infringe on the privacy, legitimate rights and interests of others.

Committed to innovating technology for the good, we at EZVIZ hereby earnestly advocate that every user shall use video products properly and responsibly, thus to collectively create a positive environment where all related practices and usage comply with applicable laws and regulations, respect individuals' interests and rights, and promote social morality.

Here are EZVIZ's initiatives that we'd appreciate your attention:

1. Each individual possesses a reasonable expectation of privacy, and the use of video products should not be in conflict with such reasonable expectation. Therefore, a warning notice which clarifies the monitoring range should be displayed in a reasonable and effective manner, when installing video products in public areas. For non-public areas, the rights and interests of people involved shall be evaluated thoughtfully, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products without other's knowledge.
2. Video products objectively records footage of real activities within specific time and space. Users shall reasonably identify the people and rights involved in this scope in advance, to avoid any infringement of portrait, privacy or other legal rights of others while protecting themselves through video products. Notably, if you choose to enable the audio recording function on your camera, it will capture sounds, including conversations, within the monitoring range. We highly recommend a comprehensive assessment on the potential sound sources in the monitoring range, so as to fully understand the necessity and the reasonableness before you turn on the audio recording function.
3. Video products in use will consistently generate audio or visual data from real scenes –possibly including biometric information such as facial images – based on the user's selection of product features. Such data can be used or processed to use. Video products are only technological tools that do not and cannot humanly practice legal and moral standards to guide lawful and proper use of data. It is the methods and purposes of the people who control and use the generated data that make a difference. Therefore, data controllers shall not only strictly abide by applicable laws and regulations, but also fully respect non-obligatory rules including international conventions, moral standards, cultural norms, public order and local customs. Furthermore, we should always prioritize the protection of privacy and portrait rights, and other reasonable interests.
4. The video data continuously generated by video products carries the rights, values and other demands of various stakeholders. Thus, it is extremely crucial to ensure data security and shield the products from malicious intrusions. Every user and data controller shall, undertake all reasonable and necessary measures to maximize product and data security, avoiding data leakage, improper disclosure or misuse, including but not limited to, setting up access control, selecting a suitable network environment where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to enhance the safety of our society, and we believe that they will continue to play a positive role in various aspects of our daily life. Any attempt to abuse these products to violate human rights or engage in unlawful activities contradicts the very essence of the value in tech innovation and product development. We encourage every user to establish your own methods and rules to evaluate and monitor the use of video products, so as to ensure that these products are always used properly, thoughtfully and with goodwill.