



User Manual



Click the link <https://www.ezviz.com/page/hp7-pro-choose-language> or scan the QR code for tutorial video.

www.ezviz.com

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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, 2025

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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.

Overview

1. Package Contents



Monitor ×1
8-inch Touchscreen



Wall Bracket for Monitor ×1



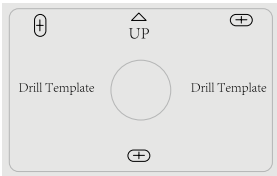
Power Adapter for Monitor ×1



Intercom Panel (Doorbell)
with a Weather-proof Shield ×1



Drill Template for Intercom Panel ×1



Drill Template for Monitor ×1



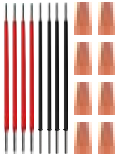
Slotted Screwdriver ×1



Hex Screwdriver ×1



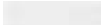
Power Supply Jack Connector
Cable ×1



Wires and Wire Connectors ×2



Badge ×3



Name Card ×2



Screw Kit ×2



Regulatory Information ×3



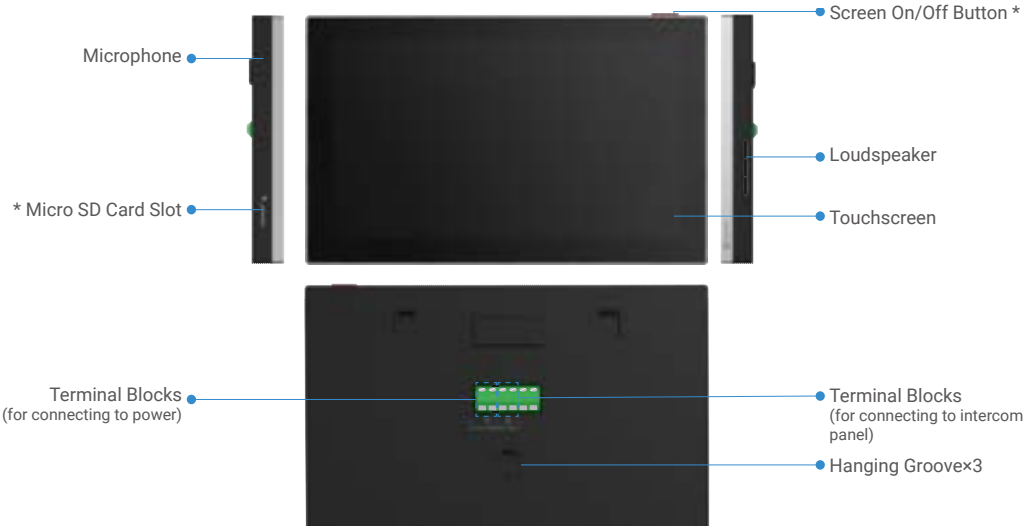
Quick Start Guide ×1

2. General

This video doorphone consists of an indoor answering unit with a touchscreen and an outdoor panel with an intercom allowing you to see and communicate with the visitor who has pressed the intercom panel button. It is easy to install as eight wires are needed for all functions: the doorbell, the video feed, the intercom, and the opening controls (strike plate and gate opener). To get the most out of your doorphone, please read this user manual carefully.

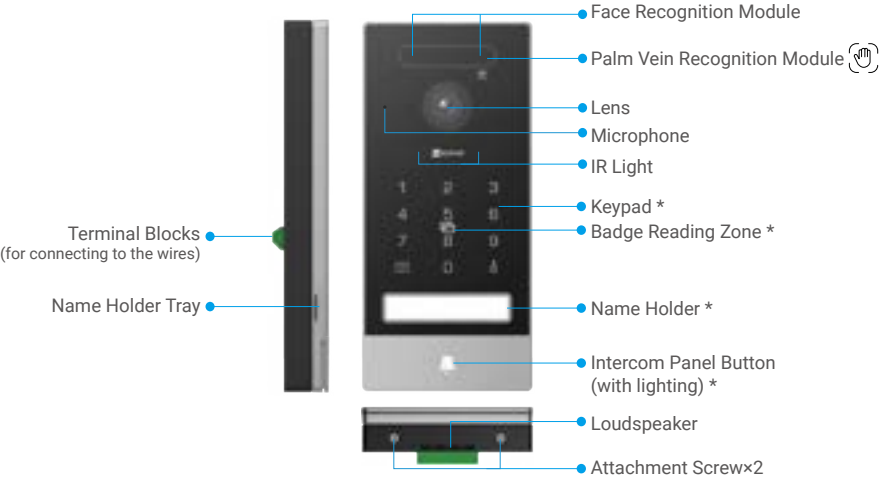
3. Basics

Monitor



Name	Description
Screen On/Off Button	• Press to turn on/off the monitor. • Press and hold for 8 seconds to restart the monitor.
Micro SD Card Slot	Insert a Micro SD card (sold separately) into this slot. Initialize the card in the EZVIZ App before using it. Recommended compatibility: Class 10, maximum space 512GB.

Intercom Panel (Doorbell) Without the Weather-Proof Shield



Name	Description
Name Holder	To change the name card in the name holder, pull the name holder tray from the left side of the intercom panel.
Intercom Panel Button (with lighting)	When someone presses the intercom panel button, the intercom panel lighting is turned on, the inside monitor rings and the video is displayed.
Badge Reading Zone	Swipe the badge on this zone for unlocking.

Description of the keypad



Icon	Description
0~9	Number key.
	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the gate connected to this video doorphone.
	Press the passcode (which you can set in the EZVIZ app) and then this key to unlock the electric strike plate or lock connected to this video doorphone.

About the Name Card

- A name card has been pasted into the intercom panel included in the package, and you can write the name directly on it.
- There are 2 additional name cards included in the package, please keep them for further use.
- The name card can be teared off, and a new name card can be pasted over it.
- If you don't want to stick a name card, you can also use a marker to write the name directly on the name holder.
- The area of the name holder can be lit up, which can be managed through the EZVIZ App.
- We recommend you draw out the name holder tray and write the name, before installing the intercom panel on the weather-proof shield.

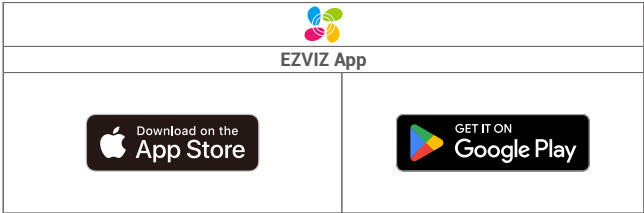
Setup

Follow the steps to set your system:

- 1. Get the EZVIZ App, and log in to your EZVIZ account.
- 2. Wiring your system.
- 3. Install the intercom panel and monitor.
- 4. Add the monitor to your EZVIZ account.

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.



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.

2. Wiring Instructions

In order to avoid the risks of interference and malfunction, do not pass the wires for your video doorphone through the same sheath as the electrical wires.

2.1. Wiring Diagram of the Video Doorphone

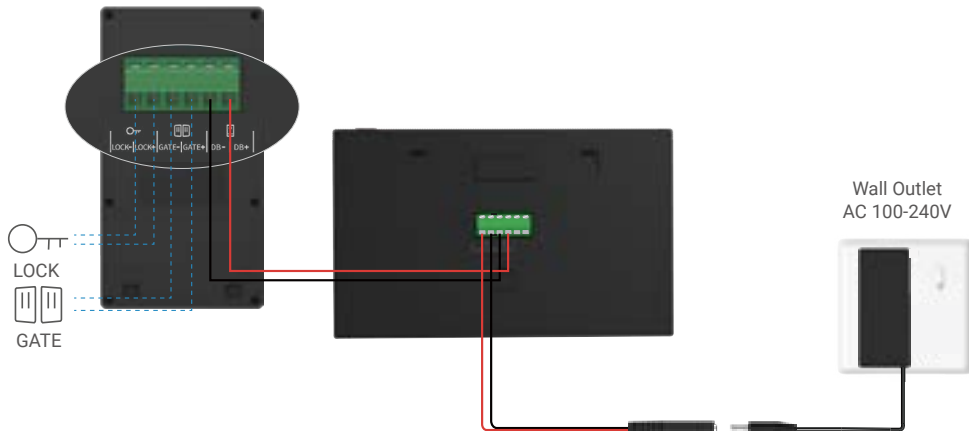
Warning: Do not double up the wires to increase the cross-section under any circumstances.

Wiring Specifications			
	Ø 2 x 0.75mm ²	Ø 2 x 1.5mm ²	Twisted Pair(TP)
	0-50m	0-100m	up to 120m
	1-10m	1-10m	1-10m

Properly connect the wires according to the above wiring specifications.

- **Method 1: Use the jack connector cable + power adapter to connect the monitor:**

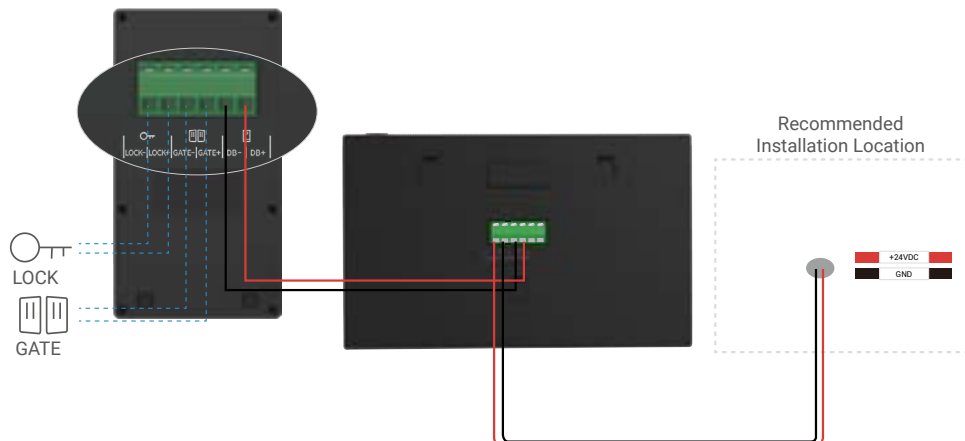
Connect the red wire of jack connector cable to the +24VDC terminal of the monitor, the black wire to the GND terminal with screwdriver (included), the connector of jack connector to the power adapter.



Warning: Please make sure that all the wires are well connected before you plug the power adapter into a wall outlet.

- **Method 2: Use the +24VDC power supply you reserved on the wall to connect the monitor, so that no exposed cables will be left on the wall:**

Warning: Before installation, please cut off the power.



⚠ Important: If the wires in your home cannot be well connected to the terminal blocks on the back of the video doorphone (monitor and intercom panel), for example:

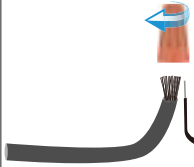
Q: How to do with it, when your wires has too large cable diameter, and is a BVR cable , and it cannot be welded?

A: We recommend you try one of the following solutions as you needed:

• Option 1: Use wire stripper to adjust the thickness of the cable.

Before	Operate	After
		 Connect the wire end to the terminal block

• Option 2: Connect your wires to the terminal blocks by using the wires and wire connectors included in the package.

Before	Operate	After
		 Connect the wire end to the terminal block

2.2. Connection to an Electric Strike Plate or Lock

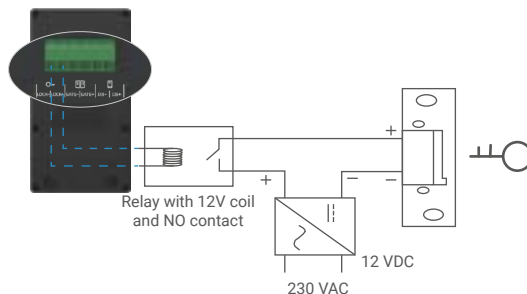
Connect the wires of your electric strike plate or lock directly to terminals LOCK- and LOCK+ on the back of the intercom panel.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

⚠ Important: To ensure that the electric strike plate or lock can be unlocked by the video doorphone, you should meet the following two conditions:

1. The electric strike plate or lock that you order must have a mechanical memory.
2. The power supply to the electric strike plate or lock must not exceed 12V/1.1A

If the power supply to the electric strike plate or lock exceeds 12V/1.1A, do as follows.



2.3. Connection to a Gate Opener

Directly connect the gate opener wires to terminals GATE- and GATE+ on the back of the intercom panel. The intercom panel provides a 'dry'-contact connection, without an electric current, to connect to the button for your automated gate.

- Note that this function is only valid if the screen is displaying the exterior video feed.
- When connecting the wires, make sure to distinguish between the positive and negative terminals.

⚠ Important: The gate control: Breaking Capacity: DC12V 2A.

3. Installation



Advice and important instructions:

- If you test your video doorphone before installing it, ensure that you do not test it with the intercom panel and the monitor in the same room to avoid the video doorphone emitting a shrill noise.
- Do not expose the intercom panel lens to direct sunlight or a reflective surface.

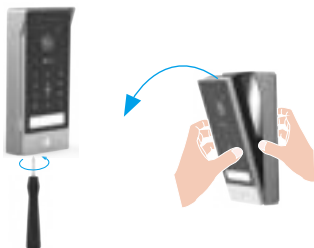
Tip: we recommend that you use a protective sheath when doing the cabling in order to protect the cables against breakage and bad weather.

- For the EZVIZ model, so as to get the most out of monitor's Wi-Fi function, we recommend that you check that your Wi-Fi network is accessible in your planned installation location.

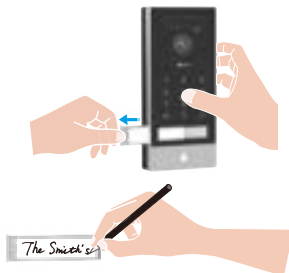
3.1. Install the Intercom Panel

- i** It is recommended that the wires be passed through a sheath to protect them from impacts and weather.

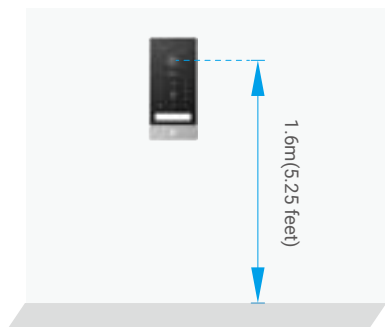
- 1** Remove the attachment screws at the bottom of the intercom panel, and tilt the intercom panel forwards to separate it from the weather-proof shield.



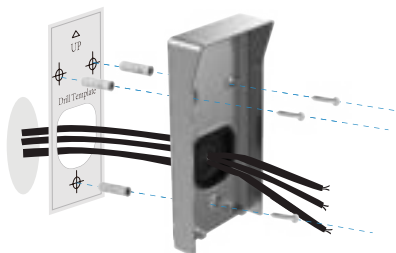
- 2** Draw out the name holder tray, write the name on the name card, and then put the holder tray back.



- 3** The lens of the intercom panel must be placed at a height around 1.6m above the ground.

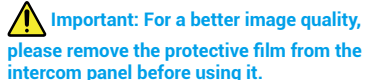


- 4** Place the drill template, guide the wires through the holes of the drill template and the weather-proof shield, and then use anchors and screws to fix the weather-proof shield to the wall.



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3.2. Install Micro SD Card (Optional)

-
- A diagram showing a tablet with a USB drive connected to its side port. A blue arrow points from the USB drive to the tablet, indicating data transfer.

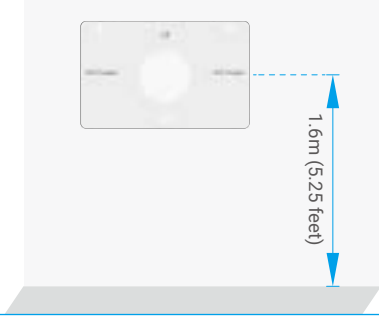
-  The status will then change to **Normal** and it can store videos.

3.3. Install and Power on the Monitor

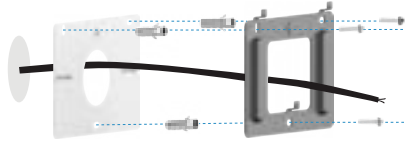
Method 1: Use the jack connector cable + power adapter to connect the monitor:

Warning: Be sure to plug the power adapter into a wall outlet only after all the other wires are correctly connected.

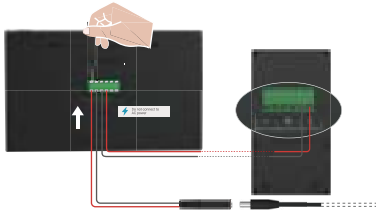
- 1 Place the drill template for monitor so that the monitor screen is at a height of around 1.6m above the ground.



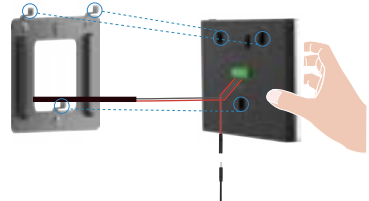
- 2 Guide the wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4x25) to the wall.



- 3 Connect the red wire of jack connector cable to the +24VDC terminal of the Monitor, the black wire to the GND terminal with screwdriver(included), the jack connector to the power adapter.



- 4 Place the monitor on the wall bracket.



- 5 Plug the adapter into the wall outlet.

- The power outlet shall be installed near the power adapter and shall be easily accessible.
- When the video doorphone is connected to power, the monitor automatically turns on.



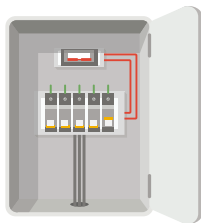
Important: For a better image quality, please remove the protective film from the monitor before using it.



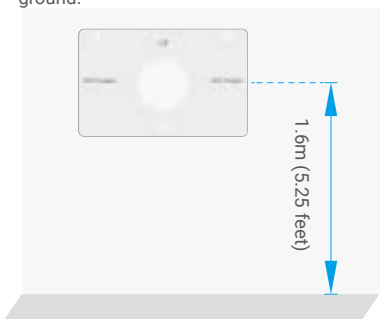
Method 2: Connect the monitor to a reserved +24V DC power supply on the wall.

Warning: Since you'll be working with high-voltage electricity, first shut off the main power switch in your fusebox or consumer unit.

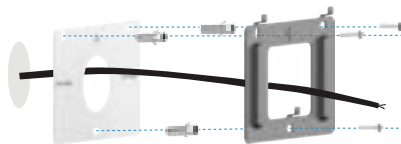
Warning: The power supply must be DC and the voltage can't exceed 24V, otherwise it may cause serious damage to the device.



- 1 Place the drill template for monitor so that the monitor is at a height of around 1.6m above the ground.

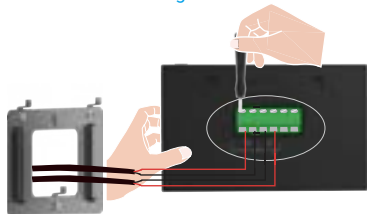


- 2 Guide the wires from the wall through the holes of the drill template and the wall bracket, then fix the wall bracket with anchors and screws (PA4x25) to the wall.

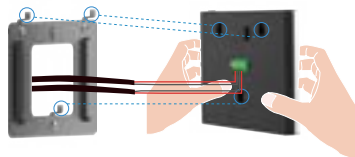


- 3 Connect the red (+24VDC) wire from your wall to the +24VDC terminal of the monitor, the black (Ground) wire from your wall to the GND terminal of the monitor.

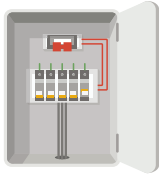
Warning: The power supply must be DC and the voltage can't exceed 24V, otherwise it may cause serious damage to the device.



- 4 Place the monitor on the wall bracket.



- 5** Turn on the main power switch in your fusebox or consumer unit.
- i** When the video doorphone is connected to power, the monitor automatically turns on.



! **Important:** For a better image quality, please remove the protective film from the monitor before using it.



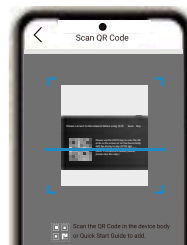
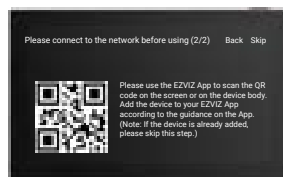
4. Add to EZVIZ App

1. Press the Screen On/Off Button to turn on the monitor.

i When connected to power for the first time, the monitor turns on automatically.



2. Follow the screen wizard to connect the monitor to Wi-Fi (recommended).
3. On your smartphone, log in to your EZVIZ App account, on the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
4. Scan the QR code on the screen of the monitor.



5. Follow the EZVIZ App wizard to finish Wi-Fi configuration and add the monitor to your EZVIZ account.

i If you failed to connect the monitor to Wi-Fi, or you skip this step (step(1/2) on the monitor), you can choose to use EZVIZ App to finish Wi-Fi configuration:

- 1) Connect your smartphone to Wi-Fi (suggested)
- 2) Log in to your EZVIZ App, and scan the QR code on the monitor.
- 3) Follow the EZVIZ App wizard to finish Wi-Fi configuration and add the video doorphone to your EZVIZ App.

Configure Unlocking Methods

1. Configure the RFID Badge

Add a RFID badge

When turning on the video doorphone for the first time, it is essential to configure the badges in the EZVIZ App:

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Unlock Settings -> Card Management -> Add cards".
3. Set the name of the card and the term of validity.
4. Put the RFID badge on the badge reading zone, the red light at the upper part of the intercom panel flash 3 times indicates the badge add successfully.
5. Tap **Finish**.

Delete a RFID badge

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Card Management".
3. Tap to choose the card you want to delete, and tap "Delete -> OK" to delete the card.

2. Configure the Passcode

Add a passcode

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Unlock Settings -> Passcode Management".
3. Tap **Add the passcode**, and set the name of the passcode and the term of validity.
4. Enter the passcode, and tap **Next** to finish the passcode configuration.

Delete a passcode

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Passcode Management".
3. Tap to choose the passcode you want to delete, and tap "Delete -> OK" to delete the passcode.

3. Configure the QR Code

Add a QR code

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Unlock Settings -> QR code Management".
3. Tap **Add QR code**, set the name of the QR code, the term of validity and the usage of the QR code.
4. A QR code is created, and you can follow the App wizard to share the QR code to your guest.

Delete a QR code

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "QR Code Management".
3. Tap to choose the QR code you want to delete, and tap "Delete -> OK" to delete the QR code.

4. Configure the Palm Vein

Add a palm vein

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Unlock Settings -> Palm Vein Management".
3. Tap "Add Palm Vein", and follow the App wizard to start entry your palm vein.
4. Set the palm vein name and the usage of the palm vein.
5. Tap **Next** to finish the palm vein configuration.

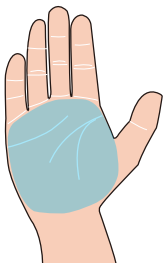
Delete a palm vein

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Palm Vein Management".
3. Tap to choose the palm vein you want to delete, and tap "Delete -> OK" to delete the palm vein.

Palm vein entry instructions

- i** The palm vein recognition range is 15-25cm, with the optimal recognition distance being 20cm. If you are adding a child's palm, please be at a closer distance of about 10cm.

- 1** The valid area for palm vein collection is the center of the palm.

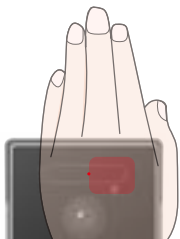


- 2** When the red light at the upper part of the intercom panel turns on, start adding your palm veins.



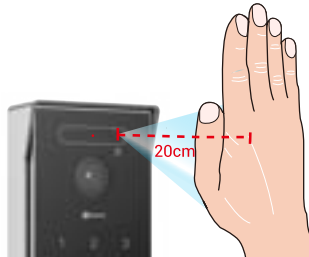
- 3** Place the center of your palm directly in front of the palm icon, with your palm stretched out naturally, without holding it fully open. Follow the voice guide to finish the palm vein entry.

- i** It is recommended to entry the same palm under both daytime and nighttime conditions.



- 4** Keep your palm at a distance of about 20cm. A child's palm can be at a properly close distance of about 10cm.

- i** Please do not remove your hand until the voice prompt that the entry is completed.



5. Configure the Human Face

Add a human face

1. Log in to your EZVIZ App account.
2. Go to the intercom panel's settings page, choose "Unlock Settings -> Human Face Management".
3. Tap "Add Human Face", and set the name of the human face and the usage of it.
4. Follow the voice guide to finish the human face configuration.

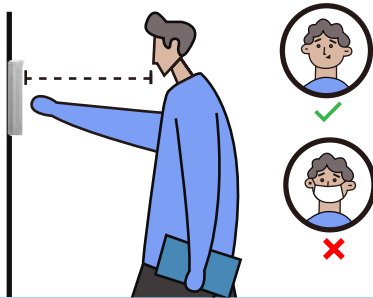
Delete a human face

1. Log in to your EZVIZ App account.
1. Go to the intercom panel's settings page, choose "Human Face Management".
2. Tap to choose the human face you want to delete, and tap "Delete -> OK" to delete the human face.

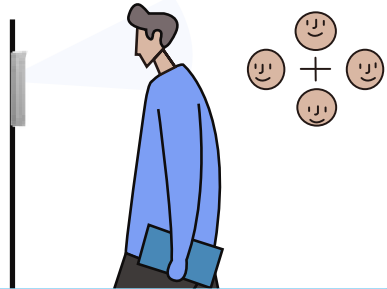
Human face entry instructions

-  Please do not wear hats or masks. Show your facial features fully when entering.
- It is recommended to entry the same human face under both daytime and nighttime conditions.

- 1 Please stand in front of the intercom panel at arm's length(about 50cm).



- 2 Follow the voice guide and slightly turn your head around the vertical or horizontal axis, keeping the rotation within 15 degrees.



Multiple Unlocking Methods

(1) Unlocking On Monitor

1. Go to the main menu on your monitor.
2. Tap the  or  on the left upper corner to unlock the lock or gate.

 You can also enter the live view page of the intercom panel on the monitor, tap the  or  to unlock the lock or gate.

(2) Unlocking On the EZVIZ App

1. Log in to your EZVIZ App account.
2. Go to the intercom panel live view page, Tap the  or  to unlock the lock or gate.

(3) Unlocking With RFID Badge

• Unlock the electric strike plate/ Lock:

Quickly swipe your badge on the badge reading zone. One short beep confirms a successful operation.

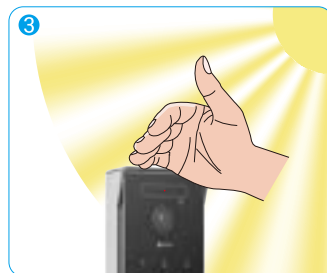
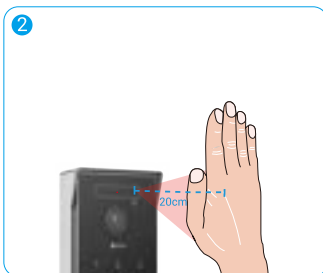
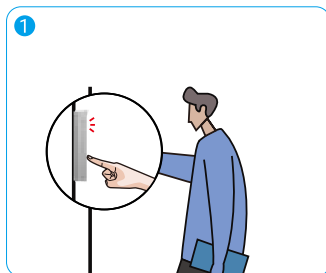
 Please be sure that swipe the RFID badge as close as possible to the badge reading zone.

• Unlock the Gate opener:

Hold the badge for at least 3 seconds on the badge reading zone. One short beep confirms a successful operation.

(4) Palm Vein Recognition Unlocking

1. Touch the keypad to wake up the palm vein recognition module.
2. When the red light at the upper part of the intercom panel turns on, please put your palm at a distance of 20cm in front of the palm vein recognition module of the intercom panel.
3. If direct sunlight is shining on the upper part of the intercom panel, please use your hand or body to shield the sunlight.



(5) Unlocking By QR Code Scanning

Align the QR code with the lens of the outdoor unit, keep a distance of about 10cm, and wait for a few seconds for corresponding door opening and unlocking action to be completed.

- When using QR code for unlocking, keep your phone screen as vertical as possible, avoid tilting it, and increase the screen brightness.
- Please wait a moment and do not move the QR code away too quickly.



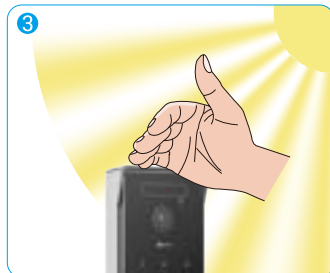
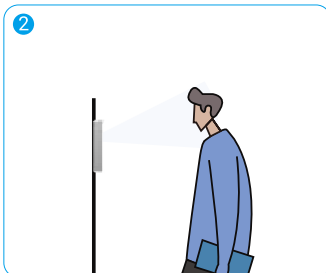
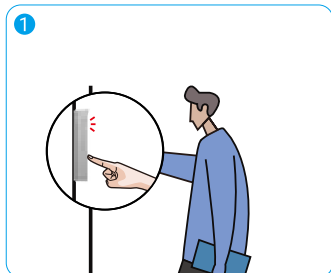
(6) Passcode Unlocking

1. Touch to wake up the keypad (If the keypad light is on, please skip this step).
2. Enter the passcode and press  or .
3. The intercom panel will verify the passcode and unlock the door.

- When press the keypad, one beep sound will be sent with pressing one number. You can go to "Settings->Audio Settings->Password keyboard sound" in EZVIZ App.
- If you press the passcode incorrectly, please press  or  to end the passcode entry program and then try to press it again.
- If you enter the passcode incorrectly 10 times consecutively, the account will be locked. You need to unlock on the monitor or EZVIZ App.

(7) Face Recognition Unlocking

1. Touch to wake up the face recognition module.
2. When the red light at the upper part of the intercom panel turns on, please stand in front of the intercom panel at arm's length (about 50cm), the intercom panel will verify the human face and unlock the door.
3. If direct sunlight is shining on the upper part of the intercom panel, please use your hand or body to shield the sunlight.



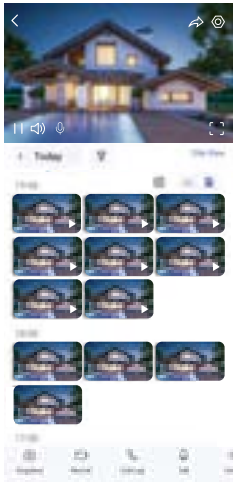
- Three short beeps indicates the failure of opening lock/gate.

View Your Device in the EZVIZ App

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

1. Live View

When you launch the EZVIZ app, the device page displays are shown below.
You can view and listen to a live feed, take snapshots, record videos, and choose video definition as needed.



 Swipe left and right across the screen to see more icons.

Icon	Description
	Share. Share your device.
	Settings. View or change the device settings.
	Full Screen Display. Tap to enjoy a full screen display for your filed of view.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Call Log. View call logs.
	Talk. Tap the icon, and then follow the on-screen instructions to talk to or listen to people in front of the camera.
	Unlock. Tap to unlock the electric strike plate or lock.
	Open Gate. Tap to unlock the gate.
	Definition. Select video resolution as you needed.
	Nearby Device. Tap to check available devices nearby.
	PiP. View the video displayed on top of another app you are using.
	Tip. Tap to see more information about the device.
	Rearrange. Rearrange the sequence of all the functions above.

2. Settings

2.1 Intercom Panel (Doorbell)

In the settings page, you can set the parameters of the intercom panel.

Parameter	Description
Name	View or tap to customize the name of your device here.
Unlock Settings	You can manage your card, passcode, QR code, palm vein and human face here for your device.
Intelligent Detection	You can select AI algorithms 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.
Privacy Settings	You can customize the privacy area here.
Device Information	You can see the device information here.
Share Device	You can share the device to you family member or guest.
EZVIZ Cloud	You can subscribe and manage the cloud storage.  The function is only available in certain countries. Please verify the availability in your country before purchasing.
Restart Device	Tap to restart the device.

2.2 Monitor

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

Parameter	Description
Name	View or tap to customize the name of your device here.
Message Notification	You can set offline notification on/off.
Audio Settings	You can set monitor ring on/off and choose the doorbell ringtones.
Monitor Settings	You can set the monitor brightness and auto-lock screen time here.
Record List	You can see the device storage status of the memory card.
Privacy Settings	You can encrypt your videos with encryption password.
Network Settings	You can see the Wi-Fi your device connected to.  If you want to change your device's Wi-Fi, please go to the screen, and choose "Settings-> Network and Time-> Current Wi-Fi", and tap to choose the Wi-Fi you want to connect to.
Device Information	You can see the device information here.
More	You can set the terminal authorization and enable client compatibility mode.
Restart Device	Tap to restart the device.
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 "+" 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>

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

Safety Precautions

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.

- You should only use this product with a voltage between: 100-240 Volts and 50-60 hertz.
 - 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.
 - In schools, training facilities, workshops, etc. qualified personnel must be on hand to monitor electronic equipment operation.
 - 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 disconnecter, 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.
 - The device should not be exposed to running or splashing liquid and no object filled with liquid should be placed on the device.
- Initiatives on the Use of Video Products

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.