

EN

ES

FR

PT



## Quick Start Guide

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

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

### **About this Manual**

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

### **Revision Record**

New release – January, 2019

### **Trademarks Acknowledgement**

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

### **Legal Disclaimer**

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

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

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

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. EZVIZ SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, EZVIZ WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

SURVEILLANCE LAWS AND DATA PROTECTION LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE

APPLICABLE LAW. EZVIZ SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

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

## **Regulatory Information**

### **FCC Information**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

### **Industry Canada ICES-003 Compliance**

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.



#### EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info).



2006/66/EC and its amendment 2013/56/EU (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union.



See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info).

#### EC DECLARATION OF CONFORMITY

Hereby, Hangzhou EZVIZ Software Co.,Ltd. declares that the radio equipment type [CS-CV310] is in compliance with Directive 2014/53/EU.

The full text of the EC DECLARATION OF CONFORMITY is available at the following web link:

<http://www.ezvizlife.com/declaration-of-conformity>.

#### Safety Instruction

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. BATTERY IS NOT USER REPLACEABLE.

Due to the product shape and dimension, the name and address of the importer/manufacture are printed on the package.

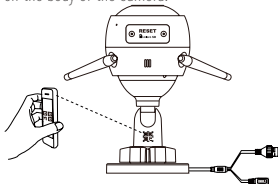
#### Customer Service

For more information, please visit [www.ezvizlife.com](http://www.ezvizlife.com).

Need help? Please visit "[www.ezvizlife.com/inter/page/contact-us](http://www.ezvizlife.com/inter/page/contact-us)" for our local contact details.

**SAVE THIS MANUAL FOR FUTURE REFERENCE**

-Scan the QR code on the body of the camera.

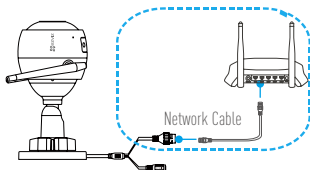


-Follow the EZVIZ app wizard to finish Wi-Fi configuration.

You can also select wired connection.

**Step 1:** connect the camera to the router with a network cable.

**Step 2:** add the camera to EZVIZ app by scanning its QR code.



- i** Hold the RESET button for 5 seconds when camera is running if either adding cameras or Wi-Fi connection fails.

## Step 3

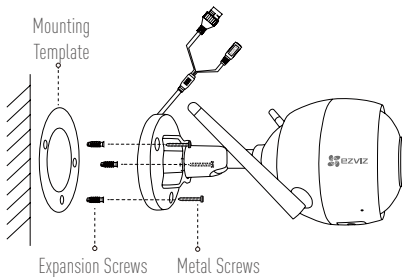
### Camera Installation

You can install the camera on the wall or ceiling.

- i** Make sure the wall is strong enough to withstand three times the weight of the camera.

#### 1 Install the Camera

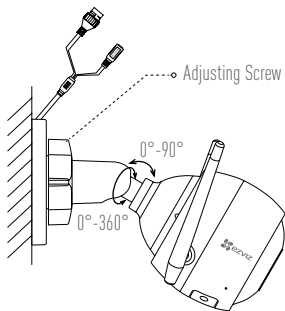
- Place drill template onto the surface you have chosen to mount the camera.
- **(For the cement wall/ceiling only)** Drill screw holes according to the template, and insert three expansion screws.
- Use three metal screws to fix the camera base according to the template.



#### 2 Adjust the Surveillance Angle

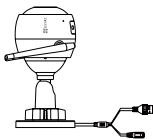
- Loosen the adjusting screw.
- Adjust the surveillance angle as your desired place.
- Tighten the adjusting screw.

- i** Make sure the microSD card slot facing downward.



## Appendix

### Box Content



Internet Camera x1



Power Adapter x1



Mounting Template x1



Screw Kit x1

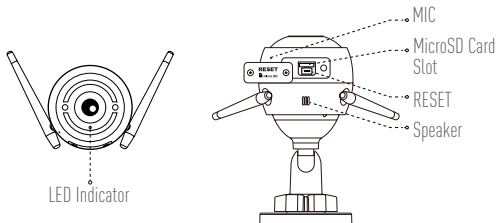


Waterproof Kit x1



Quick Start Guide x1

## Basics



Name	Description
MIC	For audio in.
Speaker	For audio out.
LED Indicator	<ul style="list-style-type: none"><li>• Solid Red: Camera is starting up.</li><li>• Slow-Flashing Red: Wi-Fi connection has failed.</li><li>• Fast-Flashing Red: Device exception (e.g. MicroSD card error).</li><li>• Solid Blue: Video is being viewed or played back in EZVIZ App.</li><li>• Fast-Flashing Blue: Camera is ready for the Wi-Fi connection.</li><li>• Slow-Flashing Blue: Camera is running properly.</li></ul>
MicroSD Card Slot	MicroSD card not included in the Box Contents. Recommended compatibility: Class 10, Max.128GB. After inserting the microSD card, initialize it in the EZVIZ app, and then video files can be stored in the SD card.
RESET	Hold the RESET button for 5 seconds when the camera is running. The camera restarts, and resets all parameters to default.
Power Input	1A $\overline{\text{---}}$ 12V

## Troubleshooting

- Q:** "The device is offline." or "The device is not registered." prompts when adding the camera by EZVIZ app.
- A:**
1. Make sure the network, that the camera is connected to, is normal and the DHCP of router is enabled.
  2. Hold down the RESET button for 5 seconds to reset the parameters if you manually changed the network parameters.
- Q:** How to use the microSD card for local storage?
- A:**
1. Make sure there is a microSD card inserted and the camera is added to your EZVIZ account. Log in the EZVIZ app and enter the "Device Details" interface, if the "Initialize Storage Card" button appears, you need to initialize the microSD card first.
  2. The microSD card recording for the motion detection is enabled by default.
- Q:** The mobile phone cannot receive alarm prompts when the camera is online.
- A:**
1. Make sure the EZVIZ app is running on your mobile phone and the Motion Detection Notification is enabled.
  2. For Android system, make sure the app is running in background; and for iOS, enable the message push function in "Settings > Notification".
  3. If still no alarm prompts, hold down the RESET button for 5 seconds restore the camera settings.
- Q:** Live view or playback failed.
- A:** Make sure your network is well connected. Viewing live video needs a good bandwidth. You can refresh the video, or change a network and try again.
- Q:** How to connect to another Wi-Fi?
- A:** Hold the RESET button on the camera for 5 seconds to reset and restart the camera and reconnect the Wi-Fi about 1 minute later.



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