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.ezvizlife.com).

Revision Record

New release – January, 2023

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 RESPONSIBILITES 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.

Table of Contents

Overview 1
1. Package Contents 1
2. Basics 1

Get the EZVIZ App 3

Select Appropriate Location 3

Connect to Power Source 4

Connect to Network 4
1. Wired Network Connection (Recommended) 4
2. Wireless Network Conenction 4

Add Device 5
1. Add Gateway 5
2. Add Sub Devices 5
3. Setup HomeKit 6
4. Setup Matter 7

Operations on the EZVIZ App 8
1. Homepage 8
2. Settings 9

FAQ 10

INFORMATION FOR PRIVATE HOUSEHOLDS .. 11

Overview

1. Package Contents



Home Gateway (x1)



Power Adapter (x1)



USB Cable (x1)



Pin (x1)



Matter Setup Instruction (x1)



HomeKit Setup Instruction (x1)



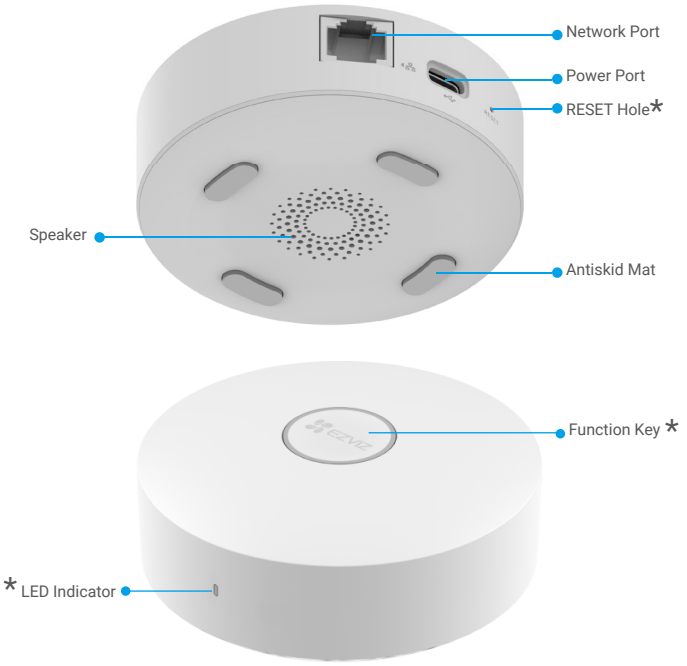
Regulatory Information (x1)



Quick Start Guide (x1)

The power adapter's appearance is subject to the one you have bought.

2. Basics



Name	Description
Function Key	• Press and hold the button for over 4s, the gateway will enter Wi-Fi configuration mode. • Press the button once, the gateway will enter device adding mode; press again, the gateway will exit device adding mode. • If the gateway sends alarms, press the button to clear alarms.
LED Indicator	**White** • Solid: Working properly and has been connected to the EZVIZ App. • Slow-flashing: Entered device adding mode. • Fast-flashing: Configuring network. **Orange** • Solid: Starting up or upgrading. • Slow-flashing: Offline. • Fast-flashing: Breakdowns occurred or alarms produced. **OFF** Device powered off or exception
RESET Hole	While the gateway is running, poke the hole with SIM card eject needles or clips for over 4s, the gateway will restart, and the Wi-Fi configuration, local records, current alarm status and all sub devices will be cleared. After resetting the gateway, there will be a voice prompt.

Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi (suggested).

2. Download and install the EZVIZ App by searching for “EZVIZ” in the App Store or Google Play™.

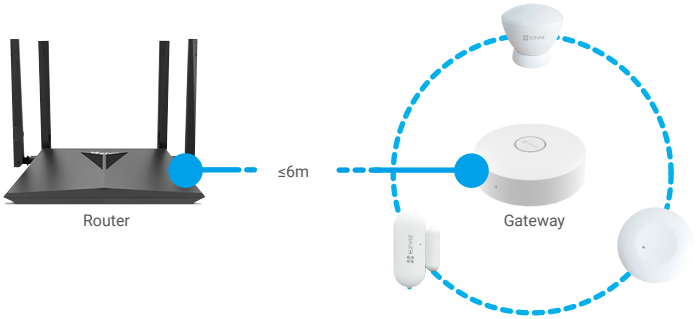
3. Launch the App and register an EZVIZ user account.

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".

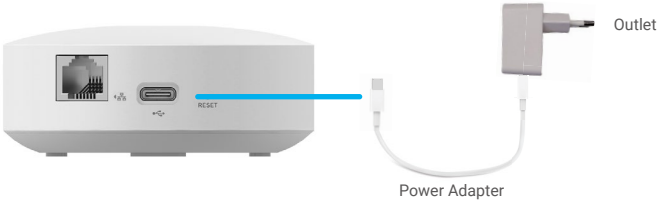
Select Appropriate Location

- The gateway needs to be plugged in.
- To ensure that the connection between the gateway and sub devices is stable, please place the gateway at the center of the sub devices, and the distance between the gateway and the router should be ≤6 meters.
- There should be no metal obstacles and walls between the gateway and sub devices, and the gateway and the router.
- Do not place any gateway or sub devices on the top of the router.



Connect to Power Source

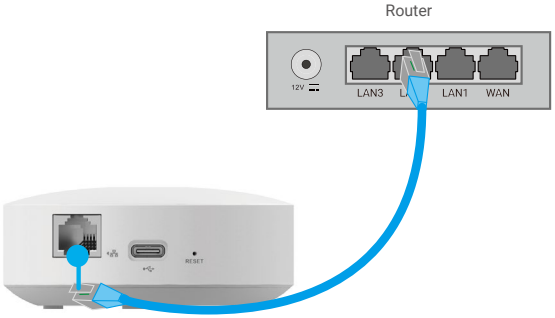
Plug the gateway in. When start up the gateway for the first time, the LED indicator turns from solid orange to fast-flashing white, which means that the gateway has entered network configuring mode.



Connect to Network

1. Wired Network Connection (Recommended)

You need to connect the gateway to the LAN port of the router with network cable (purchase separately) as displayed in the figure below.



2. Wireless Network Conenction

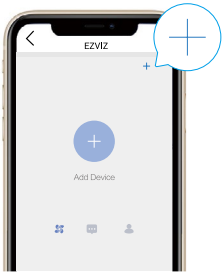
Scan the QR code on the side of the gateway with the EZVIZ App, and then connect the gateway to Wi-Fi by following the wizard on EZVIZ App.

If Wi-Fi connection failed, or you want to connect the gateway to another Wi-Fi, you need to make the gateway offline first. Press and hold the function key for over 4s until you hear the voice prompt, and then connect the gateway to Wi-Fi by following the wizard on EZVIZ App.

Add Device

1. Add Gateway

1. Log in to your account through EZVIZ App, tap the device adding icon and then the QR code scanning interface will be displayed.



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

2. Scan the QR code on the side of the gateway or on the cover of the user manual.



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

2. Add Sub Devices

1. Press the function key of the gateway once to make the gateway enter device adding mode, and the LED indicator is in slow-flashing white.

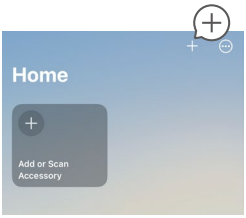
2. Make sub devices enter adding mode as instructed by user manuals of sub devices.

3. There will be voice prompt reminding you that sub devices have been added to the gateway automatically.

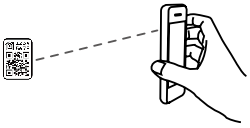
3. Setup HomeKit

1. Make sure that the gateway is powered on and nearby.

2. Open the Apple Home app, tap + on the upper-right corner to go to the Add Accessory interface.



3. Scan the QR code or enter the eight-digit code on the cover of user manual or on the side of your gateway.



4. Follow the wizard to add your gateway to the Apple Home App.

5. After the setup is completed, the gateway should be listed in the Apple Home App.

- When adding a gateway, any sub-devices that have been previously added and support Apple HomeKit will automatically be synced and added to the HomeKit system.
- Please keep the code for further reference.

*** HomeKit-compatible Sub Devices For Gateway**

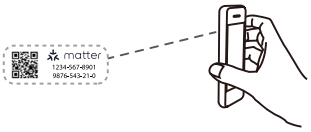
Device Name	Device Model
PIR Motion Sensor	CS-T1C
Open Close Sensor	CS-T2C
Smart Button	CS-T3C

- After the OTA of gateway in future, more EZVIZ HomeKit-compatible sub devices can be supported.
- For more HomeKit-compatible sub devices, Please stay tuned for it.

4. Setup Matter

1. After the gateway has been added to EZVIZ App, open the App that support Matter.

2. According to the instructions on the App, scan the Matter Setup Code or enter the numeric setup code on the cover of the user manual or on the side of your gateway.



3. Follow the wizard to add your gateway to the App.

4. After the setup is completed, the gateway will be listed in your App.

- When adding a gateway, any ZigBee sub-devices that have been previously added and support Apple HomeKit will automatically be synced and added to the HomeKit system.
- Please keep the code for further reference.

*** Matter-compatible Sub Devices For Gateway**

Device Name	Device Model
PIR Motion Sensor	CS-T1C
Open Close Sensor	CS-T2C
Temperature & Humidity Sensor	CS-T51C

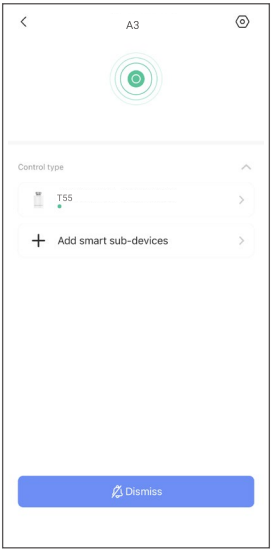
- After the OTA of gateway in future, more EZVIZ Matter-compatible sub devices can be supported.
- For more Matter-compatible sub devices, Please stay tuned for it.

Operations on 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. Homepage

When you launch the EZVIZ App, you can manage the gateway and the sub devices as needed on the homepage.



Icon	Description
	Settings. View or change the device settings.
	Dismiss. Tap to clear alarms of all sub devices.
	Add. Tap to add sub devices to the gateway.

2. Settings

Parameter	Description
Device Name	Customize the name of your device.
Sub-devices Upgrade Automatically	When enabled, the sub-devices will upgrade automatically after downloading upgrading packages.
Alarm Settings	You can set the notification parameters as needed.
Light Setting	When disabled, the LED indicator will be off.
Network Settings	You can see the Wi-Fi name and the connection status.
Device Information	You can see the device information here.
Delete Device	Tap to delete the gateway from EZVIZ App.

FAQ

Q: What if I forget my password?

A: Please launch the EZVIZ App and tap **Forgot password?** on the login page, follow the EZVIZ App and reset your password.

Q: What should I do if I got "The device has been added" message when adding device to account?

A: When this message pops up, it means that the device has already been connected to an existing EZVIZ account. To add it to a new account, you need to remove the device from the previous account since a device can only be bound to one account.

Q: How to solve Wi-Fi configuration failed issue?

A: Please check the following settings below:

1. Check the frequency band on your router to ensure that it allows 2.4 GHz network mode transmission.

2. Ensure your mobile phone is connected to Wi-Fi and the Wi-Fi network is active and functional.

3. Check the network condition:

- Make sure your network has no firewall and no other limit.
- Ensure the router can distribute IP address to your device or disable the static IP setting (DHCP is enabled by default on all EZVIZ devices).

4. Press and hold the function key for over 4s to ensure your device is ready for Wi-Fi configuration. Then follow the App wizard to re-configurate Wi-Fi.

Q: The status of the sub device is displayed as offline on the EZVIZ App.

A: 1. Make sure the network status that the gateway connected with is normal. The distance between the gateway and the router should be less than 6 meters.

2. Make sure the distance between the sub device and the gateway is close and there is no barriers between them. It is recommended to place the gateway at the center of the sub devices.

3. Make sure the sub device's battery has not been depleted.

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.