

FAQ – EZVIZ

Before usage

How to add device?

- 1) Login the EZVIZ account which you have registered.
- 2) Press the "+" sign to begin the process of adding your device.
- 3) From the device sticker located on the back/bottom of the camera scan the QR code or manually input the serial number of the device.
- 4) Follow the wizard to add your device to your EZVIZ account.

How to solve Wi-Fi configure failed issue?

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 that your mobile phone is on the WiFi and ensure that the WiFi 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) Reset your camera; ensure that your device is in ready mode or Wi-Fi configuration mode > then use the EZVIZ mobile app for device Wi-Fi configuration.

Can't receive verification code?

- 1) If registered an account via email, please check your junk mail. If still do not receive the verification code, you might have email filter/block restricting this email, please check with your email provider.
- 2) If registered an account via mobile number, please confirm if your mobile can receive SMS short codes.
- 3) If you do not receive the verification code please provide your number, your country, time of request to the support center at support@ezvizlife.com or contact your regional support team.

How does EZVIZ protect my video privacy?

- 1) Every EZVIZ device comes with a factory programmed verification code or users have to set their own passwords. For privacy protection, unauthorized users cannot access videos, playback and images without a verification code.
- 2) EZVIZ adopts HTTPS in order to protect users' connection to our website. Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol with the SSL/TLS protocol to provide encryption and secure identification of the server.
- 3) EZVIZ uses end-to-end SSL/TLS encryption to prevent data interception and theft.
- 4) Only valid emails/phone numbers can be used to register EZVIZ account, EZVIZ implements email/phone number verification by sending verification codes to allow users complete critical account activities, like creating an account, retrieving lost password etc.

What should I do if I got “The device has been added” message when adding device to account?

In the EZVIZ platform, for customer’s privacy concerns, an EZVIZ device can only be added to one account at a time.

1) If you want to add it to a new account, you must delete it from previous account first.

If my Wi-Fi password changes, do I have to use the app to reconnect?

You have to use the EZVIZ mobile app to re-configure the Wi-Fi password when the password changes. Here’s how:

- Reset the device first;
- Connect your phone to the Wi-Fi network;
- Select the camera that displays its status as "Offline";
- Go to the camera settings page;
- Click on the Wi-Fi Configure tab;
- Enter the new password > then follow the prompt to complete the setup;

When adding camera to the Wi-Fi, EZVIZ mobile app shows “Failed to push Wi-Fi credentials”, what should I do?

1) Select “Generate a QR Code” to configure Wi-Fi

2) Input your Wi-Fi password. (The mobile app will reveal the WiFi network that your phone is connected to)

3) Use your camera lens to scan the generated QR code won the screen of your phone. Keep camera lens 5 inches from the QR code, when the indicator on the camera is blinking blue, it means Wi-Fi configuration is successful. Then click “Next” to connect EZVIZ Cloud.

You can also find these settings located in the App settings page:

From the Home page tap on “More” > function settings > Wi-Fi configuration tool.

If the Wi-Fi environment changes, how to put the device back online?

To connect to a different Wi-Fi network, press the RESET button for 5 seconds to Reset your camera and begin the process to reconnect the device to the Wi-Fi.

Ensure that your EZVIZ device is in ready mode or Wi-Fi configuration mode > then use the EZVIZ mobile app for device Wi-Fi configuration. Within the EZVIZ mobile app, from the home page, tap on the name/serial number of the device > then tap on "Wi-Fi" and follow the prompts and complete the setup.

During usage

How to reset the EZVIZ security camera?

Hold the reset button for 5-10 secs; wait for the prompt informing you that the device has been reset successfully. Some cameras will not give you the prompt; however wait for 1-2 mins for the indicator lights to flash blue. Generally, reset takes about 1-2 mins.

How to deal with the system message “Device is offline”?

- 1) Check the indicator lights on the device; ensure that the device is in configuration mode.
- 2) Ensure that your router is functional and can go online to the internet and ensure that you do not have multiple devices on your network.
- 3) If all the troubleshooting techniques listed above doesn't resolve the problem, please delete the device from the account, reset the device and re-add the device to your account.

How to Share EZVIZ Devices with Friends and Family?

EZVIZ Wi-Fi Camera and security systems enables you capture those moments you never want to lose. However if you want to view the same device from two different mobile devices at the same time, you can achieve that simply by EZVIZ app;

- 1) Log into the EZVIZ mobile app
- 2) Select the camera you wish to share > then from the top right corner, tap on the share icon
- 3) Follow the prompt > input the customer's valid email/phone number registered with EZVIZ (Note – You can only share your video with a friend that has an EZVIZ account). Live view is enabled by default, but you can choose to allow the user view the playback and receive alarm notification messages.
- 4) Click on “OK” to complete the settings

The user will receive the sharing invitation in his account, once the invitation is accepted the user can view the device as well as the original owner of the device.

How to set camera to 24/7 recording?

Download the PC application, "EZVIZ Studio". Login into the account, go to device advanced settings, Click “Event-Schedule-Recording Schedule” and choose all-day recording template.

How to download the recorded video clips?

You can manually record the video while in live view mode or playback mode. While in live view or playback mode > Tap on the record icon to start the manual recording. Once the recordings have been completed, your video will be saved to “my album” on your EZVIZing in background.

Why real-time videos and playback stop automatically after 5 minutes?

If your EZVIZ mobile App running on your Android/iOS phone and/or your PC client are not on the same network as the camera, the videos are streamed from EZVIZ VTDU servers. EZVIZ VTDU servers are set to time out every 5 mins. You will get a warning 6s before it times out, where by you have to tap the play button to continue to view the live view.

What's the volume of network traffic when keep viewing the video in 1 minute?

In Hi-Def mode, if keep viewing will consume 4Mb in 1 minute. mobile app.

How to activate motion detection notification?

- 1) Log into the EZVIZ account;
- 2) Select the device you want to activate motion detection on;
- 3) Click on the gear icon on the top right corner of the screen;
- 4) Select Alarm Notification option;
- 5) Enable the "Alarm Notification".

What should users do if cannot receive alarm notification in app?

- 1) Ensure the phone signal is good.
- 2) Ensure that this feature has been enabled in the EZVIZ app.
- 3) Ensure the EZVIZ app is running in background.
- 4) Ensure the EZVIZ app is not blocked from sending notifications by any anti-virus installed on your mobile phone.
- 5) Ensure notification for EZVIZ app has been enabled in phone setting.

I have insert Micro SD card, but app still shows "No memory card"?

- 1) Check the installation orientation for the MicroSD card. Ensure that you have installed the memory card in the correct orientation.
- 2) Refresh the home page to update the device list.
- 3) Go to check the storage status, if the memory card status displays as "Uninitialized", tap to initialize it. The status will then change to "Normal". Then you can start recording any event triggered video in the camera such as motion detection.

How to view images saved on the SD Card?

EZVIZ Security Cameras records video to the SD card, Wi-Fi NVR and cloud simultaneously when enabled. To view videos on the SD card, ensure you have a microSD card installed on the device and ensure you have the SD card initialized (activated). Here is a guide to enable you view your videos stored on the SD card.

Method 1: login into your EZVIZ account via EZVIZ app, click "Video History" in device live view page, and then select the recorded video you want to view in calendar page.

Method 2: Login into your EZVIZ account via PC application, the EZVIZ Studio, click "Video History" at the bottom left corner of device live view page.

Method 3: visit EZVIZ Web Cloud <https://i.ezvizlife.com/user/userAction!displayUserInfo.action>, and login into your EZVIZ account. Click "Gallery", select a device to live view. Select a date and draw the time line below the screen.

How many days of video can I record on a 8GB/16GB/32GB/64GB/128GB card?

Please refer to the table below.

EZVIZ Models	Max. Video in a Day	Min. Storage Capability (Days of Video)				
		8 GB	16 GB	32 GB	64 GB	128 GB
C2C (Mini O), C6C (720p), C6B, C3C	7.9 GB	1	2	4	8	16
C1C PIR, C1C, C6CN, C3A, C6TC, C3W (720p), C6C (1080p), C2C (Mini O Plus), Mini Plus	10.5 GB	0.8	1.5	3	6	12
C6P	15.8 GB	0.5	1	2	4	8
C3WN, LC1, C3W(1080p), C4S, C3S	21 GB	0.4	0.8	1.5	4	6
C4W, C3W Color Night Vision	11 GB (H.265)	0.7	1.5	3	5.8	11.6

More information: <https://support.ezvizlife.com/>