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EZVIZ HP7 Pro

EZVIZ HP7 Pro 4K Video Intercom System User Manual

Comprehensive Guide for Installation, Operation, and Maintenance

INTRODUCTION

This manual provides detailed instructions for the EZVIZ HP7 Pro 4K Video Intercom System. It covers all aspects from initial setup and daily operation to maintenance and troubleshooting, ensuring optimal performance and security for your home. Please read this manual thoroughly before installation and use.



Image: The EZVIZ HP7 Pro system, featuring the outdoor intercom unit, the 8-inch indoor touchscreen monitor, and RFID access tags.

SETUP AND INSTALLATION

The EZVIZ HP7 Pro is designed for straightforward installation, compatible with existing 2-wire systems. Ensure all power is disconnected before beginning installation.

1. Component Overview

- **Outdoor Intercom Panel:** Equipped with a 4K camera, keypad, and biometric sensors.
- **Indoor Touchscreen Monitor:** 8-inch display for communication and system control.
- **Power Adapter:** For the indoor monitor.
- **Mounting Brackets and Screws:** For secure installation.
- **RFID Badges:** For convenient access.
- **Wiring and Connectors:** For electrical connections.

2. Wiring and Mounting

The system supports 2-wire installation and is also compatible with 4-wire systems. Refer to the provided drilling templates for precise mounting of both the outdoor panel and indoor monitor.

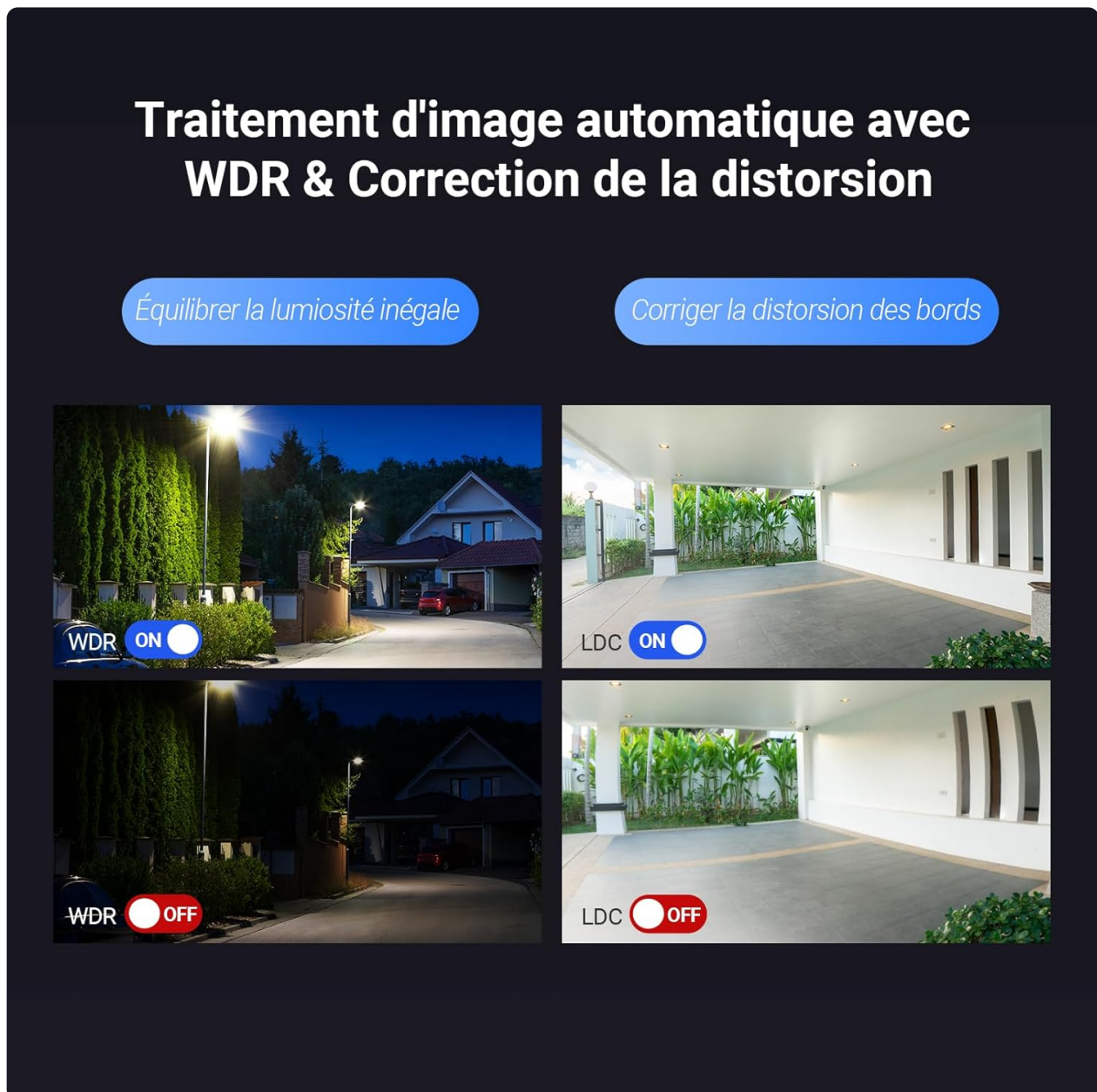


Image: Illustration of Wide Dynamic Range (WDR) and Lens Distortion Correction (LDC) technologies, which enhance image

clarity by balancing light and correcting lens distortions.

3. Initial Configuration

1. **Power On:** Connect the indoor monitor to the power adapter and turn on the system.
2. **Network Connection:** Connect the monitor to your home Wi-Fi network (supports dual-band Wi-Fi 6).
3. **EZVIZ App Setup:** Download the EZVIZ app on your smartphone. Follow the in-app instructions to pair your HP7 Pro system. This enables remote control and notifications.
4. **Biometric Enrollment:** Enroll authorized users for palm vein and facial recognition through the indoor monitor or EZVIZ app.

OPERATING THE SYSTEM

The EZVIZ HP7 Pro offers multiple convenient and secure ways to manage access to your property.

1. Access Methods

- **Palm Vein Recognition:** Present your palm to the outdoor unit's scanner for secure, authorized access.
- **3D Facial Recognition:** The system recognizes authorized faces as you approach, allowing automatic entry.
- **RFID Badges:** Tap an RFID badge on the outdoor unit for quick, contactless entry.
- **Password Entry:** Use the keypad on the outdoor unit to enter a pre-set password.
- **QR Code (Temporary Access):** Generate temporary QR codes via the EZVIZ app for visitors.
- **Remote Unlock:** Unlock the door remotely using the indoor monitor or the EZVIZ app on your smartphone.

Plus de façons de déverrouiller la porte

Code QR à usage unique



Tarjeta RFID



Pantalla Táctil



Contraseña



EZVIZ APP

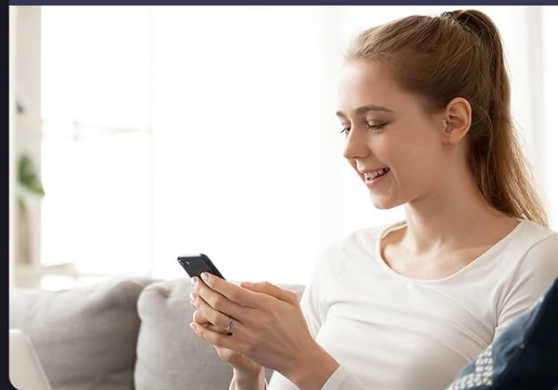


Image: Visual representation of the various door unlocking methods available with the HP7 Pro, including QR codes, RFID cards, the indoor touchscreen, keypad passwords, and remote access via the EZVIZ mobile application.

2. Communication and Monitoring

- **8-inch Touchscreen Monitor:** View live video from the outdoor unit, communicate with visitors using two-way audio, and control other EZVIZ smart devices.
- **4K Ultra-Clear Resolution:** The outdoor camera provides high-definition video, ensuring clear identification of visitors.
- **ColorFULL Night Vision:** The system automatically switches between color and black & white night vision modes, providing clear visibility even in low-light conditions.
- **Smart Human Detection:** Receive instant notifications on your smartphone when a person is detected at your door. Customize detection sensitivity and zones to minimize false alerts.
- **Two-Way Audio with Voice Changer:** Speak with visitors from anywhere using your smartphone. A voice changer feature can be activated for privacy.

Tout-en-un 8" Moniteur tactile pour communiquer et contrôler



Image: The 8-inch indoor touchscreen monitor, seamlessly integrated into a home environment, displaying a live video feed of two individuals at the door.

Résolution 4K Ultra



Image: A visual comparison demonstrating the superior clarity and detail of 4K resolution compared to 2K, particularly noticeable in license plate readability.

Voyez clairement dans l'obscurité



Vision nocturne en couleur



Vision nocturne en noir et blanc

Image: A side-by-side view illustrating the difference between color night vision and traditional black and white night vision, showcasing enhanced detail and color retention in low-light conditions.

3. Smart Home Integration

The indoor monitor acts as a central hub for managing various EZVIZ smart home devices, including wired cameras, battery cameras, smart locks, peephole doorbells, and smart gate openers.

Un hub central pour la sécurité de toute votre maison



Image: A circular diagram illustrating the EZVIZ HP7 Pro monitor as the central control unit for a range of smart home devices, including wired cameras, smart locks, battery cameras, smart gate openers, peephole doorbells, and video doorbells.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your EZVIZ HP7 Pro system.

1. Cleaning

- **Outdoor Unit:** Wipe the camera lens and biometric sensors with a soft, damp cloth. Avoid abrasive cleaners.
- **Indoor Monitor:** Clean the touchscreen with a microfiber cloth. Do not spray cleaning solutions directly onto the screen.

2. Software Updates

Periodically check for firmware updates via the EZVIZ app. Updates often include performance improvements, new features, and security enhancements.

3. Storage

The system supports local storage via a microSD card (up to 512 GB, not included) and cloud storage through EZVIZ CloudPlay (optional subscription). Ensure sufficient storage is available for recorded events.

TROUBLESHOOTING

If you encounter issues with your EZVIZ HP7 Pro, refer to the following common solutions.

Common Issues and Solutions:

- **No Power:** Ensure the indoor monitor's power adapter is securely connected to a working outlet.
- **No Video/Poor Quality:** Check wiring connections between the outdoor unit and indoor monitor. Ensure the camera lens is clean. Verify network stability for optimal streaming.
- **Connectivity Issues:** Ensure the indoor monitor is within range of your Wi-Fi router. Restart your router and the HP7 Pro system.
- **Biometric Recognition Failure:** Ensure your palm/face is correctly positioned and well-lit. Re-enroll biometric data if issues persist.
- **Human Detection Not Working:** Check detection sensitivity settings and configured detection zones in the EZVIZ app.
- **Remote Unlock Not Responding:** Verify your smartphone has an active internet connection and the EZVIZ app is up to date.

For more complex issues, consult the EZVIZ app's help section or contact customer support.

SPECIFICATIONS

Feature	Detail
Model Name	HP7 Pro
Model Number	CS-HP7-R400-1W2TFD (Pro)
Video Resolution	4K
Indoor Monitor Size	8-inch Touchscreen
Connectivity	Dual-Band Wi-Fi 6 (2.4/5GHz), Wired (2-wire compatible)
Special Features	Palm Vein Recognition, 3D Facial Recognition, RFID, Two-Way Audio, Human Detection, ColorFULL Night Vision, WDR, LDC, Weather Resistant
Power Source	Electric Cable (24 Volts, 8 Watts)
Dimensions (L x W x H)	19.1 x 9.1 x 4 cm
Weight	2.4 Kilograms
Storage Options	MicroSD card (up to 512GB, not included), EZVIZ CloudPlay (optional)
Included Components	8" touchscreen, wall mount, power adapter, intercom panel, drilling templates, screwdriver, power connector cable, 3x badges, 2x screw kits, 3x business cards, 2x wires and wire connectors, regulatory info, quick start guide

WARRANTY INFORMATION

EZVIZ products are covered by a limited warranty. The specific terms and duration of the warranty may vary by region and product. Please refer to the warranty card included in your product packaging or visit the official EZVIZ website for detailed warranty information.

Keep your proof of purchase for warranty claims.

CUSTOMER SUPPORT

For technical assistance, product inquiries, or troubleshooting not covered in this manual, please contact EZVIZ customer support.

- **Online Support:** Visit the official EZVIZ website for FAQs, support articles, and contact options.
- **EZVIZ App:** The app often includes a support section with direct access to help resources.

When contacting support, please have your product model number (HP7 Pro) and serial number ready.