



# EZVIZ C2C Home WiFi Camera with Speaker Owner's Manual

[Home](#) » [ezviz](#) » EZVIZ C2C Home WiFi Camera with Speaker Owner's Manual 

## Contents

- [1 EZVIZ C2C Home WiFi Camera with Speaker](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 Legal Disclaimer](#)
- [5 Setup](#)
- [6 Installation](#)
- [7 Appendix](#)
  - [7.1 Basics](#)
  - [7.2 Box Contents](#)
- [8 Troubleshooting](#)
- [9 Initiatives on the Use of Video Products](#)
- [10 INFORMATION FOR PRIVATE HOUSEHOLDS](#)
- [11 Documents / Resources](#)
  - [11.1 References](#)
- [12 Related Posts](#)



**EZVIZ C2C Home WiFi Camera with Speaker**



## Product Information

The product is a camera manufactured by Hangzhou EZVIZ Software Co., Ltd. It is designed for surveillance and security purposes. The camera comes with a user manual that provides instructions for using and managing the product. The manual contains information about the setup process, installation, and basic features of the camera.

## Product Usage Instructions

### Step 1: Power-on

1. Plug the power cable into the camera.
2. Connect the other end of the power cable to the power adapter.
3. Plug the power adapter into a power outlet.

### Step 2: Camera Setup

#### 1. Create a user account:

- Connect your mobile phone to Wi-Fi using your 2.4GHz network.
- Download and install the EZVIZ app from App Store or Google PlayTM.
- Launch the app and register for an EZVIZ user account following the start-up wizard.

#### 2. Add a camera to EZVIZ:

- Log in to the EZVIZ app.
- From the Home screen, tap “+” on the upper-right-hand corner to go to the scan QR code interface.
- Scan the QR Code on the bottom of the camera.
- Follow the EZVIZ app wizard to finish the Wi-Fi configuration. Make sure your phone is connected to the 2.4GHz Wi-Fi from the router for Wi-Fi configuration.

### 3. Change the default password (Optional):

- After adding the camera, go to the camera settings screen.
- Tap on “Change Password”.
- Tap on “Edit”.
- Enter the original verification code located on the bottom of the camera.
- Enter a new password using letters and numbers between 6 to 12 characters.

### Installation:

Please install the device on the wall below 2 meters.

#### 1. Install the Metal Plate (Optional):

- Pick a clean and flat surface.
- Secure the metal plate to the desired position with foam stickers or screws.
- If the surface is made of metal, you can skip this step as there is a magnet piece inside the camera.

#### 2. Install the Camera:

- Secure the camera magnetically to the metal plate or metal surface.

#### 3. Complete Installation:

- Adjust the camera angle as required.

### Appendix: Basics

- Lens
- LED Indicator
- Speaker
- Power Input
- IR Light
- Microphone
- Magnetic Base
- microSD Card Slot
- RESET
- **Name:** Speaker, Power Input, micro SD Card, RESET
- **Description:** Two-way talk.

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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 <sup>TM</sup> website (<http://www.ezviz.com>).

### Revision Record

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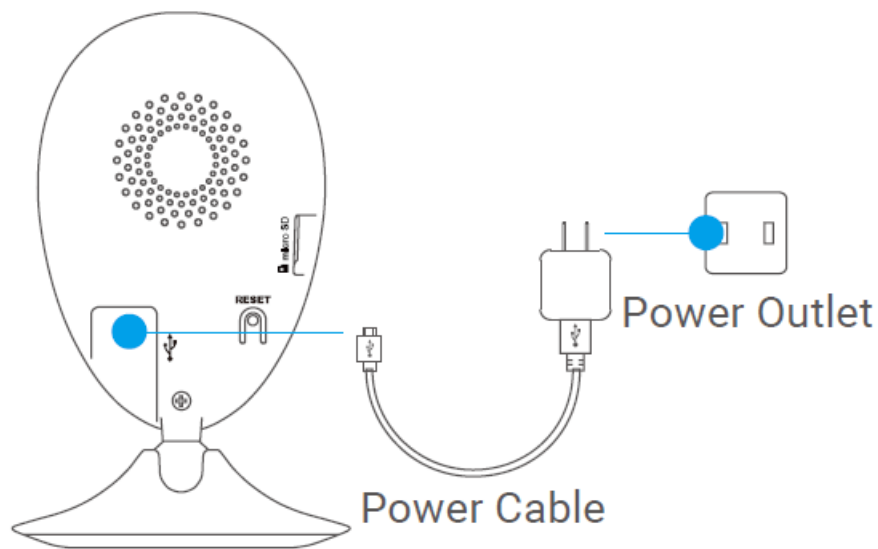
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IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATTER PREVAILS.

## Setup

### Step 1 Power-on

Plug the power cable into the camera and to the power adapter and then into a power outlet, as shown in the figure below.



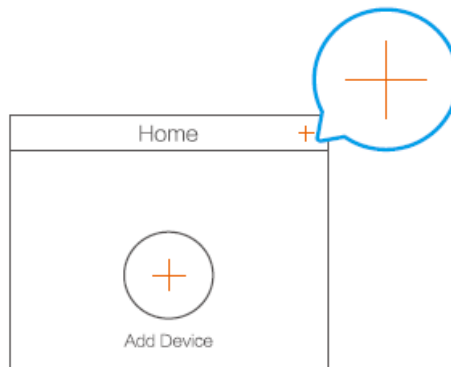
## Step 2 Camera Setup

### 1. Create a user account

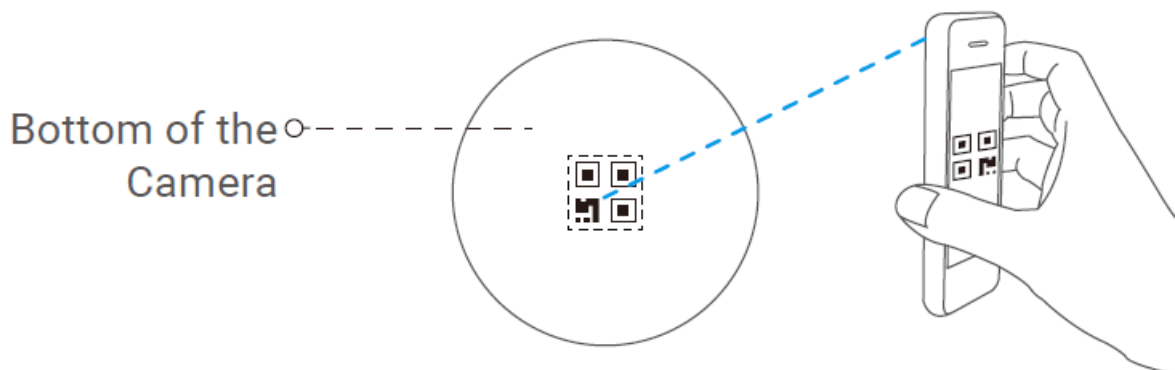
- Connect your mobile phone to Wi-Fi using your 2.4GHz network.
- Download and install the EZVIZ app by searching “EZVIZ” in App Store and Google PlayTM.
- Launch the app and register for an EZVIZ user account following the start-up wizard.

### 2. Add a camera to EZVIZ

- Log in the EZVIZ app.
- From the EZVIZ app Home screen, tap “+” on the upper-right-hand corner to go to the scan QR code interface.



- Scan the QR Code on the bottom of the camera.



- Follow the EZVIZ app wizard to finish Wi-Fi configuration. Please make sure your phone is connected to the 2.4GHz Wi-Fi from the router for Wi-Fi configuration.

### 3. Change the default password (Optional)

After adding the camera, you are required to change the device password to ensure your video security. The

password is used for the Image Encryption. If you turn on the Image Encryption, you are required to input your password when you live view or play back the camera.

- Go to the camera settings screen to change the default password.
- Tap on “Change Password”.



- Tap on “Edit”.
- Enter the original verification code located on the bottom of the camera.
- Enter the new password. Please use letters and numbers between 6 to 12 characters.

## Installation

Please install the device on the wall below 2 meters.

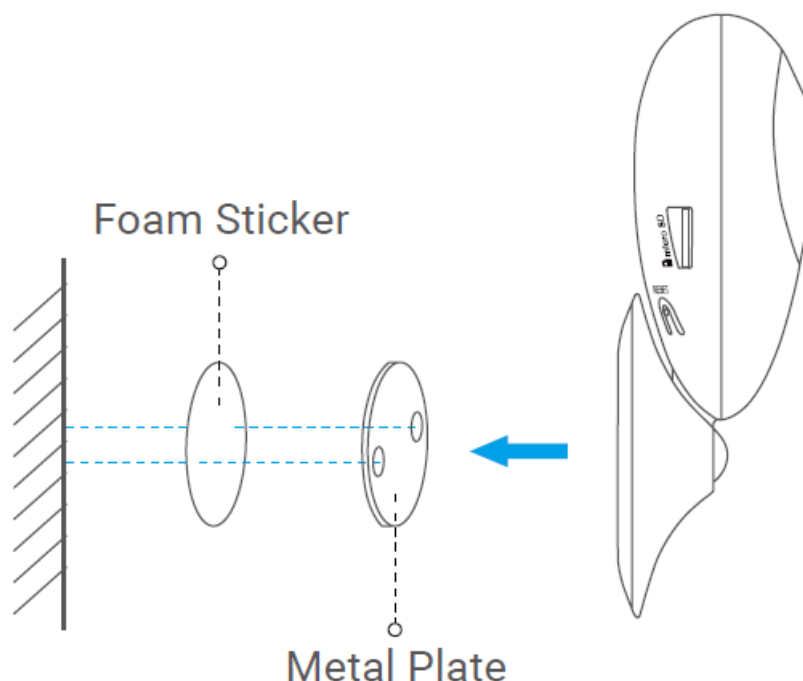
### Step 1 Install the Metal Plate (Optional)

Pick a clean and flat surface and secure the metal plate to the desired position with the foam stickers or screws (not included).

- There's a magnet piece inside the camera. You can skip this step if the surface is made of metal.

### Step 2 Install the Camera

Secure the camera magnetically to the metal plate or metal surface (see figure below).

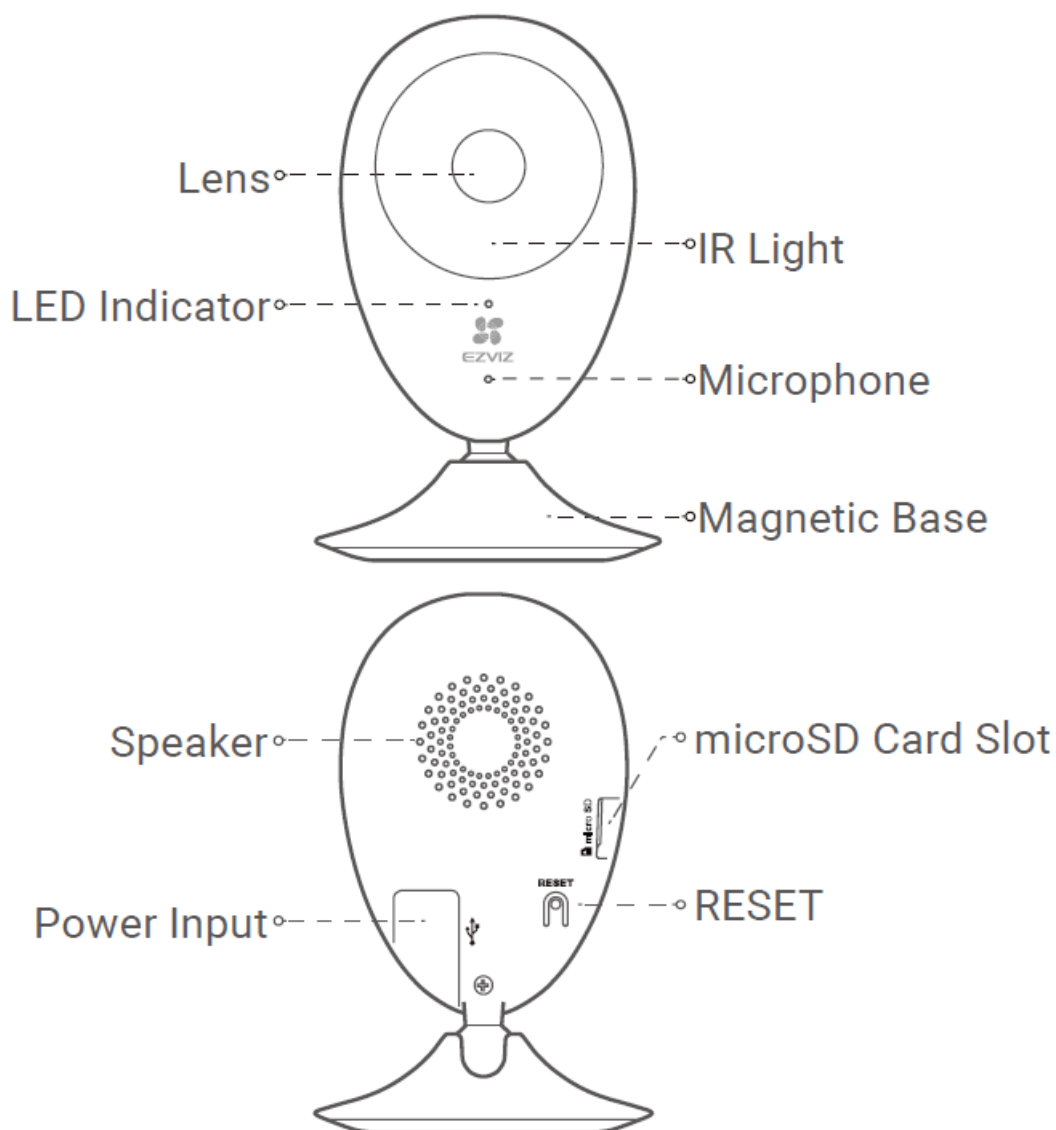


### Step 3 Complete Installation

Adjust the camera angle as required.

## Appendix

### Basics



### Name/Description

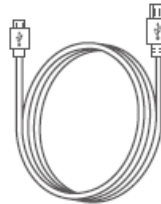
- Speaker Two-way talk.
- Power Input 5V±10%
- micro SD Card For micro SD card (not included with this product). You can purchase separately.  
Recommended compatibility: Class 10, maximum space 256GB. After inserting the card, you can record the event inside the camera.
- RESET Hold down the RESET button for 5 seconds while the camera is running, the camera restarts and all parameters are reset to default.
- **LED Indicator**
  - **Solid Red:** Camera is starting up.
  - **Slow-Flashing Red:** Wi-Fi connection has failed.

- **Fast-Flashing Red:** Device exception (e.g. MicroSD card error).
  - **Solid Blue:** Video is being viewed or played back in EZVIZ App.
  - **Fast-Flashing Blue:** Camera is ready for the Wi-Fi connection.
  - **Slow-Flashing Blue:** Camera is running properly.
- IR Light Auto light source for dark environment. The camera video has two modes: color (for daylight recording) and black and white with IR illuminator (for night condition).

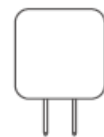
#### Box Contents



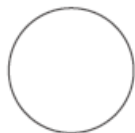
Camera



USB Cable



Power Adapter



Foam Sticker



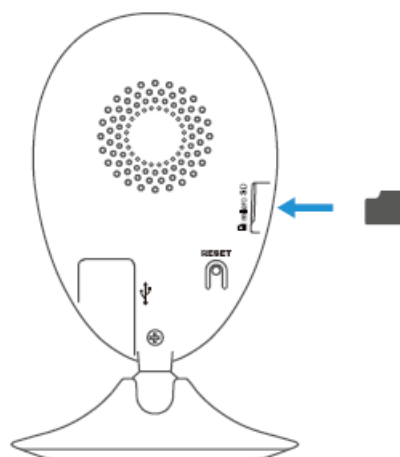
Metal Plate  
(3.5mm Hole Diameter)



Quick Start Guide

#### Install Memory Card

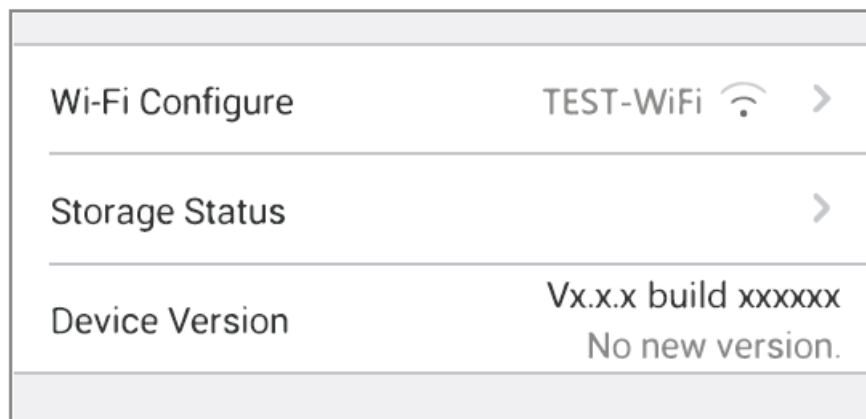
Insert a micro SD card into the slot until a click.



#### Initialize Memory Card

1. In the EZVIZ app, check the memory card status by tapping on the Storage Status in the Device Settings interface.





2. If the memory card status displays as Uninitialized, tap to initialize it. The status will then change to Normal. You can then start recording any event triggered video in the camera such as motion detection.

## Troubleshooting

**Q:** “The device is offline.” or “The device is not registered.” prompts appear when adding the camera using the EZVIZ App.

**A:**

1. Make sure the network, which the camera is connected to, is working properly and the router’s DHCP is enabled.
2. Hold down the RESET button for 5s to reset the settings if you change the network parameters.

**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.
2. For Android OS mobile phone, make sure the app is running in the background; and for iOS mobile phones, enable the message push function in “Settings > Notification”.

**Q: Does the camera support power via USB devices or a portable battery?**

**A:** It’s advised to use the EZVIZ standard power adapter to provide a stable voltage supply.

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

## Initiatives on the Use of Video Products

Thank you for choosing EZVIZ products.

Technology affects every aspect of our life. As a high-tech company, we are increasingly aware of the role technology plays in improving business efficiency and quality of life, but at the same time, the potential harm of its improper usage. For example, video products are capable of recording real, complete and clear images. This provides a high value in retrospect and preserving real-time facts. However, it may also result in the infringement of a third party’s legitimate rights and interests if improper distribution, use and/or processing of video data takes place. With the philosophy of “Technology for the Good”, EZVIZ requests that every end user of video technology and video products shall comply with all the applicable laws and regulations, as well as ethical customs, aiming to jointly create a better community. Please read the following initiatives carefully:

1. Everyone has a reasonable expectation of privacy, and the installation of video products should not be in conflict with this reasonable expectation. Therefore, a warning notice shall be given in a reasonable and effective manner and clarify the monitoring range, when installing video products in public areas. For non-public areas, a third party's rights and interests shall be evaluated when installing video products, including but not limited to, installing video products only after obtaining the consent of the stakeholders, and not installing highly-invisible video products.
2. The purpose of video products is to record real activities within a specific time and space and under specific conditions. Therefore, every user shall first reasonably define his/her own rights in such specific scope, in order to avoid infringing on a third party's portraits, privacy or other legitimate rights.
3. During the use of video products, video image data derived from real scenes will continue to be generated, including a large amount of biological data (such as facial images), and the data could be further applied or reprocessed. Video products themselves could not distinguish good from bad regarding how to use the data based solely on the images captured by the video products. The result of data usage depends on the method and purpose of use of the data controllers. Therefore, data controllers shall not only comply with all the applicable laws and regulations and other normative requirements, but also respect international norms, social morality, good morals, common practices and other non-mandatory requirements, and respect individual privacy, portrait and other rights and interests.
4. The rights, values and other demands of various stakeholders should always be considered when processing video data that is continuously generated by video products. In this regard, product security and data security are extremely crucial. Therefore, every end user and data controller, shall undertake all reasonable and necessary measures to ensure data security and avoid data leakage, improper disclosure and improper use, including but not limited to, setting up access control, selecting a suitable network environment (the Internet or Intranet) where video products are connected, establishing and constantly optimizing network security.
5. Video products have made great contributions to the improvement of social security around the world, and we believe that these products will also play an active role in more aspects of social life. Any abuse of video products in violation of human rights or leading to criminal activities are contrary to the original intent of technological innovation and product development. Therefore, each user shall establish an evaluation and tracking mechanism of their product application to ensure that every product is used in a proper and reasonable manner and with good faith.

## 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 m<sup>2</sup> for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m<sup>2</sup> 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 m<sup>2</sup> or the total storage and shipping areas are at least 800 m<sup>2</sup>. 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.

<http://www.ezviz.com>.

## Documents / Resources

	<p><b><a href="#">EZVIZ C2C Home WiFi Camera with Speaker</a></b> [pdf] Owner's Manual  C2C, C2C Home WiFi Camera with Speaker, Home WiFi Camera with Speaker, Camera with S  peaker, Speaker</p>
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## References

-  [EZVIZ - Creating Easy Smart Homes](#)