



## EZVIZ C8C Smart Home Camera User Guide

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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 on the EZVIZ™ website (<http://www.ezvizlife.com>).

## **Revision Record**

New release – August 2021

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## **Overview**

### **1. Package Contents**



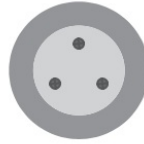
Camera (x1)



Power Adapter (x1)



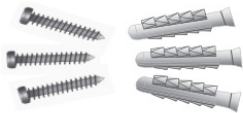
Power Cable (x1)



Drill Template (x1)



Mounting Plate (x1)



Screw Kit (x1)



Regulatory Information (x3)









Quick Start Guide (x1)



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

## 2. Basics



Name	Description	
LED Indicator		Solid Red: Camera starting up.
		Slow-flashing Red: Network exception.
		Fast-flashing Red: Camera exception (e.g. Micro SD card error).
		Solid Blue: Video being viewed in the EZVIZ app.
		Slow-flashing Blue: Camera running properly.
		Fast-flashing Blue: Camera-ready for Wi-Fi connection.

Micro SD Card Slot



Reset Button

Slide up the sphere and open the cover

Name	Description
Micro SD Card (sold separately)	Initialize the card in the EZVIZ app before using it.
Reset Button	Hold for 5 seconds to restart and set all parameters to default.

Network Interface



Speaker

Power Interface

Back View

## Setup

### 1. Power-on




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



### 2. Connect to the Internet

#### 1. Get the EZVIZ App

- Connect your mobile phone to Wi-Fi (suggested).
- Download and install the EZVIZ app by searching “EZVIZ” in the App Store or Google PlayTM
- .- Launch the app and register an EZVIZ user account.

	
<b>EZVIZ App</b>	
	



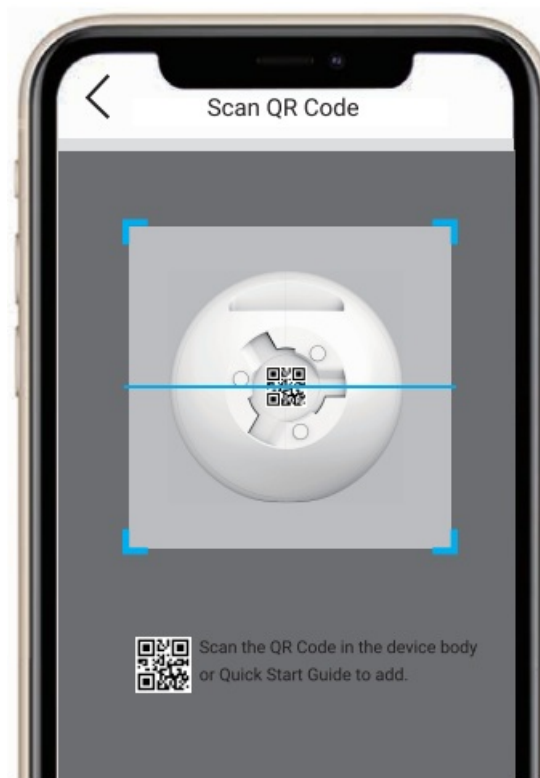
If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for EZVIZ.

#### 2. Add camera to EZVIZ

- Hold the reset button for 5s. When the LED indicator flashes blue quickly, indicates that the camera is ready for Wi-Fi configuration.



- Log in to your EZVIZ user account.
- On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
- Scan the QR code on the Quick Start Guide cover or on the body of the camera.



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



If you want to change your camera's Wi-Fi, press and hold the reset button for 5s and repeat the steps above.

## Installation

### 1. Use Micro SD Card (Optional)

#### 1. Insert Micro SD Card

- Rotate the sphere upwards until you see the card slot.
- Insert the Micro SD card (sold separately) into the card slot as shown in the figure below.

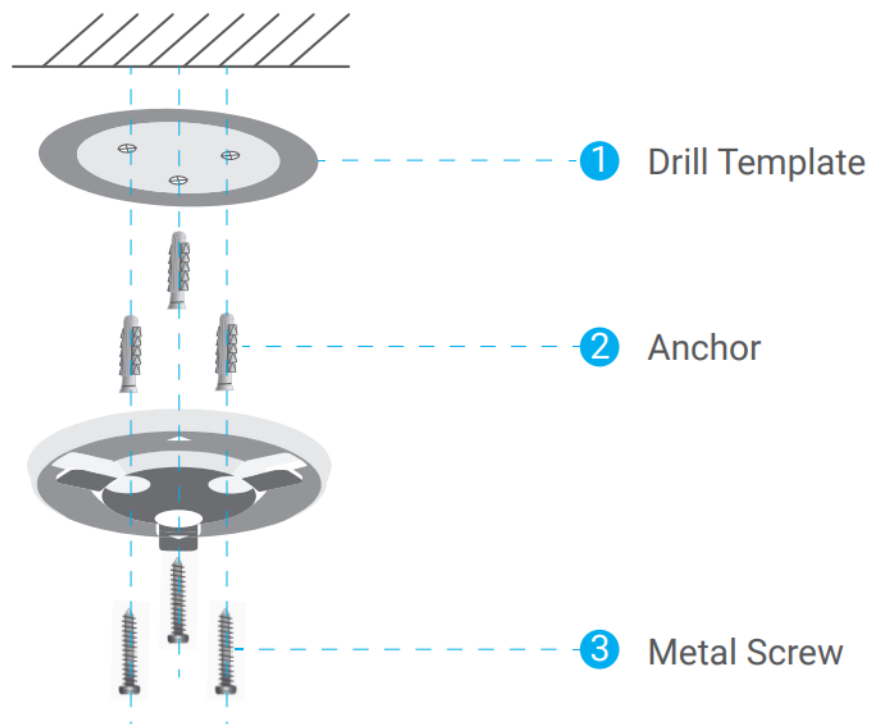


## 2. Install the Base



The camera can be placed horizontally or mounted on the ceiling. Here we take ceiling mounting as an example.

- Please install the device indoors as the device is not waterproof.
  - Make sure the ceiling is strong enough to withstand three times the weight of the camera.
  - Avoid positioning the camera in an area that gets a lot of light shining directly into the camera lens.
  - Recommended mounting height: 3 meters above the ground.
- Place the drill template onto the surface you have chosen to mount the camera.
  - (For cement wall/ceiling only) Drill screw holes according to the template and insert three anchors.
  - Use three metal screws to fix the camera base.



## 3. Install the Camera

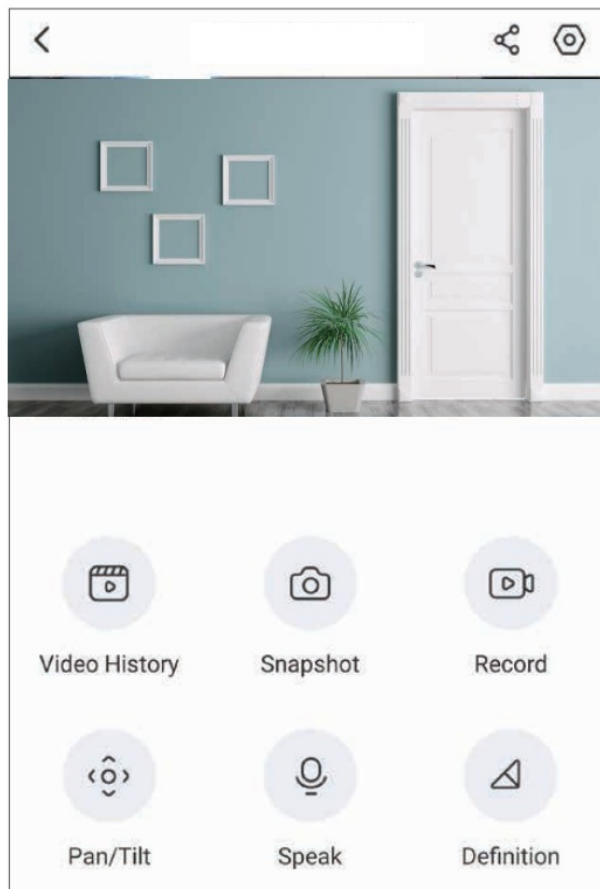


## View Your Device

### 1. Live View










When you launch the EZVIZ app, the device page displays as shown below.

You can view and listen to a live feed, take snapshots or recordings, and choose video definition as needed.



Swipe left and right across the screen to see more icons.



Icon	Description
	Share. Share your device with anyone you want.
	Settings. View or change the device settings.
	Video History. View Recordings.
	Snapshot. Take a snapshot.
	Record. Manually start/stop recording.
	Pan/Tilt. Supports horizontal and vertical rotation.
	Speak. Start using talk and listen.
	Definition. Select video resolution from Ultra HD, Hi-Def or Standard.
	
	
	
	
	
	Privacy Mode. Enable to hide the screen display.




Please refer to the actual interface for specific information.

## 2. Settings

On the settings page, you can set the parameters of the device.

Parameter	Description
Audio	Audio functions. When disabled, neither live view nor recorded videos will have audio.
Status Light	You can tell device status by different lights shining. When disabled, lights will be off. <ul style="list-style-type: none"> <li>•Daytime On: By selecting this mode, the device will only be on during the daytime.</li> <li>•Always On: By selecting this mode, the device will be on all the time.</li> </ul>
IR Light	IR light helps the device get black and white images in low light conditions. When disabled, the quality of images captured in dark environments will be influenced.

Alarm Notification	<p>Alarm Notification: You can select different detecting modes and the device will give out alarms accordingly. When enabled, you will receive notifications 24/7 with no Notification Schedule set.</p> <ul style="list-style-type: none"> <li>•Notification Schedule: When enabled, the device will turn the message push notification on/off according to your scheduled settings.</li> <li>•Set Notification Schedule: You can set your notification schedule here.</li> <li>•Motion Detection Area: You can select the detection area here.</li> <li>•Motion Detection Sensitivity: You can select detection sensitivity here.</li> </ul>
Time Zone	You can select a time zone as needed here.
Daylight Saving Time	Select daylight saving time as needed.
Date Format	You can select the date format as needed here.
WW1	You can see the Wi-Fi that the device has been connected to, and you can tap to connect another You
Cloud Storage	You can subscribe to cloud storage here.
Storage Status	You can see the storage status of your cloud and memory card here.
Device Version	You can see the device version here.
Image Encryption	If enabled, images captured by the device can only be available after you enter a password.
Change Encryption Password	You can change your encryption password here. The default password is the device verification code.
Flip image	Tap to flip images
Advanced Image Settings	<p>You can select different shooting modes here.</p> <ul style="list-style-type: none"> <li>•Backlight mode: When enabled, you can keep more details of overexposed parts of the image.</li> <li>•Original: Default image style.</li> <li>•Soft: Lower color saturation.</li> <li>•Vivid: Higher color saturation.</li> </ul>
Offline Notification	If enabled, notifications will be pushed to your app once the device is offline.
User Guide	You can read the user guide of the device here.
About	You can mark where the device is installed, and get the product category, device model, serial number, and device QR code here.
Restart	Tap to restart your device.
Delete Device	Tap to delete the device from your EZVIZ account.
 For privacy protection, please remove the SD cards or other storage media(if any)when transferring the device to others.	

## EZVIZ Connect

### 1. Use Amazon Alexa

These instructions will enable you to control your EZVIZ devices with Amazon Alexa. If you run into any difficulties during the

process, please refer to **Troubleshooting**.

**Before you start, make sure that:**

1. EZVIZ devices are connected to the EZVIZ app.
2. In the EZVIZ app, turn off the “Image Encryption” on the Device Settings page.
3. You have an Alexa-enabled device (i.e Echo Spot, Echo-Show, All-new Echo-Show, Fire TV (all generations), Fire TV stick (second-generation only), or Fire TV Edition smart TVs).
4. The Amazon Alexa app is already installed on your smart device, and you have created an account.

#### **To Control EZVIZ devices with Amazon Alexa:**

1. Open the Alexa app and select “Skills and Games” from the menu.
2. On the Skills and Games screen, search for “EZVIZ”, and you will find “EZVIZ” skills.
3. Select your EZVIZ device’s skill, then tap ENABLE TO USE.
4. Enter your EZVIZ username and password, and tap Sign in.
5. Tap the Authorize button to authorize Alexa to access your EZVIZ account, so that Alexa can control your EZVIZ devices.
6. You will see “EZVIZ has been successfully linked”, then tap DISCOVER DEVICES to allow Alexa to discover all your EZVIZ devices.
7. Go back to the Alexa app menu and select “Devices”, and under devices, you will see all your EZVIZ devices.

#### **Voice Command**

Discover a new smart device via the “Smart Home” menu in the Alexa app or the Alexa Voice Control function. Once the device is found, you can control it with your voice. Speak simple commands to Alexa.



Your device’s name for example: “show xxxx camera,” can be modified in the EZVIZ app. Every time you change the name of the device, you will need to discover the device again to update the name.

#### **Troubleshooting**

What do I do if Alexa fails to discover my device?

Check if there are any Internet connecting problems. Try to reboot the smart device and re-discover the device on Alexa.

Why does the device’s status show “Offline” on Alexa?

Your wireless connection might have been disconnected. Reboot the smart device and re-discover on Alexa.

Internet access on your router could be unavailable. Check if your router is connected to the Internet and try again.



For details about countries that support the use of Amazon Alexa, see its official website.

## **2. Use Google Assistant**

With Google Assistant, you can activate your EZVIZ device and watch live by speaking Google Assistant voice commands.

**The following devices and apps are required:**

1. A functional EZVIZ app.
2. In the EZVIZ app, turn off the “Image Encryption” and turn on the “Audio” in the Device Settings page.
3. A TV with a functional Chromecast connecting to it.
4. The Google Assistant app on your phone.

## To get started, follow the steps below:

1. Set up the EZVIZ device and make sure it works properly on the app.
2. Download the Google Home app from the App Store or Google Play store and log into your Google account.
3. On the Myhome screen, tap “+” on the upper-left corner, and select “Set up device” from the menu list to go to the Setup interface.
4. Tap Works with Google, and search for “EZVIZ”, where you will find “EZVIZ” skills.
5. Enter your EZVIZ username and password, and tap Sign in.
6. Tap the Authorize button to authorize Google to access your EZVIZ account, so that Google can control your EZVIZ devices.
7. Tap Return to the app.
8. Follow the above steps to complete the authorization. When synchronization is completed, the EZVIZ service will be listed under your list of services. To see a list of compatible devices under your EZVIZ account, tap on the EZVIZ service icon.
9. Now try some commands. Use the name of the camera that you created when you set up the system. Users can manage devices as a single entity or in a group. Adding devices to a room allows users to control a group of devices at the same time using one command. See the link for more information:

<https://support.google.com/googlehome/answer/7029485?co=GENIE.Platform%3DAndroid&hl=en>

## FAQ

### **Q: What kind of network connection does the camera support?**

A: The camera supports wireless connection and wired connection, which can be selected according to the network situation.

### **Q: If the camera is offline, will the video recording be continued?**

A: If the camera is powered on but disconnected to the Internet, then video recording on a micro SD card will continue but cloud recording will stop. If the camera is powered off, both video recordings will stop.

### **Q: Why the alarm is triggered when nobody is in the image?**

A: Try to set the alarm sensitivity lower. Please notice that vehicles and animals are also the trigger source.

### **Q: What if I forget my password?**

A: Please go to the EZVIZ app > login page, tap on “forgot password?” > Enter your account’s email address or phone number. (Send)> Input the verification code > Reset your password.

### **Q: Why can’t I receive my verification code?**

- A:
1. If you registered the account via email, please check your junk mail. If still haven’t received the verification code, you might have an email filter/block restricting this email, please check with your email provider.
  2. If you registered an account via mobile number, please confirm whether your mobile can receive SMS shortcodes or not.
  3. If you still haven’t received the verification code, please provide your number, your country, time of request to the support center at [support@ezvizlife.com](mailto:support@ezvizlife.com) or contact your regional support team

### **Q: How to solve Wi-Fi configuration failure?**

A: Please check the following settings:

1. Ensure that your mobile phone is connected to the Wi-Fi and the Wi-Fi network is working properly.
2. Check the network condition:
  - Make sure your network has no firewall or other limits.
  - 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).
3. Reset your camera; ensure that your device is in ready mode or Wi-Fi configuration mode > then use the EZVIZ app for device Wi-Fi configuration.



For additional information about the device, please refer to [www.ezvizlife.com](http://www.ezvizlife.com).

## Regulatory Information



This product and – if applicable – the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards are 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 [refer to the cover of the quick start guide] 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>.

## Important Safety Information



**Note:** Please read the manual before using the device.



Alternating current.



Direct current.

This symbol on the device indicates that the safety compatibility manual and/or installation manual must be read, which contains information related to the safe operation of the device.



**Caution:** Be sure to read these instructions before operating the equipment. This symbol on the device indicates that the surface or component is overheating. If you touch this surface, you may cause personal injury.



**Warning:** To reduce the risk of personal injury due to overheating of the components, wait until the surface cools down before touching it.



**Warning:** The separate earthing terminal must be permanently connected to the earth.

**Warning:** For SELV DC input: the DC power source shall comply with the Safety Extra-Low Voltage (SELV) requirements of EN/IEC 60950-1, EN/IEC 62368-1.

**Warning:** The power source should meet limited power source or PS2 requirements according to IEC/EN 60950-1 or IEC/EN 62368-1.



**Caution:** Do not block ventilation openings while the system is on, and keep at least 2 cm distance from ventilation openings and walls or other things that may block the openings.

**Warning:** Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery that can result in an explosion.

**Warning:** Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.

**Warning:** A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

**Warning:** Dispose of used batteries according to the instructions.

**Warning:** Replace only with the same or equivalent type recommended by the manufacturer.

**Caution:** THE PRODUCT IS BUILT IN A REPLACEABLE BATTERY.

**Warning:** Do not ingest battery, Chemical Burn Hazard.

**Caution:** This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

**Caution:** Keep new and used batteries away from children.

**Caution:** If the battery compartment does not close securely, stop using the product and keep it away from children.

**Caution:** If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

**Caution:** Risk of fire or explosion if the battery is replaced by an incorrect type.

**Warning:** Do not attempt to disassemble, repair, or alter the device.

**Warning:** To avoid electric shock, please wear shoes with rubber soles. To avoid injuries, please wear gloves when maintaining the device.

**Warning:** If you are not familiar with the knowledge of cable laying and cable connection, please make sure that the power switch has been turned off before installation and maintenance.

**Warning:** If you want to disconnect the device from the power source, please unplug the DC power terminal that connects the power adapter and device.

**Warning:** Flame may spread outside and ignite nearby combustible material without front cover! Please reinstall the front cover correctly before normal operation.

**Warning:** Do not detach the front cover when the device is working properly. The front cover can only be detached when you need to restart the device. After restarting the device, please reinstall the front cover correctly before normal operation.

**Use only power adapters listed in the Table.**

Adapter manufacture	Adapter model
Shenzhen Honor Electronic Co., Ltd	ADS-10LA-06 05010EPCU/EPC(US), ADS-10RH-06 05010EPB (UK), ADS-10RH-06 05010EPG(EU), ADS-10RH-06 05010EPSA(SA), ADS-10RH-06 05010EPBR(BR), ADS-10RH-06 05010EPI(IN), ADS-12CG-06 05010EPC(JP)
Sichuan Jiuzhou Electronic Technology Co., Ltd	DYS05200CQ-U, DYS05200CQ-E

A 5V2A adapter is recommended if the power adapter is not included in the package.

## FCC Information

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

### FCC compliance

This equipment 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 equipment 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 equipment 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.

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


(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate.

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Documents / Resources

	<p><a href="#">EZVIZ C8C Smart Home Camera</a> [pdf] User Guide CSC68C4, 2APV2-CSC68C4, 2APV2CSC68C4, C8C Smart Home Camera, Smart Home Cam era</p>
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