



## EZVIZ Scan the QR Code with App User Guide

[Home](#) » [ezviz](#) » EZVIZ Scan the QR Code with App User Guide



### Quick User Guide

Scan the QR code with the EZVIZ App to add the device to your account.

Please keep it for further reference.

[www.ezvizlife.com](http://www.ezvizlife.com)

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## Contents [ [hide](#) ]

- 1 About this Manual
- 2 Regulatory Information
- 3 EC DECLARATION OF CONFORMITY
- 4 Package Contents
- 5 Basics
- 6 Get the EZVIZ App
- 7 Setup
  - 7.1 Power-on
  - 7.2 Connect to the Internet
- 8 How to Set Your PoE Camera?
- 9 Installation (Optional)
  - 9.1 Install the Micro SD Card (Optional)
  - 9.2 Install the Camera
  - 9.3 Adjust the Surveillance Angle
- 10 Lieferumfang
- 11 LIMITED WARRANTY
- 12 Documents / Resources
- 13 Related Posts

## 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, 2019

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## Regulatory Information

### FCC Information

This Camera complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This Camera may not cause harmful interference, and
- (2) This Camera must accept any interference received, including interference that may cause undesired operation.

**Note:** This product has been tested and found to comply with the limits for a Class B digital Camera, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product 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 product 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.

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.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body. This Camera complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this Camera may not cause interference, and
- (2) this Camera must accept any interference, including interference that may cause undesired operation of the Camera. 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.



### EU Conformity Statement

This product and – if applicable – the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards 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 (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 [CS-C3N, CS-C3W, CS-C3Wi, CS-C3WN, CS-C3C, CS-C3HC, CS-C3HN, CS-C3HW, CSC3HWi] 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>.

### Safety Instruction

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. THE BATTERY IS NOT USER-REPLACEABLE. Due to the product shape and dimension, the name and address of the importer/manufacture are printed on the package.

### Customer Service

For more information, please visit [www.ezvizlife.com](http://www.ezvizlife.com).

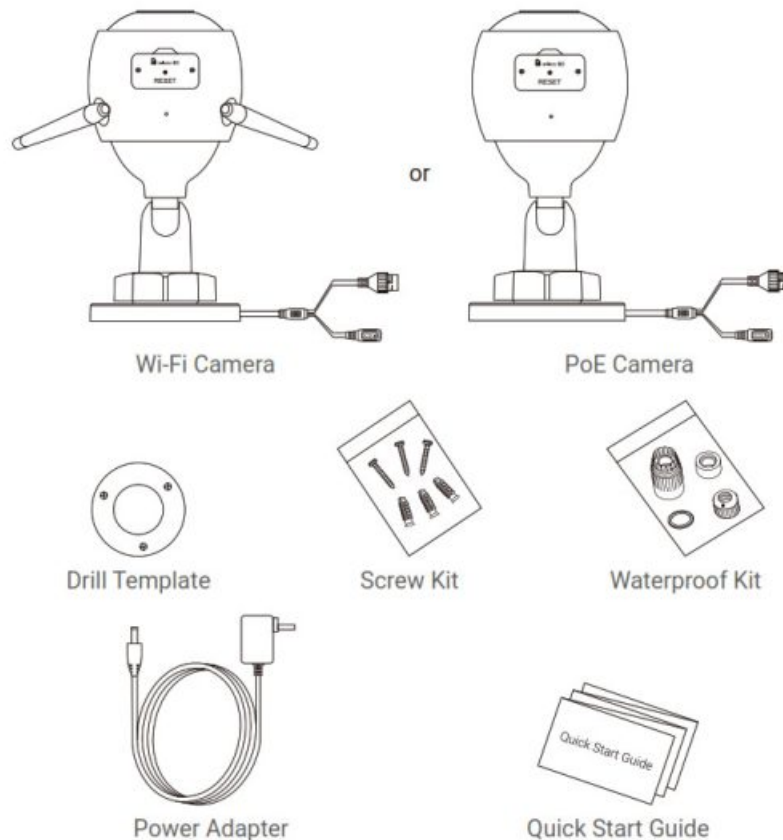
Need help? Contact us:

Telephone: +31 20 204 0128

Technical Inquires Email: [support.eu@ezvizlife.com](mailto:support.eu@ezvizlife.com)

SAVE THIS MANUAL FOR FUTURE REFERENCE

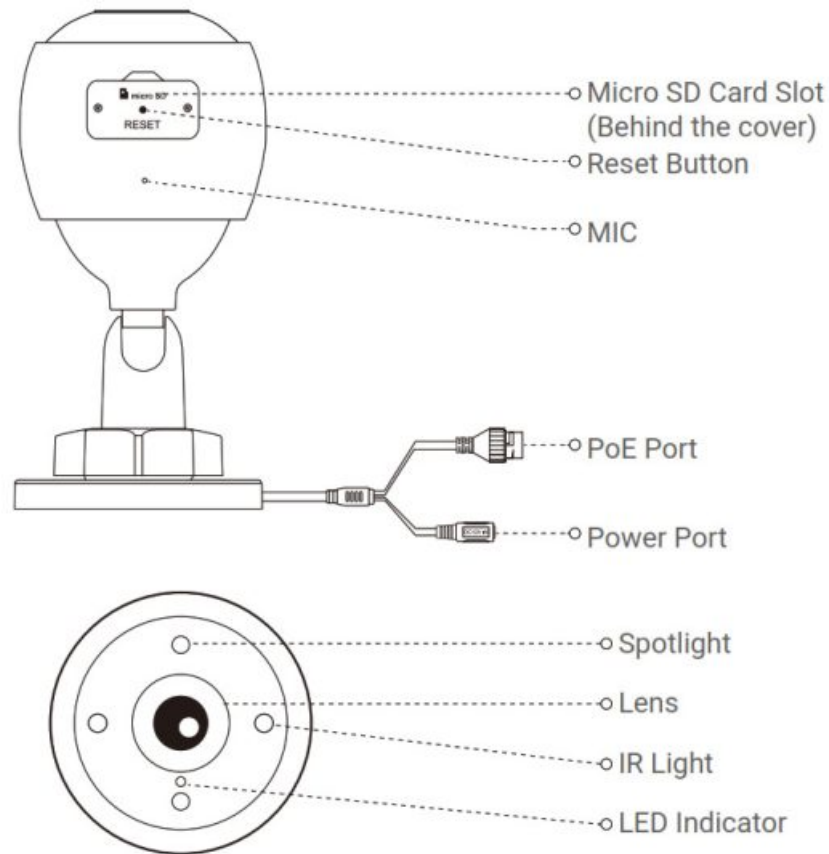
## Package Contents



- ◆ The camera appearance is subject to the actual model you have purchased.
- ◆ Power adapter is not included with the PoE camera model.

## Basics

### Wi-Fi Camera

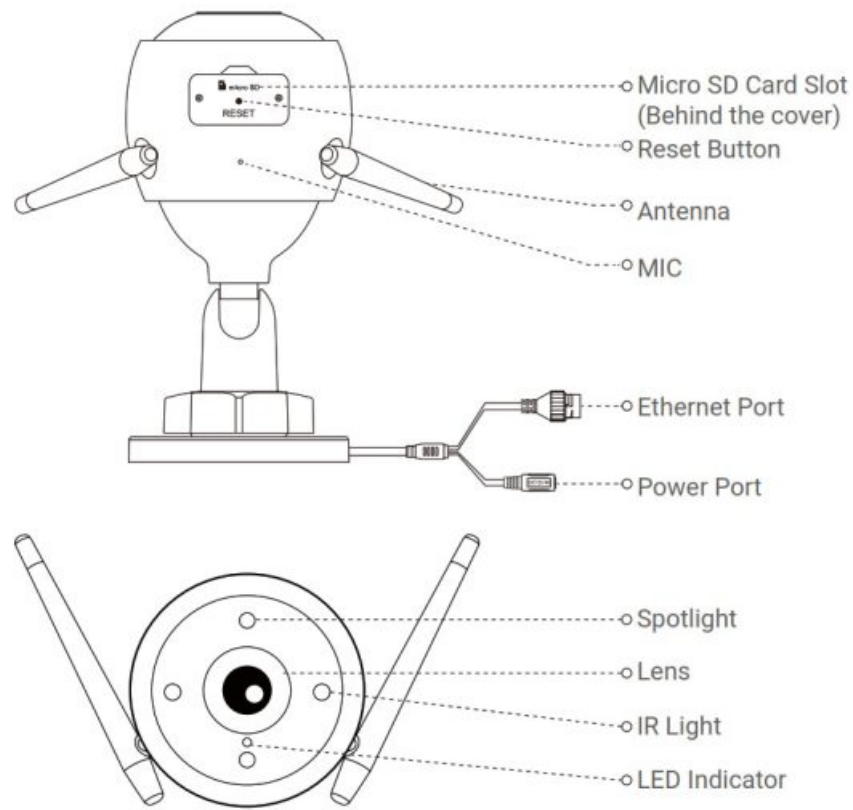


#### Name /Description

##### LED Indicator

- Solid Red: Camera starting up.
- Slow-flashing Red: Wi-Fi connection failed.
- 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.

### PoE (Power over Ethernet) Camera



### Name/Description

#### LED Indicator

- Solid Red: Camera starting up.
- Slow-flashing Red: Network connection failed.
- 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.

### Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi using your 2.4GHz network.
2. Search for “EZVIZ” in App Store or Google Play™.
3. Download and install the EZVIZ app.
4. Launch the app, and register an EZVIZ user account.

### Setup

#### Follow the steps to set up your camera:

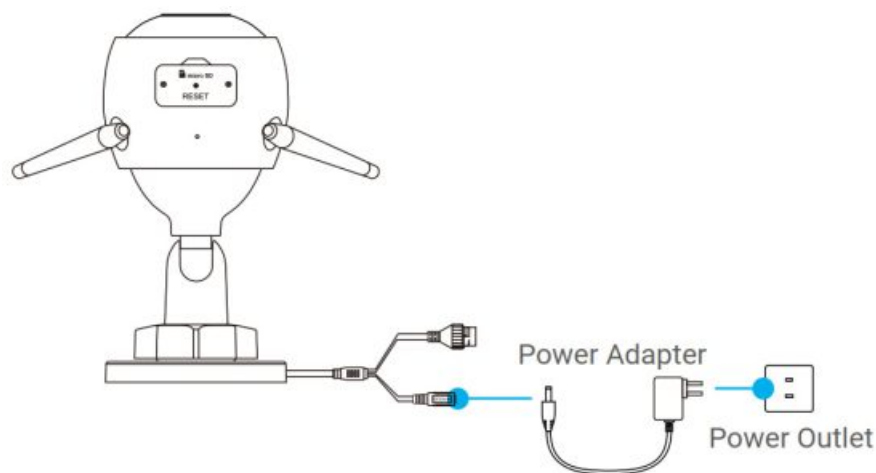
1. Power on your camera.
2. Log in to your EZVIZ app user account.
3. Connect your camera to the Internet.
4. Add your camera to your EZVIZ account.

## How to Set Your Wi-Fi Camera?

### Power-on

#### Steps:

1. Connect the power adapter cable to the camera's power port.
2. Plug the power adapter into an electrical outlet.



The LED turning fast-flashing blue indicates that the camera is powered on and ready for network configuration.

### Connect to the Internet

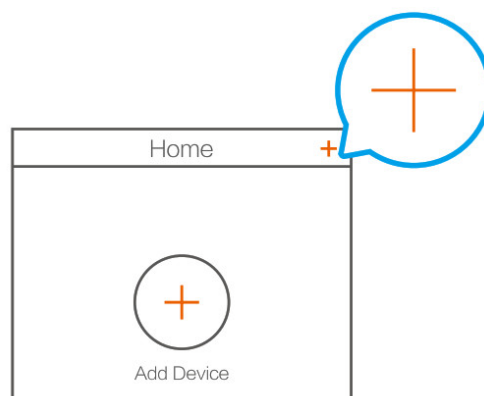


- ◆ Wireless Connection: Connect the camera to Wi-Fi. Refer to Option 1.
- ◆ Wired Connection: Connect the camera to a router. Refer to Option 2.

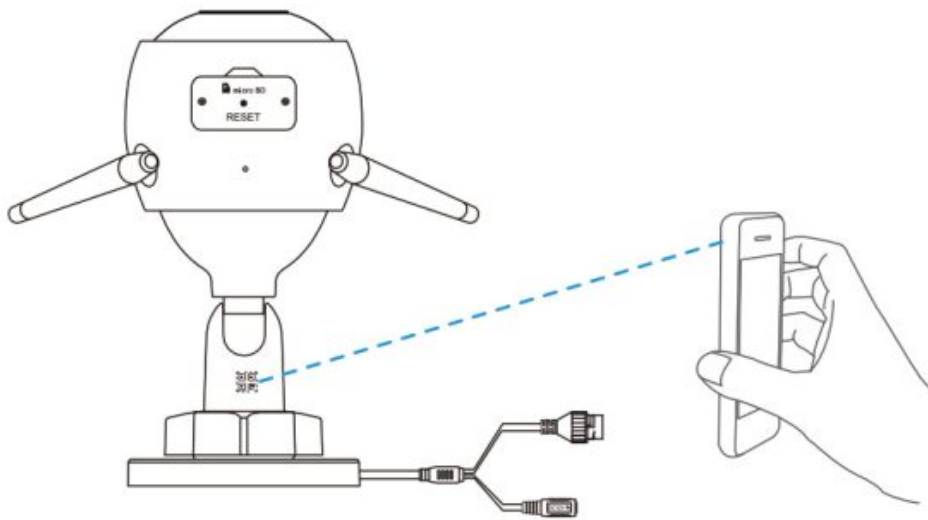
**Option 1:** Use the EZVIZ app to configure Wi-Fi.

#### Steps:

1. Log in to your account using the EZVIZ app.
2. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.



3. Scan the QR code on the Quick Start Guide cover or on the body of the camera.



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



Please choose to connect your camera to the Wi-Fi to which your mobile phone has connected.



Hold the reset button for 5s to restart and set all parameters to default.

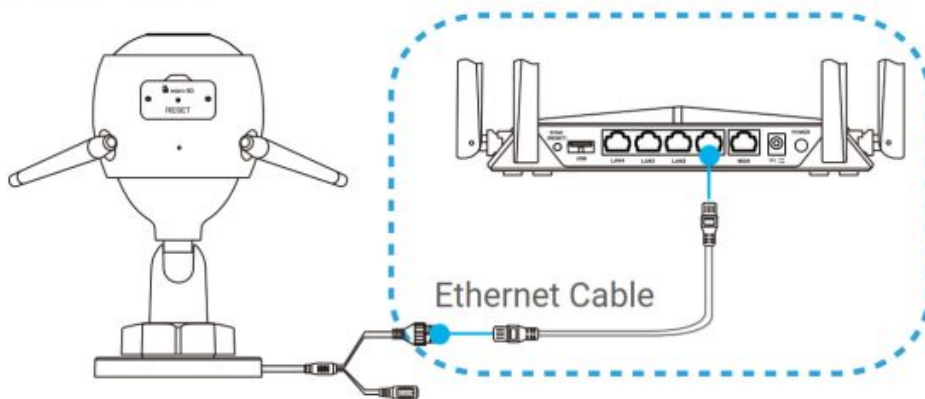
Hold the reset button for 5s in any of the following cases:

- ◆ The camera fails to connect to your Wi-Fi network.
- ◆ You want to change to another Wi-Fi network.

**Option 2:** Connect your Wi-Fi camera to a router.

**Steps:**

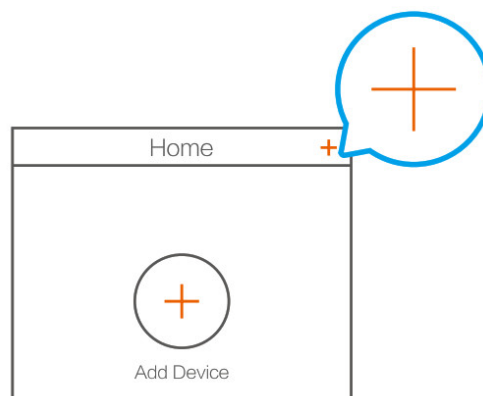
1. Connect the camera to the LAN port of your router with the Ethernet cable.



The LED turning slow-flashing blue indicates that the camera is connected to the Internet.

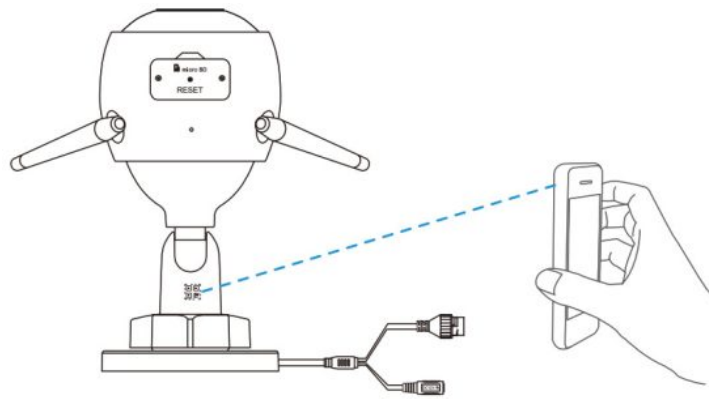
2. Log in to your account using the EZVIZ app.

3. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.



4. Scan the QR code on the Quick Start Guide cover or on the body of the camera.





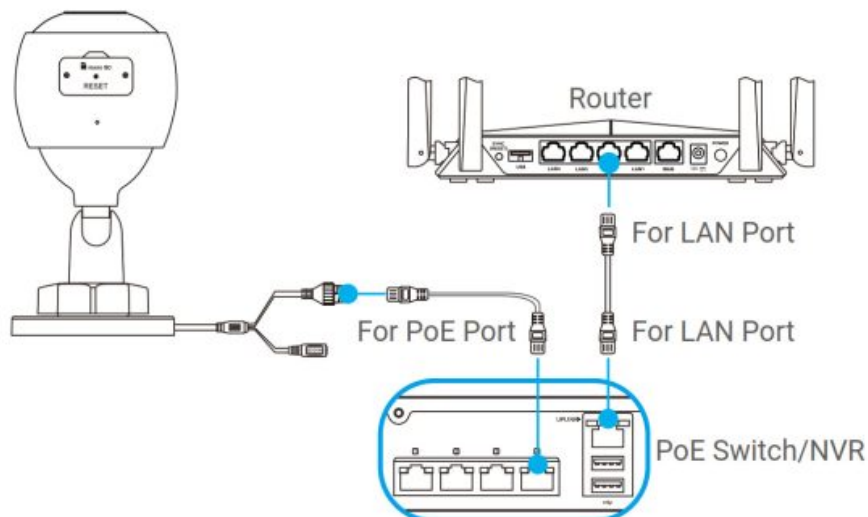
5. Follow the wizard to add the camera to the EZVIZ app.

## How to Set Your PoE Camera?

### Option 1: Connect your PoE camera to a PoE Switch/NVR.

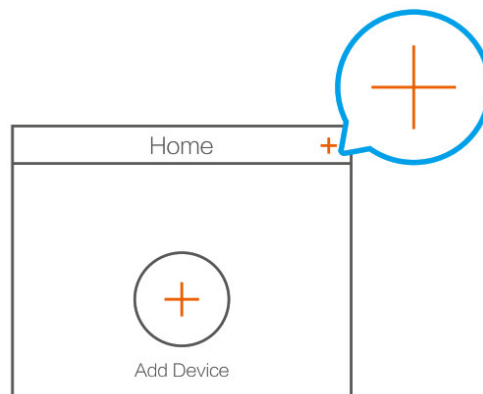
#### Steps:

1. Connect the Ethernet cable to the PoE port of your camera.
2. Connect the other end of the Ethernet cable to the PoE port of your PoE switch or NVR.
3. Connect the LAN port of your PoE switch or NVR to the LAN port of a router via the Ethernet cable.



- The LED turning slow-flashing blue indicates that the camera is connected to the Internet.
- The PoE switch, NVR and Ethernet cable are not included in the package.

4. Log in to your account using the EZVIZ app.
5. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.

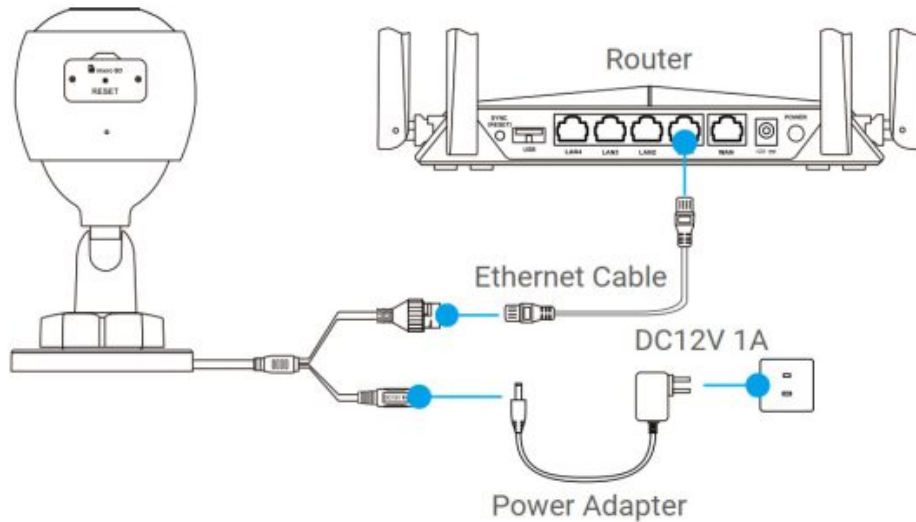


6. Scan the QR code on the Quick Start Guide cover or on the body of the camera.
7. Follow the wizard to add the camera to the EZVIZ app.

## Option 2: Connect your PoE camera to a router.

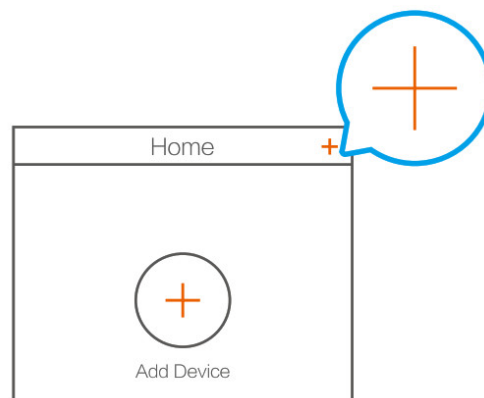
### Steps:

1. Connect the power adapter cable (sold separately) to the camera's power port.
2. Plug the power adapter into an electrical outlet.
3. Connect the Ethernet cable to the PoE port of your camera.
4. Connect the other end of the Ethernet cable to the LAN port of a router.



- The LED turning slow-flashing blue indicates that the camera is connected to the Internet.
- The Ethernet cable is not included in the package.

5. Log in to your account using the EZVIZ app.
6. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.



7. Scan the QR code on the Quick Start Guide cover or on the body of the camera.
8. Follow the wizard to add the camera to the EZVIZ app

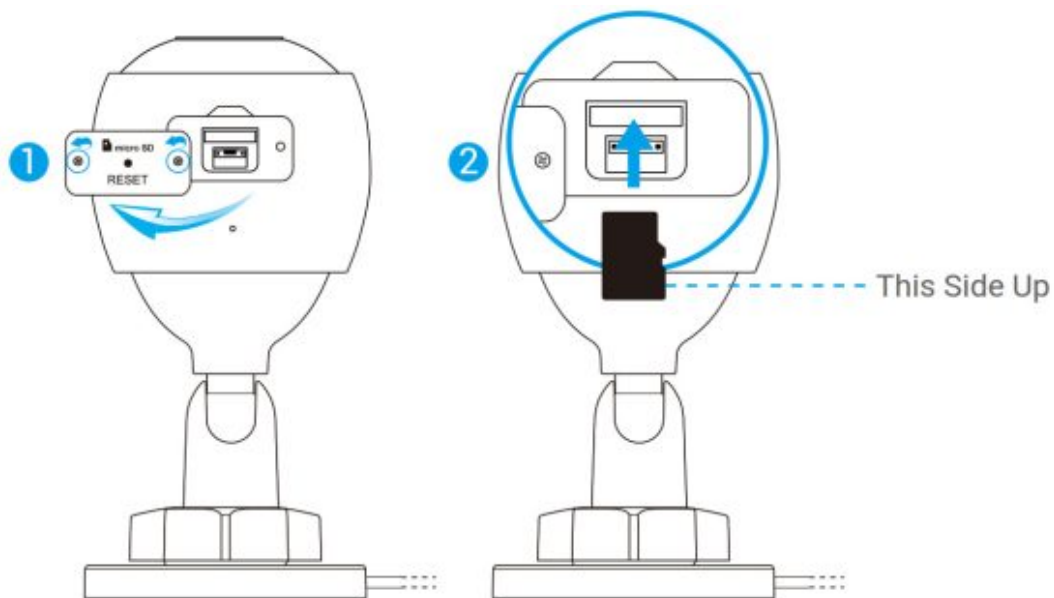
## Installation (Optional)

### Install the Micro SD Card (Optional)

1. Remove the cover on the camera.
2. Insert the micro SD card (sold separately) into the card slot as shown in the figure below.
3. Place the cover back on.



After installing the micro SD card, you should initialize the card in the EZVIZ app before using it.



4. In the EZVIZ app, tap the **Storage Status** in the Device Settings interface to check the SD card status.
5. If the memory card status displays as **Uninitialized**, tap to initialize it.



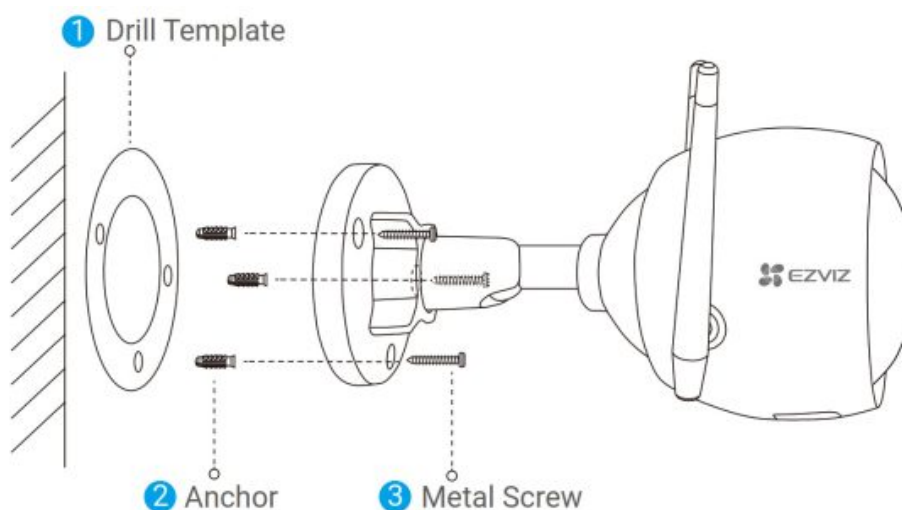
The status will then change to **Normal** and it can store videos.

### Install the Camera

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



- Recommended installation height: 3m (10ft).
- Make sure the wall/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.
  - 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 according to the template.

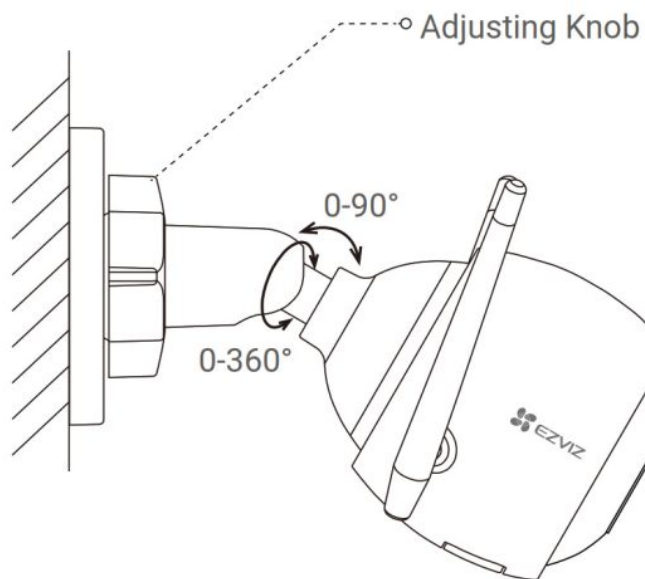


Please tear up the drill template after installing the base if needed.

### Adjust the Surveillance Angle

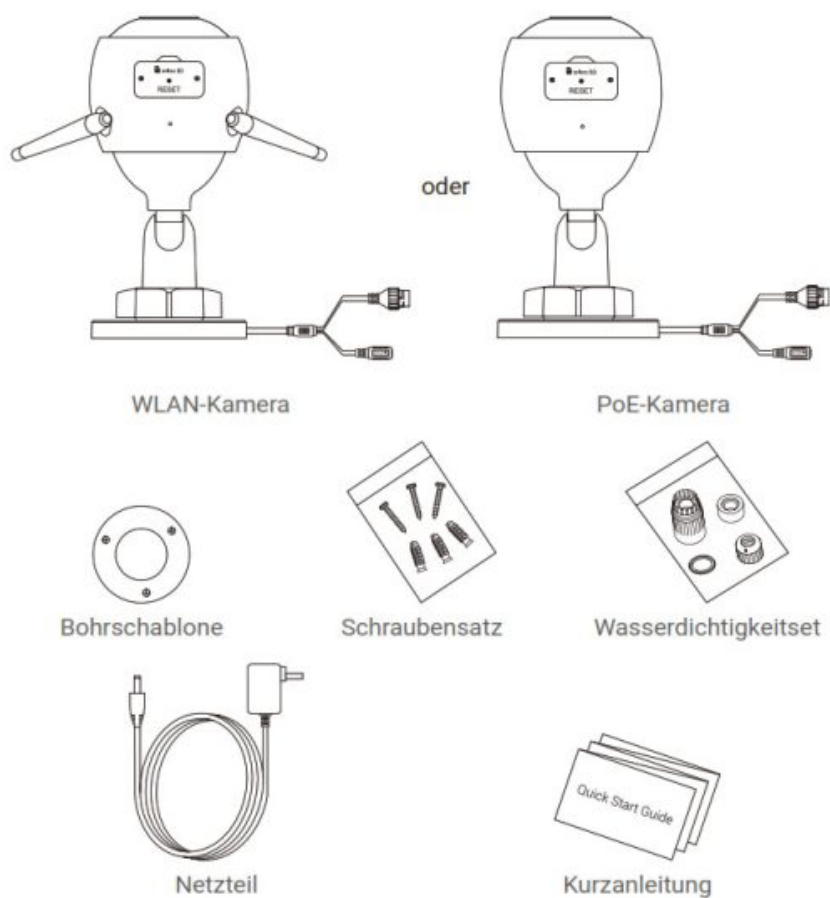
- Loosen the adjusting knob.

- Adjust the surveillance angle for the best view of your camera.
- Tighten the adjusting knob.



- i** Make sure the micro SD card slot is facing downward.
- i** For detailed information, please visit [www.ezvizlife.com](http://www.ezvizlife.com).

## Lieferumfang



- i** • Das Erscheinungsbild der Kamera hängt von dem tatsächlich von Ihnen erworbenen Modell ab.
- Beim PoE-Kameramodell ist kein Netzteil enthalten.

## LIMITED WARRANTY

Thank you for purchasing Hangzhou EZVIZ Software Co., Ltd. ("EZVIZ") products. This limited warranty ("warranty") gives you, the original purchaser of the EZVIZ product, specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. This warranty applies only to the original purchaser of the product. "Original purchaser" means any consumer having purchased the EZVIZ product from an authorized seller. The disclaimers, exclusions, and limitations of liability under this warranty will not apply to the extent prohibited by applicable law. No distributor, reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Your EZVIZ product is warranted for a period of two (2) years from the date of purchase against defects in materials and workmanship, or such longer period as may be required by law in the country or state where this product is sold, when used normally in accordance with user manual. You can request warranty service by contacting our Customer Service.

For any defective EZVIZ products under warranty, EZVIZ will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; or (iii) refund the original purchase price, provided you provide the original purchase receipt or copy, a brief explanation of the defect, and return the product in its original packaging. At EZVIZ's sole discretion, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the shipping cost, insurance, or any other incidental charges incurred by you in returning the product. Except where prohibited by applicable law, this is your sole and exclusive remedy for breach of this warranty. Any product that has either been repaired or replaced under this warranty will be covered by the terms of this warranty for the longer of ninety (90) days from the date of delivery or the remaining original warranty period.

This warranty does not apply and is void:

- If the warranty claim is made outside the warranty period or if the proof of purchase is not provided;
- For any malfunction, defect, or failure caused by or resulting from the evidence of impact; mishandling; tampering; use contrary to the applicable instruction manual; incorrect power line voltage; accident; loss; theft; fire; flood; or other Acts of God; shipping damage; or damage resulting from repairs performed by unauthorized personnel;
- For any consumable parts, such as batteries, where the malfunction is due to the normal aging of the product;
- Cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- Any software, even if packaged or sold with EZVIZ hardware;
- For any other damages free from defects in material or workmanship;
- Routine cleaning, normal cosmetic and mechanical wear and tear.

Please do not hesitate to contact your seller or our Customer Service, with any questions.



UD16716B

**Documents / Resources**



Quick Start Guide



Scan the QR code with the EZVIZ App  
to add the device to your account.  
Please refer to the user manual.

[www.ezviz.com](http://www.ezviz.com)



## [EZVIZ Scan the QR Code with App](#) [pdf] User Guide

### Scan the QR Code with App, Scan the QR Code with App