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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 EZVIZ ™ website (http://www.ezviz.com).

Revision Record

New release – January, 2023

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Instruction

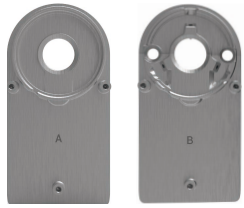
- The installation of EZVIZ Smart Lock (hereinafter referred as to "lock") impacts its normal operation and service life. It is recommended to let professionals install.
- The lock is designed for indoor use only.
- It is recommended to remove the lock if your house is under decoration, and reinstall it after decoration in case of lock damage and service life reduction.
- Please note that disinfectant may cause damage to the lock body.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace batteries timely and pay attention to positive and negative poles.
- If you leave home or do not use lock for a long time, you should take batteries out to ensure lock service life.
- Make sure your door can be unlocked from the outside when a key is inserted on the inside.
- The lock accommodates up to 50 Bluetooth keys, 50 passwords and 50 cards.

Overview

1. Package Contents



Smart Lock (x1)



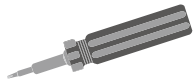
Mounting Plate (x2)



AA-sized Battery (x4)



Hexagon Wrench (x1)



Plus Driver (x1)



Screw Kit (x1)



Door Sensor (x1)



Double-sided Tape (x1)



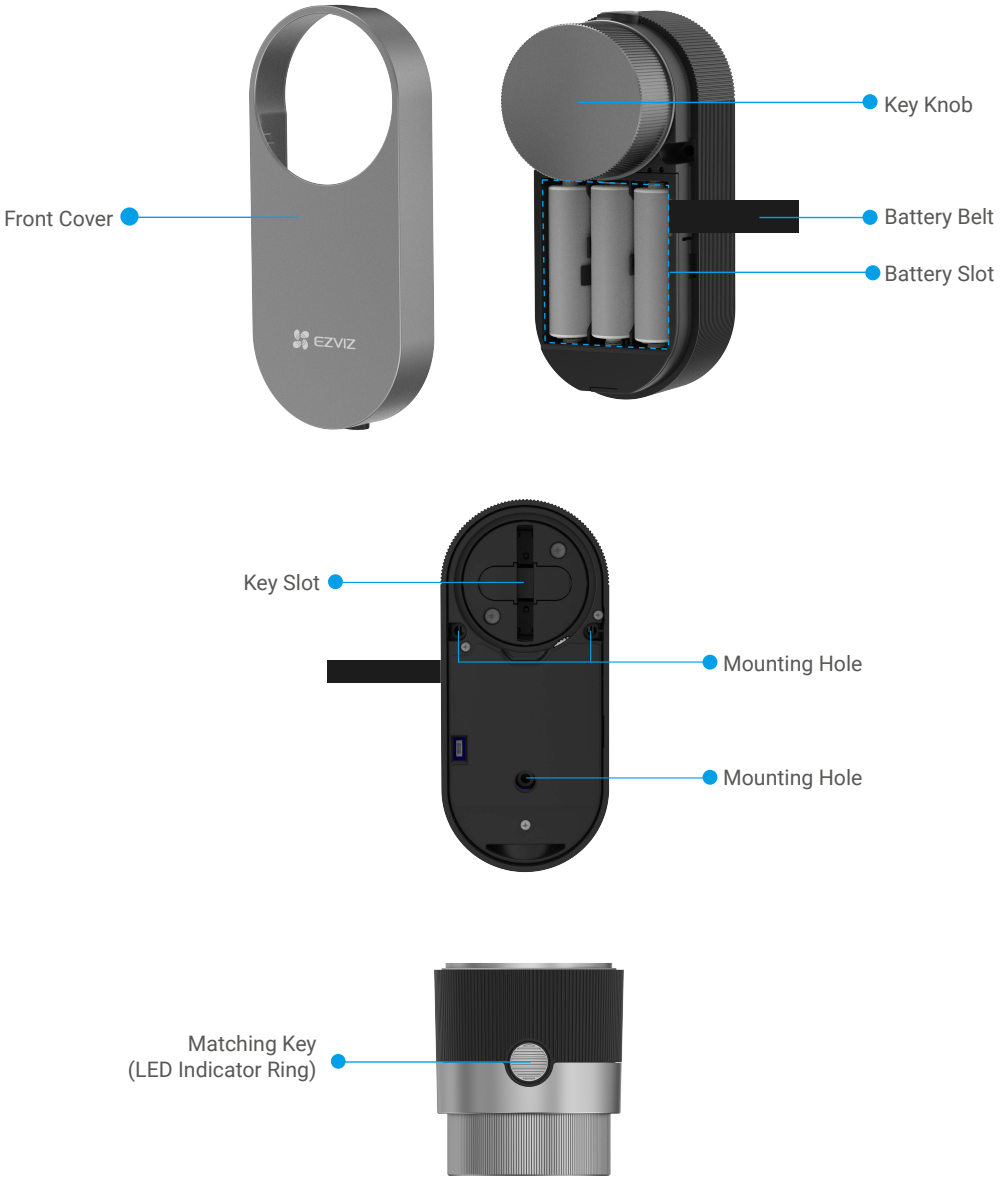
Quick Start Guide (x1)



Regulatory Information (x1)

2. Basics

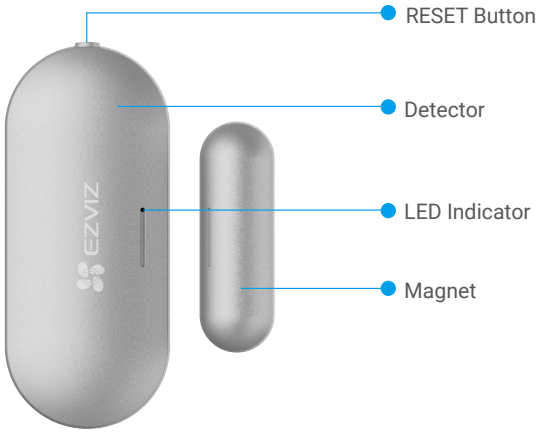
Smart Lock



Name	Description	
LED Indicator Ring		Solid Orange: Door unlocked or initialization status.
		Slow-flashing Orange: Unlock failed.
		Fast-flashing Orange: Initializing.
		Solid Blue: Locked, calibrated successfully, or added to EZVIZ successfully.
		Slow-flashing Blue: Unlock successfully.
		Fast-flashing Blue: Adding mode or calibrating.
Battery Belt	• Put the belt under the batteries when you insert the batteries into the slot; • When you need to change batteries, drag the belt and the batteries will pop out.	
Matching Key	• Press once, the lock will be locked/unlocked. • In initialization condition, press and hold for 3s to add to EZVIZ App. • Remove the batteries, press and hold the Matching Key and install the batteries back. Hold the Matching Key for 5s until the LED indicator ring is solid orange, all parameters will be restored to factory settings.	

- The LED will flash only when you are operating the lock.
- In general the lock is in sleep mode and the LED will be off.

Door Sensor



Name	Description
RESET Button	Press and hold the button for over 5s to make the sensor enter device adding mode.
LED Indicator	• Fast-flashing Blue: Sensor enters device adding mode. • Fast-flashing Blue Once: Door opening/closing signals triggered.

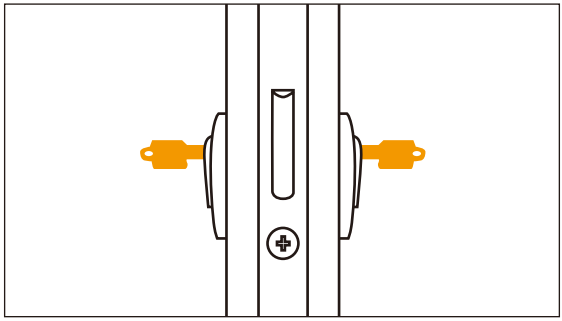
Get the EZVIZ App

1. Connect your mobile phone to Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching "EZVIZ" in the App Store or Google Play™.
3. Launch the app and register an EZVIZ user account.

EZVIZ App	
Download on the App Store	GET IT ON Google Play

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".

Installation Instructions



Make sure your door can be unlocked from the outside when a key is inserted on the inside.

Please tap to watch the installation video.



Install the Smart Lock

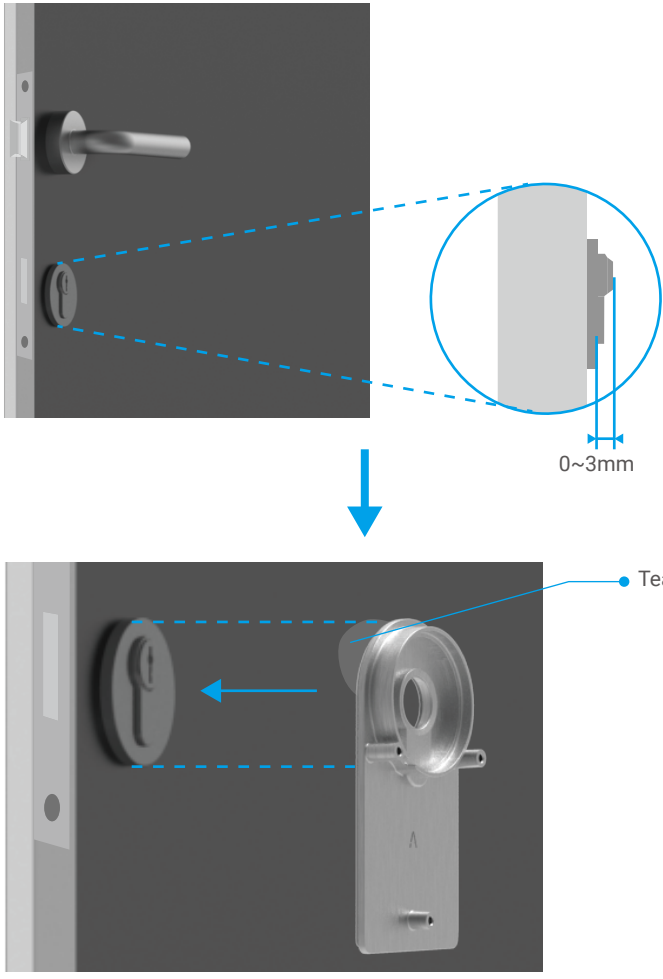
1. Install Mounting Plate

The lock is mounted on the inside of the existing lock cylinder. There are two different types of mounting plates to choose depending on your cylinder:

If the lock cylinder is with button, you can purchase the EZVIZ adapter for lock cylinder with button for installation.

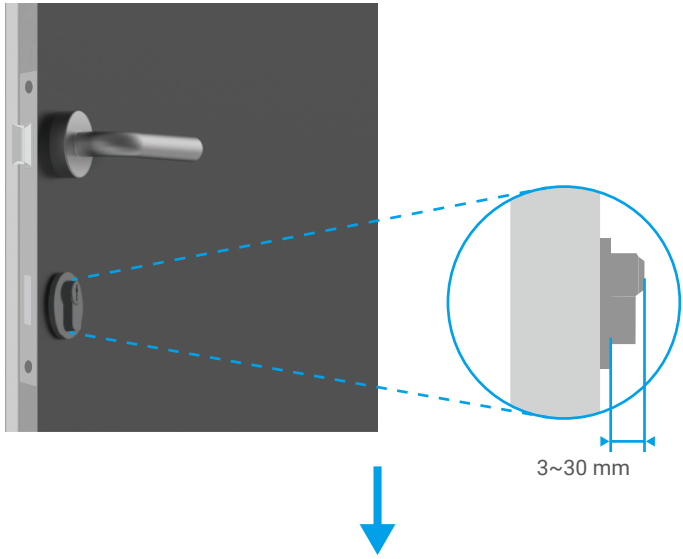
- **Mounting Plate A**

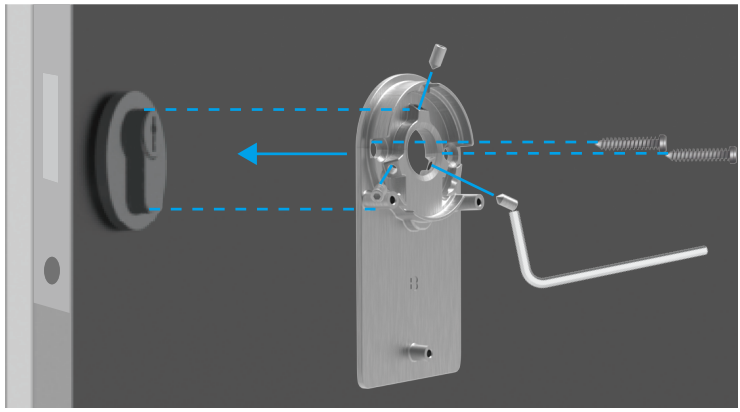
  Cylinder with less than 3mm overhang on the inside of the door: The lock is glued to your door with special adhesive pads.



- **Mounting Plate B**

Cylinder with more than 3mm overhang on the inside of the door : fix the mounting plate B to the cylinder with screws by the supplied hexagon wrench. Please fix the screws that already in the mounting plate carefully and without great physical effort to avoid damaging the cylinder.

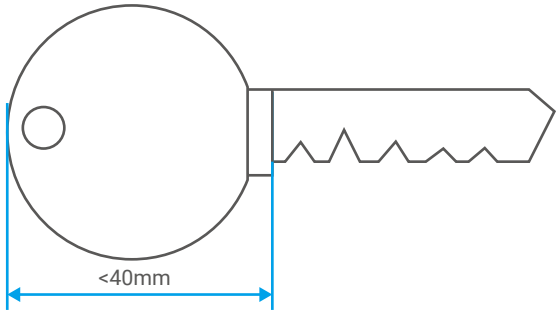




2. Insert the Key into the Lock

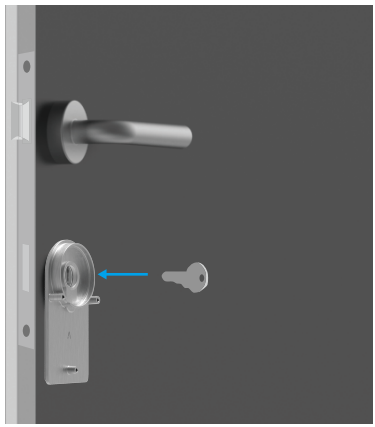
The lock is supposed to enable keyless door opening. For lock to be compatible with the key, the following conditions must apply:

- The key must not be thicker than 5 mm.
- The length of the key head including the neck must be less than 40 mm for lock to be compatible (The key head is the part of the key which people opening the door grasps. The following part of the key head up to the reliefs is called the neck).
- If a plastic cap is attached to the key, making the key thicker than 5 mm overall, it must be removed. This cap increases the thickness of the key, making the bow no longer fit into the lock.



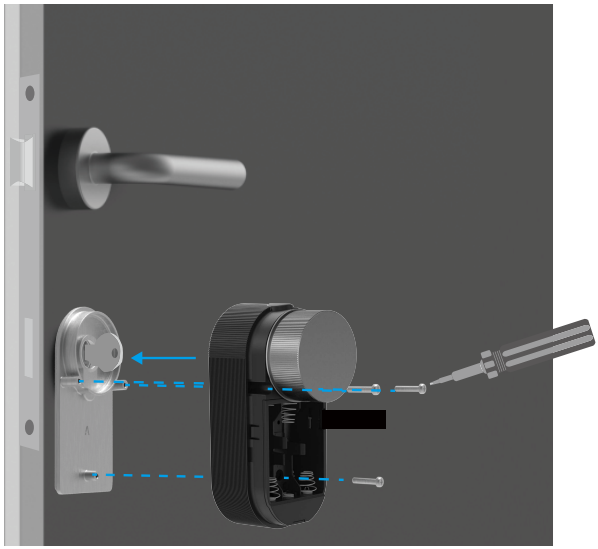
The shape of the key head does not matter at all. It may be round, angular or oval.

Insert your key to the keyhole as showed below (take Mounting Plate A for example):



3. Mount the Lock Body

Attach the lock body to the mounting plate with three screws (PM3×16) by the supplied plus driver, (take Mounting Plate A for example).



4. Insert Batteries

Insert 4 AA-sized batteries into the slot. Please pay attention to positive and negative poles when insert the batteries. Make sure the battery belt is on the bottom of the slot under the batteries.

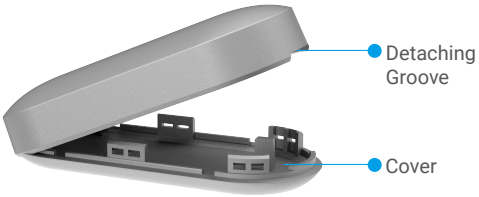


Put the front cover aside for further use.

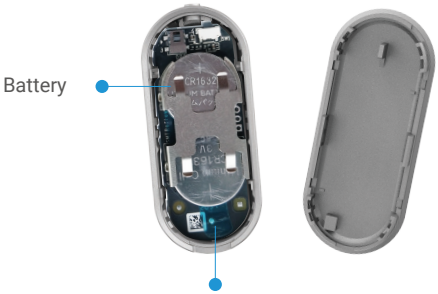
Install the Door Sensor

1. Installation preparations

1. Detach the cover of the sensor at the detaching groove.



2. Remove the battery insulation strip as instructed in the figure below.



- When the battery level is low, the low battery notification will be pushed to the EZVIZ app to remind you to replace batteries.
- If you need to replace batteries, please purchase two CR1632 batteries.
- When replacing batteries, please insert with the positive side facing up.
- Keep your hands dry and clean when touching the circuit board.

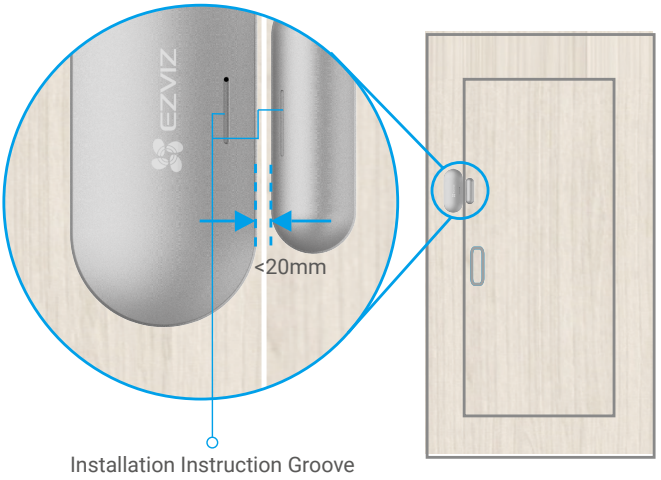
2. Start Installation

- The sensor must be placed away from magnetic field, and when doors or windows are closed, the distance between the sensor and the magnet should be less than 20mm.
- Before sticking the sensor, clean the dust on the surface of the door or window first. Do not stick the sensor on limewashed walls.
- The installation instruction grooves on the sensor and magnet should be placed together and aligned (as displayed in the figure below).
- The installation height does not exceed 1.8m.
- The working temperature range of the sensor is -10°C~55°C.

1. Select a place where the sensor can be installed.

2. Fix the sensor on the place you have selected by the double-sided tape.

3. Press the sensor for about 20 seconds.





3. Battery Installation and Replacement

1. **Install Battery**

   Tear off the battery insulation, put the battery into the baseplate and insert it to the end.

2. **Replace Battery**

   Remove the battery from baseplate and replace battery with the Lithium Battery CR1632 purchased by a regular manufacturer. Test the device for correct operation whenever the batterries are replaced after re-fitting the device onto the base plate. If the device is not working properly, please add the device and configure the network again by following the steps in Setup part or directly contact our technical support.

- Risk of explosion if the battery is replaced by an incorrect type.
- Improper replacement of the battery with an incorrect type may defeat a safeguard(for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment or extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- Dispose of used batteries according to the instructions.
- identifies the battery holder itself and identifies the positioning of the cell(s) inside the battery holder.
- "+" identifies the positive terminal(s) of device which is used with, or generates direct current, "-" identifies the negative terminal(s) of device which is used with, or generates direct current.

3. Removable Lithium ion Battery(CR1632)

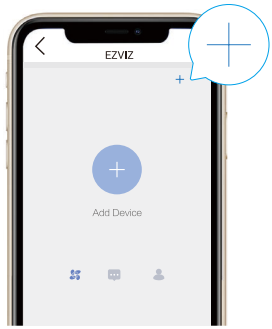
Item Type	Manganese dioxide(MnO_2) wt%	Graphite(C) wt%	Poly (tetrafluoroethylene) (PTFE) wt%	Polypropylene (pp) wt%	Stainless steel wt%	Lithium wt%	Propylene carbonate (PC) wt%	Dimethoxy ethane (DME) wt%	Lithium Perchlorate ($LiClO_4$) wt%
CAS No.	1313-13-9	7782-42-5	9002-84-0	9003-07-0	12597-68-	7439-93-2	108-32-7	110-71-4	7791/03/9
EC No.	215-202-6	231-955-3	206-370-1	–	–	231-102-5	203-572-1	203-794-9	232-237-2
CR1632	31.7	3.1	0.3	5.5	46.5	1.8	4.7	4.2	2.2

Add Lock to EZVIZ

The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

1. Add Lock to EZVIZ

1. Log in to your account through EZVIZ app, tap the device adding icon and then the QR code scanning interface will be displayed.



2. Scan the QR code on the back of the smart lock's front cover or on the user manual.



3. Press and hold the Matching Key for 3s, the lock will enter adding mode when you hear 'Di'. When the indicator ring is fast flashing blue, the Bluetooth is enabled and the lock enters adding mode which will last 2 minutes.

- Please confirm the lock is in the initialization state. If not, remove the batteries of the lock, press and hold the Matching Key and install the batteries back. Press and hold the Matching Key for 5s until the LED indicator ring is solid orange, all parameters will be restored to factory settings.
- During adding configuration EZVIZ may ask for the Bluetooth permission includes the scanning, adding and using Bluetooth devices. Please click Yes to grant this permission.

4. Put your phone close to the lock. Enter the management code on the back of the smart lock's front cover.



- For your privacy security, it is recommended to change management code after the adding configuration.
- It is recommended to save the management code to your phone. Enable it, the code will be saved for automatic verification of Bluetooth keys, cards, passwords so manual input is not required.
- Please reverify the management code if you have changed your phone.

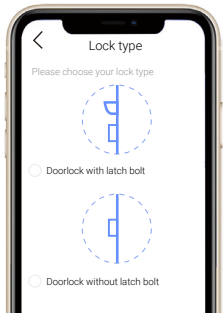
5. Complete adding the lock to EZVIZ by the app.

2. Calibrate the Lock

- **Automatic Calibration**

After adding the lock to EZVIZ, you need to calibrate the installation state according to the wizard on the page.

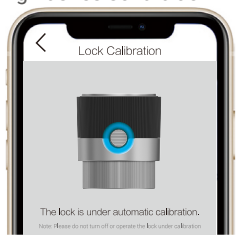
1. Choose the lock type.



2. After set the lock type successfully. Please open the door and keep the lock tongue retracted and click the Next Step.

Please do not turn off or operate the lock under automatic calibration.

3. Please wait patiently while lock is under automatic calibration.The calibration is complete when lock tongue keeps retracted and the LED indicator ring flashes solid blue.

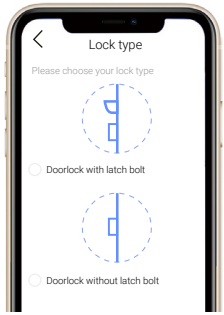


4. Please check the status of the lock tongue. If the tongue is not retracted, please recalibrate or enter manual calibration mode which is more precise.

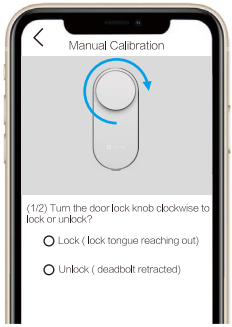
- **Manual Calibration**

Please follow the wizard on the page and complete the calibration manually.

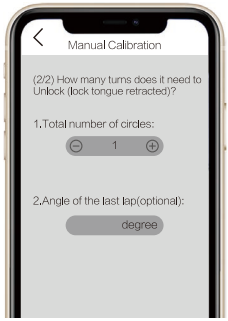
1. Choose the lock type.



2. After set the lock type successfully. Check out your lock and confirm it is locked or unlocked when the door lock knob turned clockwise.



3. Turn the key knob and record the number of turns does it need to unlock (lock tongue retracted).



3. Link Door Sensor

After calibration, you need to link door sensor to the lock according to the wizard on the page.

1. Make sure the battery insulation strip has been removed.
2. Press the reset button for more than 5s until the blue light flashes quickly, then release the button.



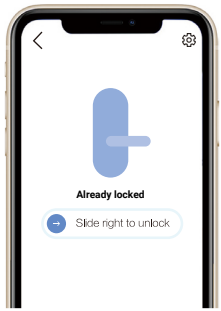
3. After linking with the door sensor successfully, you can go to the detail page of the lock to see the door status detected by the door sensor (The status of the door sensor is bound with that of the lock).

- If you failed to link with the door sensor, please repeat the steps above to try again.
- If you skipped this step, go to the Accessory Management > Link Bluetooth Door Sensor in the Device Settings interface to link door sensor.

4. Installation Complete

- If you have already bought the accessory of the keypad, please click and bind the accessory.
- If you have no accessory of the keypad, the installation of lock is completed.

1. After the installation complete, you can unlock the door on the EZVIZ app from outside the door.
2. Launch the EZVIZ app, tap your lock and slide right to unlock as shown below.



Bluetooth Key Management

1. Add Bluetooth Keys

Add Bluetooth keys for your family or guests, they can also unlock the door on the EZVIZ app.

The following conditions are required:

1. Make sure your family or guests have installed and logged onto the APP.
2. Operate on the EZVIZ App near the lock.

Follow the steps below yourself:

1. Click Bluetooth key management and Add Bluetooth keys, enter the EZVIZ account of your family or guests.
2. Set the name of your family or guests, and click Next Step.
3. Set the term of validity and click Next Step.
4. Obtain the Bluetooth matching code and inform your family or guests of the code.

Assist your family or guests to complete the following operation.

1. Family or guests receive the device on their phones.
2. Refresh the homepage, find the lock card and click to get in.
3. Put the phone of your family or guests close to the lock, enter the Bluetooth matching code for verification. After verification, the phone can be successfully bound and the unlocking function is supported on the phone.

- Please put the phone close to the lock and make sure the phone is Bluetooth connected to the lock.
- Please make sure the management code is correct.
- Retry from step 1.

2. Manage Bluetooth Keys

Launch your EZVIZ app within Bluetooth range and make sure your phone is Bluetooth connected to the lock. Click More button behind their name, you can set term of validity and delete their Bluetooth key.

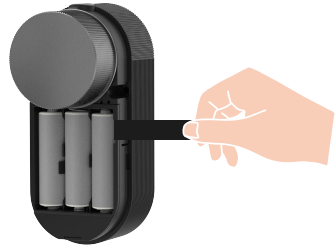
Operation and Management

1. Install Batteries

1. Press the button on the bottom and remove the front cover.



2. Drag the belt and the batteries will pop out.



3. Install 4*AA-sized batteries into the battery slot, and then put the front cover back.

- Install correct batteries in case of explosion.
- When not using batteries for a long time, remove them from battery slot.
- Do not use new batteries with old ones at the same time.
- Do not place batteries with the (+) and (-) in the wrong way around.
- Dispose used batteries according to the local environmental protection law.

2. Restore to Factory Settings

Remove the batteries, press and hold the Matching Key and install the batteries back. Hold the Matching Key for 5s until the LED indicator ring is fast-flashing orange, all parameters will be restored to factory settings.

3. Alarms

You can dismiss alarm on EZVIZ App.

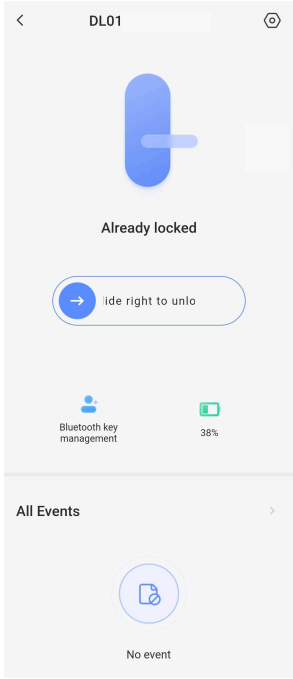
1. System Locked Alarm
   Verify with wrong password or card 5 times in 5 minutes, the system will be locked for 3 minutes.
2. Low Voltage Alarm
   Once battery voltage is lower than 20%, the lock will emit prompt tone, and will a push reminder will be sent to you in the EZVIZ app.
3. Unclosed Door Alarm
   After enabling the Reminder of Door Not Closed in Alarm Settings in the EZVIZ app, a push reminder will be sent to you if the door is not closed within the set time.

Operations on the EZVIZ App

The app interface may be different due to version update, and the interface of the app you installed on your phone shall prevail.

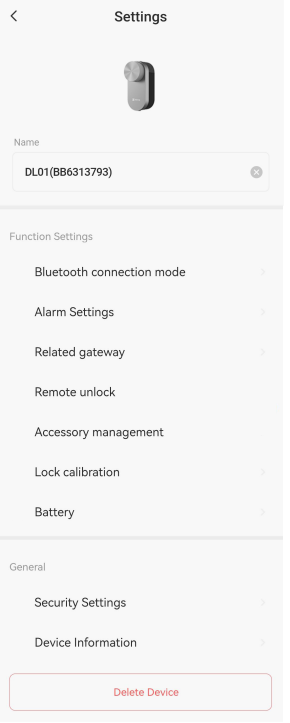
1. Detail Page

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the detail page.



Icon	Description
	Slide right to unlock.
	Bluetooth key management. In consideration of quick response and power consumption, the lock provides 3 different Bluetooth connection modes. Click to manage the Bluetooth keys for your family or your guests.
	Check the storage of the battery of the lock.

2. Settings



Parameter	Description
Name	View or tap to customize the name of your device here.
Bluetooth connection mode	Choose the speed of Bluetooth connected between the phone and the lock. The lock has the longest battery life under the low speed mode.
Alarm Settings	Tap to set the reminder for unclosed door and reminder time.
Related gateway	You can relate a gateway here.
Remote Unlock	You can remote unlock the device here when the device is linked with keypad and gateway.
Accessory management	Tap to manage the cards and passwords of the bound accessory, or manage the door sensor.
Lock calibration	You can try manual calibration if the automatic calibration is not accurate.
Battery	Check to the storage of the battery of the lock.

If you want to remotely control your door lock, you will need to use it with a gateway. Please purchase a EZVIZ gateway and follow these steps:

1. Log in to the EZVIZ app.
2. Go to the home page of the lock, tap "Settings -> Related gateway" to select the gateway you wish to associate with.

For more detailed instructions, please refer to the user manual of the gateway.

Parameter	Description
Security Settings	• Timed locking: In the condition that the lock is linked with Bluetooth door sensor, the lock will automatically locked when detected door closed within a certain time. When the lock is not linked with door sensor, after enabling this function, the lock will be automatically locked within the scheduled locking time after being unlocked. • Temporary unlock-keeping: Enable this function by pressing and hold the button on the lock or on the app and set the time of temporary unlocking duration for your convenient of going out for short period. • Privacy mode: when enabled, the door can only be unlocked with a mechanical key and the lock will remain silent and check if the lock is automatically locked. • Trial and error locking: when enabled, the system will be locked for 3 minutes and you cannot use the electronic key to unlock when unlocking errors reached 5 within 5 minutes. • Save the management code: when enabled, the code will be saved for automatic verification of Bluetooth keys, cards, passwords so manual input is not required. • Change the management code: you can change the code if needed.
Device Information	You can see the device information here.
Delete device	Tap to delete the lock from your EZVIZ account.

Maintenance

1. Daily Maintenance

- Do not let lock contact with corrosive materials to avoid lock damage and impacting its gloss.
- Replace batteries immediately once battery voltage is low to ensure the normal use of the lock. Pay attention to the positive and negative poles of batteries when replacing them.
- Ask professionals to check the lock if it is not flexible or cannot be held in correct position.
- Keep lubricant in the rotating part of the lock to keep it rotate smoothly and prolong its service life.
- It is recommended to check the lock once every six months or one year, and check whether the key is loose.
- Apply a small amount of graphite powder or pencil powder into lock cylinder slot to ensure the key is inserted and removed smoothly on regular basis (one year or six months). However, do not apply any grease to lubricate in case of grease sticking to the pin tumbler spring.

2. FAQ

Problem	Cause	Solution
Door cannot be opened successfully through verifications by Bluetooth key, app, password or card.	Lock installation problem.	Ask professionals to check the lock.
	The distance between lock and accessory is too far.	Please make sure that the accessory are close to the lock.
	The battery is low.	Replace the batteries of lock or accessory.
	Bluetooth key has expired.	Use another opening method.
	Password or card has expired.	
Verified by password and card successfully, but motor doesn't work, and door cannot be opened.	The mechanical key inside the lock is at fault.	Check the lock, and replace damaged components.
	Motor fault.	
No response of keypad.	Batteries are out of power or installed in a wrong way.	Unlock the lock through app or mechanical key, and check batteries.
	Keypad damaged.	Ask professionals to check the lock after opening door with mechanical key.
The lock remains open, and cannot be used normally.	Clutch components fault.	Ask professionals to check the lock.
	The door sensor doesn't work properly.	Initialize the door sensor and link it again.
The door sensor works abnormally, causing the failure of automatic locking after closing the door or abnormal locking when opening the door.	The relative position of the lock and the door sensor has changed.	Ensure that the lock and the door sensor have been fixed firmly, and initialize the door sensor and link it again.
	There is magnetic field interference around the lock.	Initialize the door sensor and link it again after ensuring that there is no interference of abrupt change of magnetic field in the surrounding environment.

For additional information about the device, please refer to www.ezviz.com/eu.

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 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² 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 m² or the total storage and shipping areas are at least 800 m². 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 icon “crossed-out wheelie bin”: The icon 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.