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

Revision Record

New release – January, 2023

Trademarks Acknowledgement

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Legal Disclaimer

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Instruction

- The installation of EZVIZ Smart Fingerprint Lock (hereinafter referred as to "lock") impacts its normal operation and service life. It is recommended to let professionals install, and drill hole for lock set in accordance with hole templet in appendix.
- 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.
- Once initialized completed, the lock will clear all user information. After lock installation and configuration, please add fingerprint, passcode or card as needed.
- When battery voltage is low after using for a while, low voltage alarm alerts. Replace battery timely and pay attention to positive and negative poles.
- If you leave home or do not use lock for a long time, keep mechanical key with you, and do not leave it indoors. You should take battery out to ensure lock service life.
- Considering that the lock is put in an open environment, we suggest you pay attention to the safety in use, including keep properly small parts like the mechanical key or the sensing card. You should check the surrounding environment before unlocking and updating your passcode and sensing card settings on time as well in case of any danger of illegal stealing or copying of your unlocking information.
- For users with flat or thin fingerprint, it is recommended to use thumb to register fingerprint for inceasing success rate, and register more than one fingerprint with the same user. the same user supports a maximum of 5 fingerprints.
- The lock accommodates up to 100 fingerprints, 100 passcodes and 100 cards.

Packing List

Front Panel (×1)
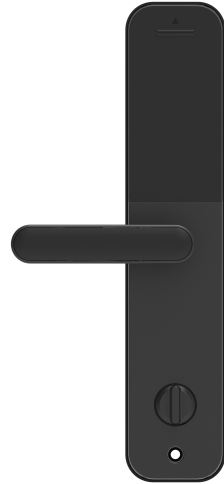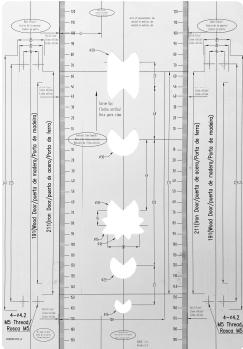
Rear Panel (×1)

Hole Templet (×1)

Lock Body (×1)

Standard Screw Bag (×1)
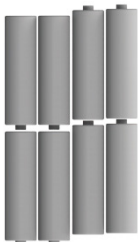
AA-sized Battery (×8)

Key Bag (×1)

Square Rod (×1)

Card (x2)

Lock Body Screw Bag (×2)

Regulatory Information (×1)

Quick Start Guide (×1)

Overview

Fingerprint Reader

Keypad

Card Swiping Area

Doorbell Button

Handle

Mechanical Keyhole

Emergency Power Supply Interface

Loudspeaker

Front Panel

SET Button

Battery Slot

Handle

Battery Cover

Secure Knob
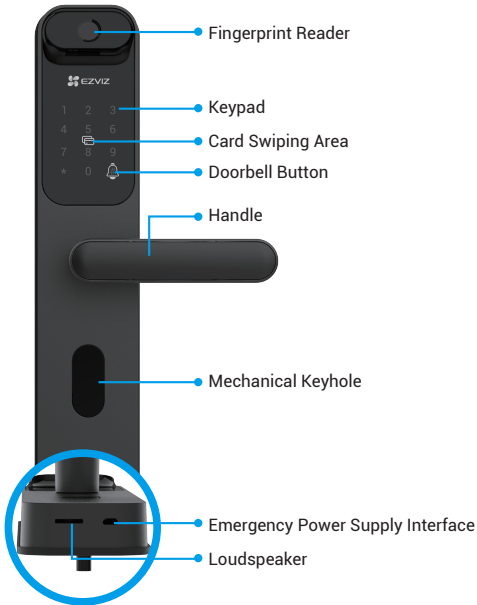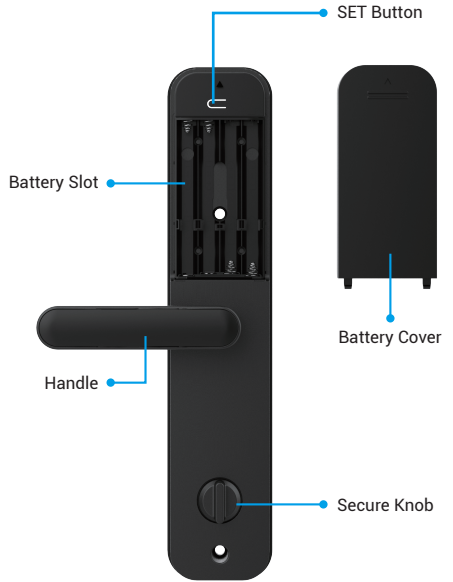
Rear Panel

Installation

Please tap [▷] to watch the installation video.

Get the EZVIZ App

1. Connect your mobile phone to 2.4GHz Wi-Fi (suggested).
2. Download and install the EZVIZ app by searching for "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**
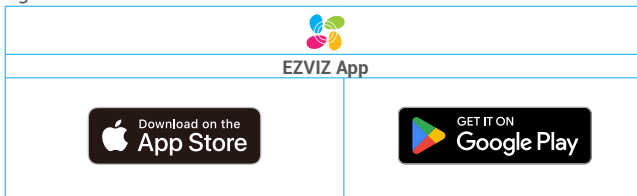
ⓘ If you have already used the app, please make sure that it is the latest version. To find out if an update is available, go to the app store and search for "EZVIZ".

Add the 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.

Please add lock to EZVIZ by following steps:
1. Log in to your EZVIZ app account.
2. On the Home screen, tap "**+**" on the upper-right corner to go to the Scan QR Code interface.
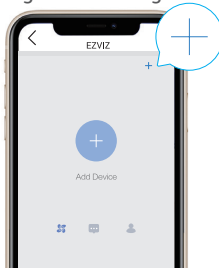
3. Scan the QR code on the battery slot.
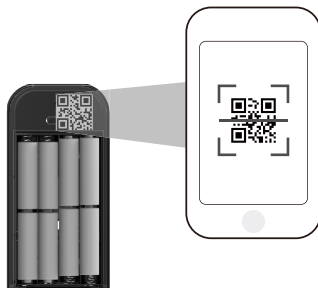
4. Follow the EZVIZ app wizard to add the lock to EZVIZ app account.

Lock Settings

After installation, remove back cover of battery slot and install 8*AA-sized batteries. Then you can set the lock as needed.

ⓘ • Please remove protective film from lock before the first use.
   • Please note that disinfectant may cause damage to the lock body.

1. Keypad
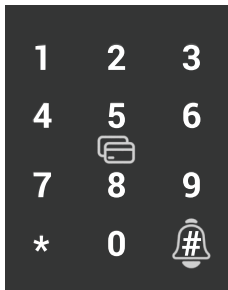
0 ~ 9 : number key

* : cancel, return or exit

🔔 : doorbell, confirm, initialization setting

2. Enter Menu

ⓘ Please follow these steps for settings.

• In initial state, follow these steps for settings.

❶ Press the SET button.
or touch the keypad area to activate the lock.

❷ "*" "#" on keypad light up.
• Press "*" to exit.
• Press "#" add an administrator.

❸ "1" "2" "3" "*" on keypad light up.
• Press "1" to add a fingerprint.
• Press "2" to add a passcode.
• Press "3" to add a card.
• Press "*" to exit/ return.
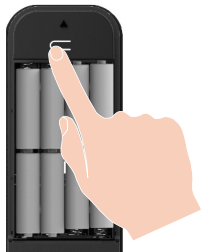
Method 1   Method 2
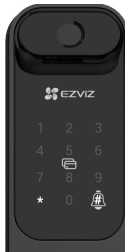
In non-initial state, follow these steps for settings.

❶ Press the SET button.

❷ Verify with administrator's fingerprint, passcode or card.

❸ "1" "2" "3" "4" "*" on keypad light up.

3. Menu Index

The menu here is for reference only.

```
                                                        ❶ Add fingerprint
                         ❶ Add new administrator ────── ❷ Add passcode
                         │                              ❸ Add card
                         │
                         │                              ❶ Add fingerprint
Menu ─────────────────── ❷ Add new user ────────────── ❷ Add passcode
                         │                              ❸ Add card
                         │
                         ❸ Delete administrator/user
                         │
                         ❹ System information
```
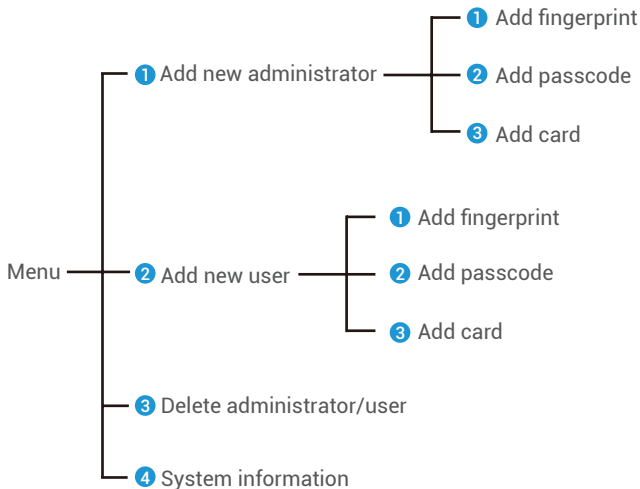
4. Add Administrators/Users

❶ Enter the menu.(For detailed operations, please refer to "Enter Menu")   ❷ Press "1" to add an administrator, or press "2" to add a user.
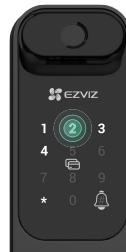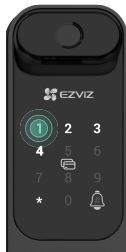
Role	Unlock the door	Enter the Menu, and set the lock
Administrator	√	√
User	√	X

Ordinary users can only unlock the door after entering the opening method; the administrator can not only unlock the door, but also log in to the menu to add and delete users and operate other settings.

When you add an administrator or a user, the figures corresponded to the user number will light up from 001 by default (for example, to user number 001, the three numbers 001 will slow-flash once in sequence).

5. Delete Administrators/Users

❶ Enter the menu.(For detailed operations, please refer to "Enter Menu")

❷ Press "3" to delete an administrator/a user.

❸ Enter the user number and press #.
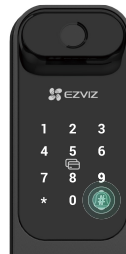
ⓘ • If you pressed a wrong user number, the number "1, 3, 5, 7, 9" (seems like a X) on the keypad will light up and flash 2 times, accompanied by a failure beep. Press "∗" to return to last step, or enter the user numbers to delete again.
  • When there is only one user left, and you operate to delete it, the number "1, 3, 5, 7, 9" (seems like a X) on the keypad will light up and flash 2 times, accompanied by a failure beep.

6. Look Up to the System Information

❶ Enter the menu. (For detailed operations, please refer to "Enter Menu")

❷ Press "4" to look up to the system information of the lock.

❸ The lock broadcast the system information.
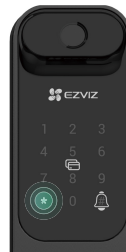
ⓘ The lock will broadcast the lock serial number, the current device version and verification code in English in turn, press ∗ to return to the previous level. Or the system will return to the previous level automatically after the successful broadcast.

7. Add Fingerprint

❶ Enter the menu.(For detailed operations, please refer to "Enter Menu")

❷ Press "1" to add an administrator, or press "2" to add a user.
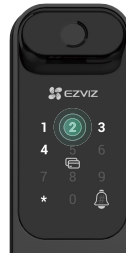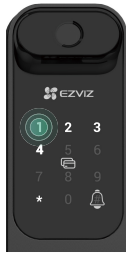
❸ Press "1" to add a fingerprint.　❹ When "1" lights up, touch the fingerprint reader and repeat the operation 6 times, 1~6 light up one by one, accompanied by a success beep, the fingerprint is successfully added.

❺
- Press "1" to add fingerprints continuously.
- Press the ＊ key to return to the previous level.
- Press the SET button to exit.
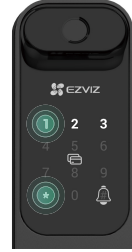
8. Add Passcode

❶ Enter the menu.(For detailed operations, please refer to "Enter Menu")　❷ Press "1" to add an administrator, or press "2" to add a user.
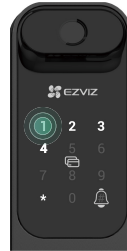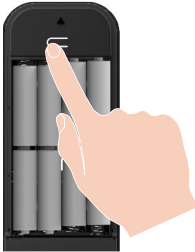
❸ Press "2" to add a passcode.　❹ Enter the corresponding 6-10 digit valid passcode .when the passcode input key ≥ 6 digits, "#" lights up at this time, press "#" to confirm.　❺ Repeat the passcode once again, press "#" to confirm, accompanied by a success beep, the passcode is successfully added.
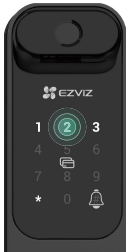
9. Add Card

❶ Enter the menu.(For detailed operations, please refer to "Enter Menu")

❷ Press "1" to add an administrator, or press "2" to add a user.

❸ Press "3" to add a card.

❹ Place the unrecorded proximity card on the card swiping area.

❺ • Press # key to confirm.
• Press ＊ key to return to the previous level.

10. Finish the Wi-Fi Configuration

Press and hold the SET button for more than 3s. When "0" starts flashing accompanied by a beep, it means the Wi-Fi configuration mode is turned on.

Please follow the system guide to finish the Wi-Fi Configuration in 5minutes.

ⓘ The system will exit the Wi-Fi configuration mode automatically after 5minutes.

Lock Using

Multiple Unlock Methods

Fingerprint unlock

1 2 3
4 5 6
7 8 9
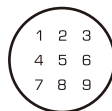
Passcode unlock

card unlock

key unlock

ℹ️ • When openning the door by mechanical key, rotate the key and down press the handle.
• Please touch the keypad area to activate the lock before opening the door by passcode.
• For your privacy security, it is recommended to change passcodes and clean keypad area regularly in case of remaining marks.

1. Fingerprint Unlock

ℹ️ • This product has security protection function, fingerprint recognition error number reaches 5 times continuously in 5minutes, the system will be locked forcibly for 3 minutes.
• The system will be unlocked automatically after 3 minutes.
• You can turn off this function in EZVIZ app.

❶ Put your finger on the fingerprint reader.

❷ When you hear the voice prompt, put down the handle to open the door.
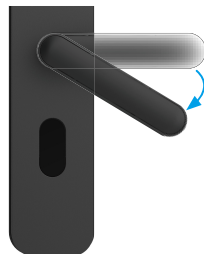
2. Passcode Unlock

ℹ️ • This product has security protection function, passcode recognition error number reaches 5 times continuously in 5 minutes, the system will be locked forcibly for 3 minutes.
• The system will be unlocked automatically after 3 minutes.
• You can turn off this function in EZVIZ app.
• The product has protect with Anti-Peeping Passcodes. In case someone is watching you entering a passcode, you can add extra-long digits before or after your original code to make it complex, while still being able to unlock.

❶ Touch to wake up the keypad.

❷ Enter the passcode and press #.
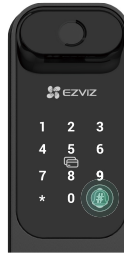
❸ When you hear the voice prompt, put down the handle to open the door.
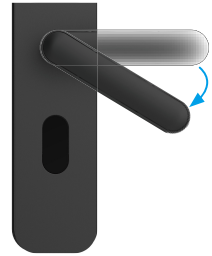
3. Card Unlock

ℹ️ • This product has security protection function: card recognition error number reaches 5 times continuously in 5 minutes, the system will be locked forcibly for 3 minutes.
• The system will be unlocked automatically after 3 minutes.
• You can turn off this function in EZVIZ app.

❶ Place the recorded proximity card on the card swipping area.

❷ When you hear the voice prompt, put down the handle to open the door.
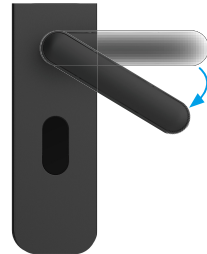
4. Mechanical key Unlock

ℹ️ Please keep the mechanical key properly for further use.

❶ Open the cover of the mechanical keyhole: Press the bottom of the cover and rotate it.
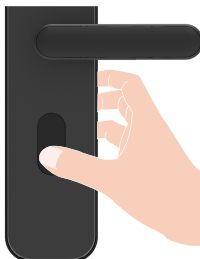
❷ Insert the key and turn to unlock.
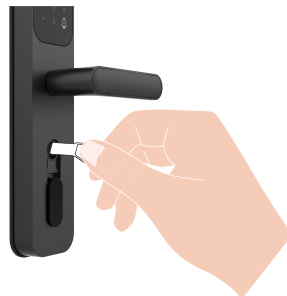
Operation and Management

1. Emergency Unlock

When batteriy is out of power, connect the emergency power supply interface of the front panel with power bank to charge the lock through micro-USB power cable and then unlock the door.

Power Bank

2. Install Battery

1. Install battery: remove battery cover, install 8*AA-sized batteries in battery slot, and tighten battery cover.
2. Note: 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.
   • Do not place battery with the (+) and (-) in the wrong way around.
   • Dispose used batteries according to the local environmental protection law.

3. Alarms

1. Anti-tamper Alarm
   Once being dismantled by force, the lock will send out alarm lasting about one minute.

2. System Locked Alarm
   Verify with wrong fingerprint, passcode or card 5 times in a row, the system will be locked for 3 minutes.

3. Low Battery Warning
   Once battery voltage is low, the voice prompt will remind you to replace battery.

4. Restore to Factory Settings

1. Remove the battery cover of rear panel and take out batteries.
2. Press the SET button for 5s, meanwhile put back batteries in the battery slot.
3. Release the SET button and press # to confirm after voice prompts.

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. Homepage

When you launch the EZVIZ app and tap your lock, you can view and manage the lock as needed on the homepage.
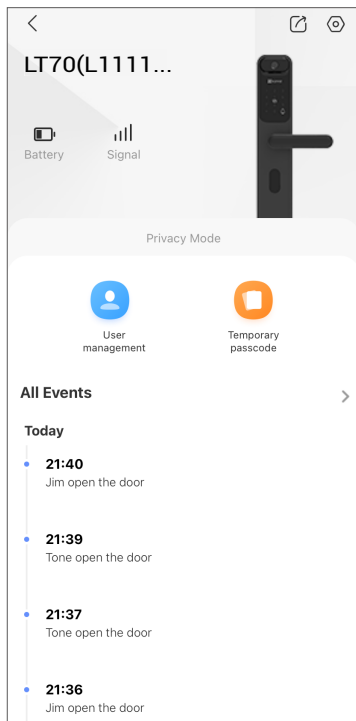
Parameter	Description
Battery	You can see the battery remaining capacity here.
Signal	You can see the Wi-Fi signal strength of the lock here.
Privacy Mode	When you enable the privacy mode, the door can only be unlocked with the fingerprint, passcode and proximity card of the administrator, or with the mechanical key. And the lock will mute at the same time.
User management	You tap to manage the users here. ⓘ User management can only manage the added users. If you want to add new user, please do related operations on lock.
Temporary passcode	Tap to generate a temporary access code for visitors to open the door.
All Events	Check all events happened to the lock.

2. Settings

Parameter	Description
Name	View or tap to customize the name of your device here.
Notification	You can manage the device message and EZVIZ app notification.
Audio Settings	You can set relevant audio parameters for your device.
Battery	Check to the storage of the battery of the lock.
Security Settings	• Privacy mode: When you enable the privacy mode, the door can only be unlocked with the fingerprint, passcode and proximity card of the administrator, or with the mechanical key. And the lock will mute at the same time • 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.
Network Settings	You can see the connection status.
Device Information	You can see the device information here.
Share Device	You can share the device to you family members or guests.
Delete device	Tap to delete the lock from your EZVIZ account.

Maintenance

1. Daily Maintenance

• Do not put corrosive materials near the lock to avoid lock damage and impacting its gloss.
• If door deforms, it increases friction that combined latch bolt entering the box strike plate and bolt cannot extend fully. At this time, adjusting strike plate position is needed.
• 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.
• Keep the mechanical key properly.
• When collecting fingerprint, press your finger on the reader horizontally
• Ask professionals to check the lock if it is not flexible.
• 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 fixed screws are 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 fingerprint, passcode or card.	Lock installation problem.	Ask professionals to check the lock.
	When verified by fingerprint or passcode, lever handle doesn't return to its position.	Return lever handle to its position, and then re-enter passcode or fingerprint.
Door cannot be opened with mechanical key.	Incorrect mechanical key.	Use correct mechanical key.
	Lock cylinder damaged.	Ask professionals to check the lock and replace the damaged components after opening door by other methods.
	Lock body damaged.	
	The key does not insert to end.	
Verified by fingerprint, passcode and card successfully, but motor doesn't work, and door cannot be opened.	Connection line loosens.	Ask professionals to 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 external power supply or mechanical key, and check batteries.
	Connection line between front lock body and rear one loosens.	Ask professionals to check the lock after opening door with mechanical key.
	Keypad damaged.	
No response from fingerprint reader.	Fingerprint reader damaged.	Ask professionals to check the lock and replace damaged components after opening door by other methods.
The lock remains open, and cannot be used normally.	Clutch components fault.	Ask professionals to check the lock.

Problem	Cause	Solution
The main bolt cannot be extended, or extend partially by uplifting lever handle.	The door deforms, and main bolt doesn't align with the hole in the strike plate.	Ask professionals to check the lock.
When unlocking by fingerprint, the door cannot open.	The fingerprint is invalid.	Unlock the door by valid fingerprint, or passcode or mechanical key.
	The fingerprint has been deleted.	
	Large deviation of valid fingerprint.	Re-verify fingerprint, press finger on the reader horizontally to reduce deviation; or unlock the door by passcode or mechanical key.
	The fingerprint is damaged.	Re-add a fingerprint (it is recommended to register more than one fingerprint for the same user); or unlock the door by passcode or mechanical key.
	The fingers are too dry, wet or dirty.	Re-verify fingerprint after fingers are in proper condition.
	The fingerprint deforms for applying too much pressure when collecting fingerprint.	Re-verify fingerprint in correct way.
	The fingerprint doesn't fully touch with fingerprint reader for applying little pressure when collecting fingerprint.	
The Lock is offline on the EZVIZ app	The network environment is unstable.	Please follow the EZVIZ app wizard to connect to another Wi-Fi with a good signal.

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