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# Quick Start Guide

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



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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.evizlife.com>).

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## Regulatory Information

FCC Information

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

- (1) This device may not cause harmful interference, and
- (2) This device 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 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 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 modification 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 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.



#### 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 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).

**Гарантийный срок-1 год**

**Срок службы-3 года**

**Производитель:Ханджоу Хиквижн Диджитал Технолоджи(Китай)**

**Импортер-поставщик в России: ЗАО "Хиквижн"**

**Импортер-поставщик в Республике Беларусь:ООО "Торговый Дом "АВАНТ-ТЕХНО"**

**Сайт:www.ezviz.ru**



## EC DECLARATION OF CONFORMITY

Hereby, Hangzhou Hikvision Digital Technology Co., Ltd. declares that the radio equipment type [CS-C2C-31WFR, CS-C2C-UWXXYZ, CS-CV200, CS-CV300, CS-CV106, CS-CV206, CS-CV306] is in compliance with Directive 2014/53/EU. The full text of the EC DECLARATION OF CONFORMITY is available at the following web link:

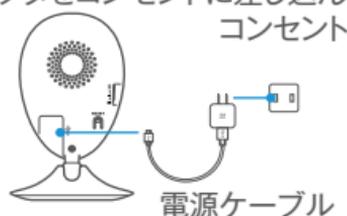
<http://www.ezvizlife.com/declaration-of-conformity>.

Due to the product shape and dimension, the name and address of the importer/manufacture are printed on the package.

**SAVE THIS MANUAL FOR FUTURE REFERENCE**

## 1 通電

電源ケーブルをカメラ本体に接続して、AC アダプタを電源ケーブルに接続してください。  
その後、AC アダプタをコンセントに差し込んでください。



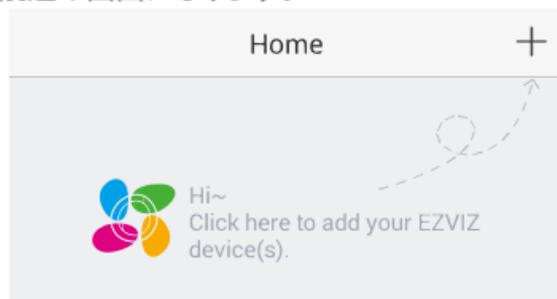
## 2 カメラ設定

### 1. アプリのインストールとアカウント登録

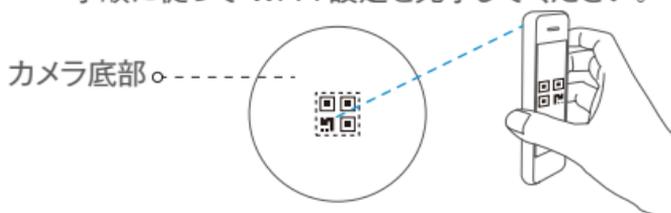
- お使いになるスマートフォンをご準備ください。
- App Store または Google Play™ でアプリ「EZVIZ」を検索してインストールしてください。
- アプリを起動して「新規ユーザー登録」でアカウントを作成してください。

### 2. カメラ登録

- 登録したアカウントでログインしてください。
- アプリトップ画面の「+」をタップしてください。QR 読み込み画面になります。



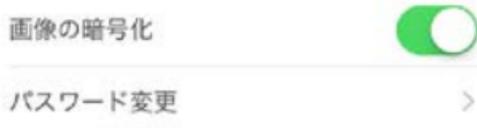
- カメラ本体底部ラベルの QR コードを読み込んでください。
- 手順に従って Wi-Fi 設定を完了してください。



### 3. パスワード変更

カメラを登録したらパスワードを変更してください。  
カメラ設定  画面「画像の暗号化」をオンにしてください。  
オンにするとモニタリングと録画再生時にパスワードの入力を求められます。

- パスワードの変更をしてください。
- 「パスワード変更」をタップしてください。



- 「編集」をタップしてください。
- カメラ底部に記載されている初期パスワードを入力してください。
- 新しいパスワードを入力してください。  
(6 ~ 12 文字の英数字で作成)

## 設置

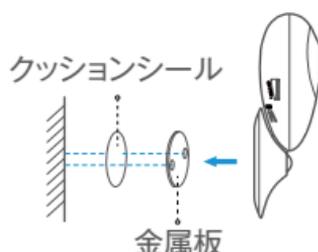
### 1 金属板設置(別売り)

クッションシールまたはネジ(ご用意ください)を使ってカメラを設置したい位置に金属板を固定してください。

-  設置場所が金属で、カメラの台座(マグネット)部分がくっつく場合は、上記手順は飛ばしてください。

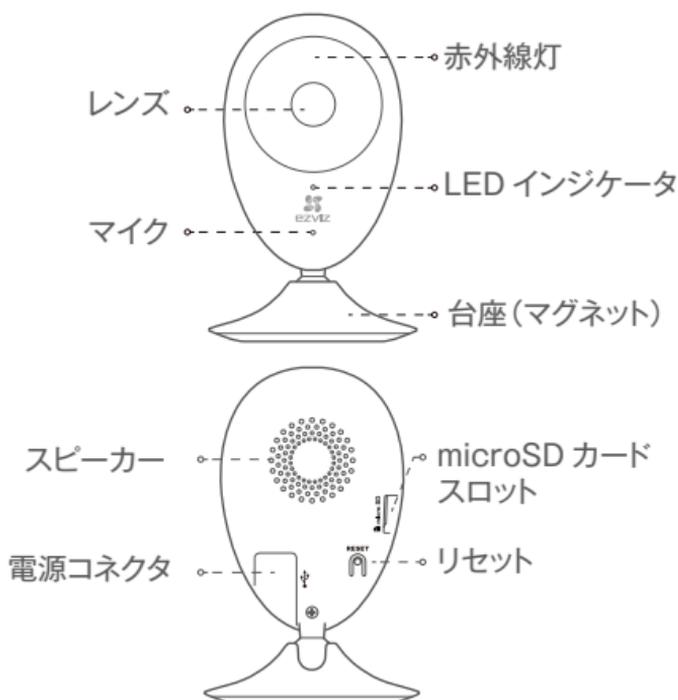
### 2 カメラ設置

金属板にカメラの台座(マグネット)部分をくっつけて、カメラを固定してください。(下図)



### 3 設置完成

カメラの角度を調整して設置完了です。



名称	説明
赤外線灯	暗視環境では自動的に光ります。 2タイプモードがあります。 カラーモード(日中など)、白黒モード(夜間など)
LED インジケータ	<ul style="list-style-type: none"> <li>・ 赤色:カメラ起動中です。</li> <li>・ 赤色点滅(遅い):Wi-Fi 接続失敗。</li> <li>・ 赤色点滅(早い):装着エラー(例:MicroSD カードエラーなど)。</li> <li>・ 青色:アプリでモニタリング中または録画再生中。</li> <li>・ 青色点滅(早い):カメラが Wi-Fi 接続できます。</li> <li>・ 青色点滅(遅い):カメラが正常稼働しています。</li> </ul>
microSD カードスロット	microSD カード(別売り)に録画を保存できます。 最大 128GB(Class10 推奨)。
リセット	リセットボタンを 5 秒間押すとカメラがリセットされます。すべての設定は初期設定に戻ります。
電源コネクタ	≒ 5V ± 10%
スピーカー	音声双方向

## 同梱物



カメラ x1



USB ケーブル x1



アダプタ x1



クッションシール  
x2



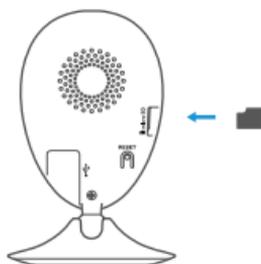
金属板 x1  
(ネジ穴直径 3.5mm)



クイックガイド x1

## microSD カードの装着

microSD カードをスロットにカチッという音が聞こえるまで差し込んでください。



## microSD カードの初期化

1. カメラ設定  の「ストレージステータス」で、microSD カードの状態が確認できます。



2. ストレージステータスが「未初期化」の場合、初期化してください。ステータスが「ノーマル」の状態です録画の保存ができます。

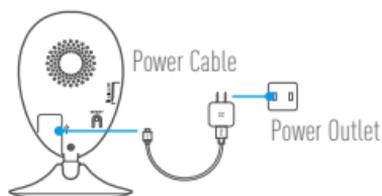
## トラブルシューティング

- Q:** カメラ登録時「デバイスがオフラインです。」または「デバイスが登録されていません。」と表示されます。
- A:** 1. カメラを接続するネットワークが正常に稼働していることを確認してください。またご使用のルータの DHCP 機能が起動されているか確認してください。  
2. 一度登録したカメラのネットワークを変更する場合は、カメラのリセットボタンを 5 秒長押ししてカメラをリセットしてください。
- Q:** カメラのアラーム通知がスマートフォンで受信できません。
- A:** スマートフォン本体の通知設定をご確認ください。

# Setup

## Step 1 Power-on

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



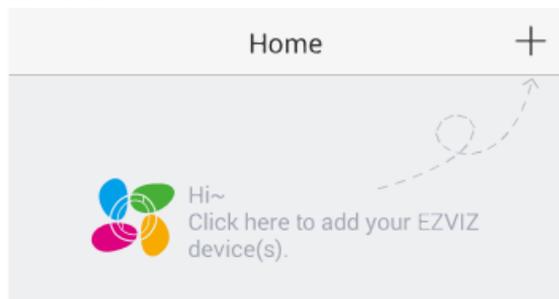
## Step 2 Camera Setup

### 1. Create an user account

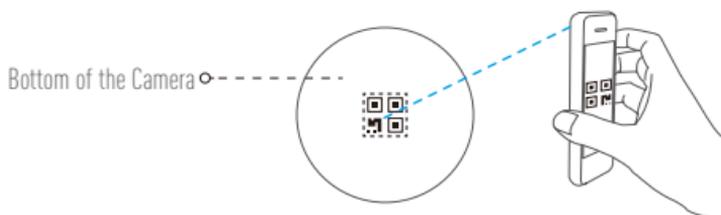
- Connect your mobile phone to Wi-Fi.
- Download and install the EZVIZ app by searching "EZVIZ" in App Store and Google Play™.
- Launch the app and register for an EZVIZ user account following the start-up wizard.

### 2. Add a camera to EZVIZ

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



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

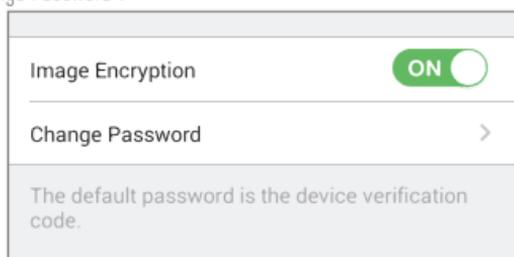


- Follow the EZVIZ app wizard to finish Wi-Fi configuration.

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

After adding the camera, you are required to change the device password to ensure your video security. The password is used for the Image Encryption. If you turn on the Image Encryption, you are required to input your password when you live view or play back the camera.

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



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

## Installation

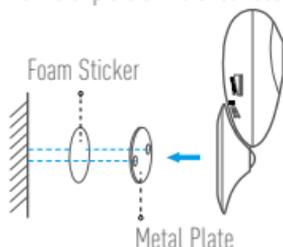
### Step 1 Installing the Metal Plate (Optional)

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

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

### Step 2 Installing the Camera

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

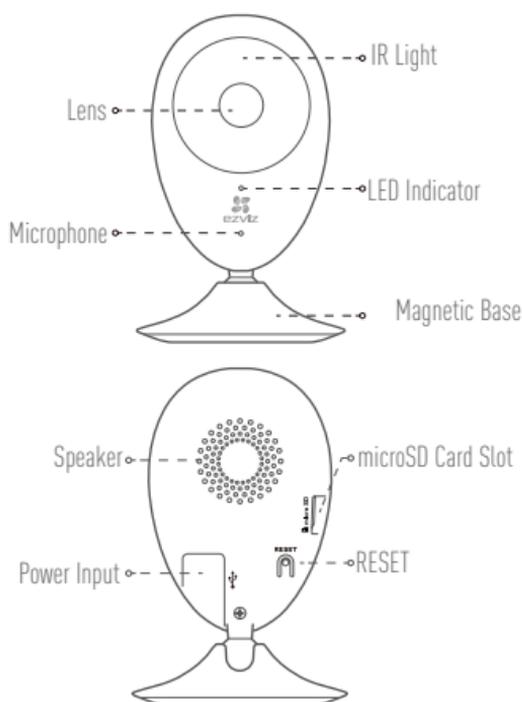


### Step 3 Completing Installation

Adjust the camera angle as required.

# Appendix

## Basics



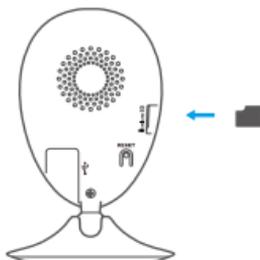
Name	Description
IR Light	Auto light source for dark environment. The camera video has two modes: color (for daylight recording) and black and white with IR illuminator (for night condition).
LED Indicator	<ul style="list-style-type: none"><li>• Solid Red: Camera is starting up.</li><li>• Slowly Flashing Red: Wi-Fi connection has failed.</li><li>• Fastly Flashing Red: Device exception (e.g. MicroSD card error).</li><li>• Solid Blue: Video is being viewed or played back in EZVIZ App.</li><li>• Fastly Flashing Blue: Camera is ready for the Wi-Fi connection.</li><li>• Slowly Flashing Blue: Camera is running properly.</li></ul>
microSD Card Slot	For microSD card (not included with this product). You can purchase separately. Recommended compatibility: Class 10, maximum space 128GB. After inserting the card, you can record the event inside the camera.
RESET	Hold down the RESET button for 5 seconds while the camera is running, the camera restarts and all parameters are reset to default.
Power Input	== 5V±10%
Speaker	Two-way talk.

## Box Content



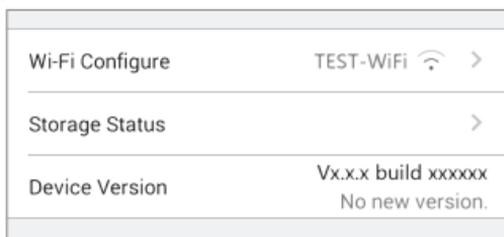
## Installing Memory Card

Insert a microSD card into the slot until a click.



## Initializing Memory Card

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



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

## Troubleshooting

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

**A:**

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

**Q:** The mobile phone cannot receive alarm prompts when the camera is online.

**A:**

1. Make sure the EZVIZ app is running on your mobile phone.
2. For Android OS mobile phone, make sure the app is running in the background; and for iOS mobile phones, enable the message push function in "Settings > Notification".

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

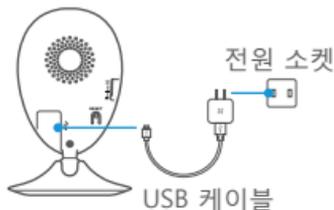
**A:** It's advised to use the EZVIZ standard power adapter to provide a stable voltage supply.

# 작동

## 1 단계 카메라 부팅

USB 케이블을 사용하여 카메라를 전원 어댑터에 연결한 다음 전원 어댑터를 전원 소켓에 연결합니다.

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## 2 단계 빠른 설정

### 1. EZVIZ 계정 등록

- 모바일 폰을 Wi-Fi 에 연결합니다.
- App Store 및 Google Play™ 에서 “EZVIZ”를 검색하여 EZVIZ 앱을 다운로드합니다.
- 앱을 실행하고 " 새로운 사용자 등록 " 을 선택하여 이메일 또는 휴대폰 번호를 등록을 합니다.



### 1. 새로운 사용자 등록



(이메일 등록)

### 2. 카메라 추가

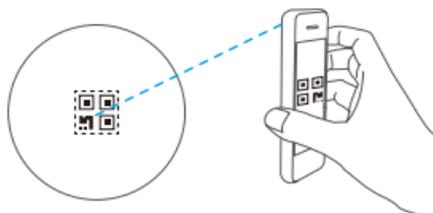
- EZVIZ 앱에 로그인합니다.
- Wi-Fi 구성을 종료하려면 EZVIZ 앱 마법사를 따르십시오.



(코드 입력)



QR 코드 스캔



QR 코드 스캔



네트워크에 연결

- 장비 인식후 로딩화면이 나타난뒤 제품 화면을 볼 수 있습니다



로딩중



등록된 장비

**i** 이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역은 물론 모든 지역에서 사용할 수 있습니다. 위와 같은 무선설비는 전파혼선의 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다.

# 설정기능

## 장비설정 (선택 사항)

장비이름 (시리얼번호) 번호를클릭 한후 각각의 설정을 변경이 가능합니다

KO



### 이름

### 설명

#### 상태 표시등

카메라 전면부에 LED빛 ON/OFF기능

#### IR조명

어두운 환경에서 녹화된 이미지보다 선명한 흑백 이미지로 전환가능 합니다. 비활성화시 노이즈가 많은 컬러 이미지로 남아 있게됩니다.

#### 경보알림

침입자가 감지되었을때 메시지를 받는 기능입니다.(푸시알람)

#### 시간대

모바일 하단부에 적용되는 시간설정입니다.

#### 날짜방식

월-일-년 -시 -분- 초 순서를 정하실 수 있습니다.

#### Wi-Fi

Wi-Fi 를 변경시 사용하시는 설정입니다.

#### 저장소상태

메모리카드 확인 및 불량체크를 할 수 있습니다.

# 설치

## 1 단계 금속판 설치 (선택 사항)

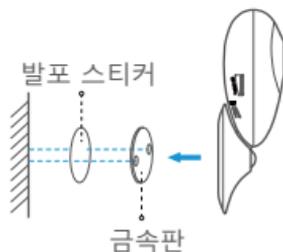
깨끗하고 평평한 벽을 선택한 다음 발포 스티커 또는 나사 (미포함) 를 사용해 금속판을 원하는 위치에 고정합니다.

- i** 카메라에 자석이 내장되어 있기 때문에 설치 장소가 금속성인 경우 이 단계를 생략할 수 있습니다.

## 2 단계 카메라 설치

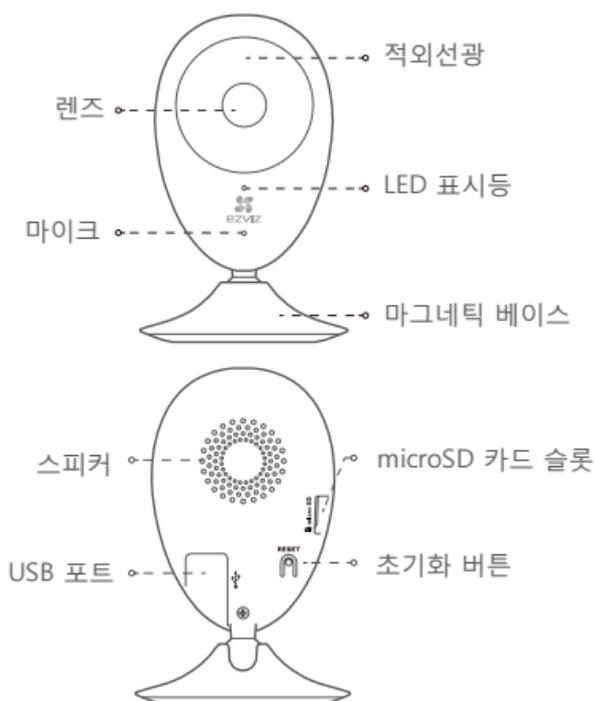
카메라를 금속판 또는 금속 표면에 자기적으로 고정합니다.

(오른쪽 그림 참조)



## 3 단계 설치 마무리

필요에 따라 카메라 각도를 조정합니다.



**이름 설명**

**적외선광** 어두운 환경을 위한 자동 광원. 이 비디오 카메라는 두 가지 모드가 있습니다. 하나는 컬러 모드(주간 녹화용)이며 다른 하나는 적외선 투광기를 사용하는 흑백 모드(야간용)입니다.

**LED 표시등**

- 빨간불 점등: 카메라가 시동 중입니다.
- 천천히 깜박이는 빨간불: Wi-Fi 연결에 실패했습니다.
- 빠르게 깜박이는 빨간불: 장비 비정상 (예: microSD 카드 오류).
- 파란불 점등: EZVIZ 앱에서 비디오를 보고 있거나 재생합니다.
- 빠르게 깜박이는 파란불: 카메라의 Wi-Fi 연결이 준비되었습니다.
- 천천히 깜박이는 파란불: 카메라가 정상적으로 작동 중입니다.

**microSD 카드 슬롯** microSD 카드용(카드는 이 제품에 포함되지 않음). 카드는 별도로 구매할 수 있습니다. 권장되는 호환성: 클래스 10, 최대 공간 128GB. SD 카드를 삽입한 다음 카메라 내부 저장소에 이벤트를 녹화할 수 있습니다. EZVIZ 앱에서 카드를 초기화해야 합니다.

**초기화 버튼** 카메라가 작동 중일 때 초기화 버튼을 5초간 길게 누르면 카메라가 재부팅되고 모든 매개변수가 기본값으로 초기화됩니다.

**USB 포트** 전원 입력

## 박스 내용물



클라우드 카메라 (x1)



USB 케이블 (x1)



전원 어댑터 (x1)



발포 스티커 (x2)



금속판 (x1)  
(구멍 직경 3.5mm)



퀵 스타트 가이드 (x1)

## 고장 해결

**질문:** EZVIZ 앱으로 카메라를 추가할 때 "장비가 오프라인 상태입니다.(THE device is offline.)" 또는 "장비가 등록되지 않았습니다.(The device is not registered.)"라는 메시지가 나옵니다.

**답변:**

1. 카메라가 연결된 네트워크가 제대로 작동하고 있으며 라우터의 DHCP가 활성화되어 있는지 확인합니다.
2. 네트워크 매개변수를 변경한 경우 초기화 버튼을 5초간 길게 눌러 설정을 초기화합니다.

**질문:** 카메라가 온라인 상태이지만 모바일 폰이 경보 메시지를 수신할 수 없습니다.

**답변:**

1. 모바일 폰에서 EZVIZ 앱이 실행되고 있는지 확인합니다.
2. Android OS 모바일 폰의 경우 앱이 백그라운드로 실행 중인지 확인합니다. iOS 폰의 경우에는 "설정 > 알림(Settings > Notification)"에서 메시지 푸시 기능을 활성화합니다.

**질문:** USB 장치 또는 휴대용 배터리를 사용해 카메라에 전원을 공급할 수 있습니까?

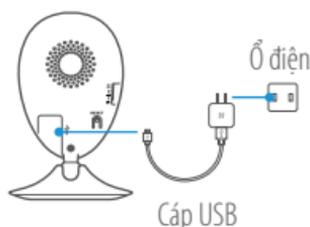
**답변:** 안정적인 전원 공급을 위해 EZVIZ 표준 전원 어댑터를 사용하는 것이 좋습니다.

**i** 자세한 내용은 [www.ezvizlife.com](http://www.ezvizlife.com)에서 확인할 수 있습니다.

# Sử dụng

## Bước 1 Khởi động Camera

Nối camera với bộ đổi nguồn bằng cáp USB và nối bộ đổi nguồn với ổ điện.



VN

## Bước 2 Cài đặt nhanh

1

Đăng ký tài khoản EZVIZ

- Kết nối máy di động của bạn với Wi-Fi.
- Tải về ứng dụng EZVIZ bằng cách tìm từ khóa "EZVIZ" trong App Store and Google Play™.
- Chạy ứng dụng và đăng ký tài khoản sử dụng EZVIZ theo hướng dẫn.

2

Thêm Camera vào tài khoản

- Đăng nhập vào ứng dụng EZVIZ.
- Quét mã QR phía dưới đáy camera hay trên bìa của Quick Start Guide và làm theo các chỉ dẫn để thêm camera và cài đặt Wi-Fi cho camera. (đặt camera trong phạm vi 3 mét từ router khi cài đặt Wi-Fi của camera.)
- Thực hiện theo trình hướng dẫn của ứng dụng EZVIZ để hoàn thiện cấu hình Wi-Fi.

i

Để kết nối tới mạng Wi-Fi khác, bấm và giữ nút RESET trên camera khoảng 5 giây để khởi động lại camera, và kết nối lại Wi-Fi khi đèn chỉ thị nhấp nháy đỏ và xanh dương.

# Lắp đặt

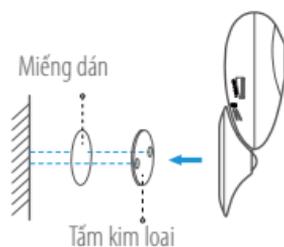
## 1 Lắp đặt tấm kim loại (Tùy chọn)

Chọn vị trí phù hợp trên tường phẳng và sạch, cố định tấm kim loại vào vị trí mong muốn bằng các miếng dán hay vít (không đi kèm).

**i** Do trong camera có một nam châm nhỏ nên có thể bỏ qua bước này nếu vị trí lắp camera là kim loại.

## 2 Installing the Camera

Cố định camera bằng lực hút nam châm với tấm kim loại hay bề mặt kim loại (xem hình bên phải).



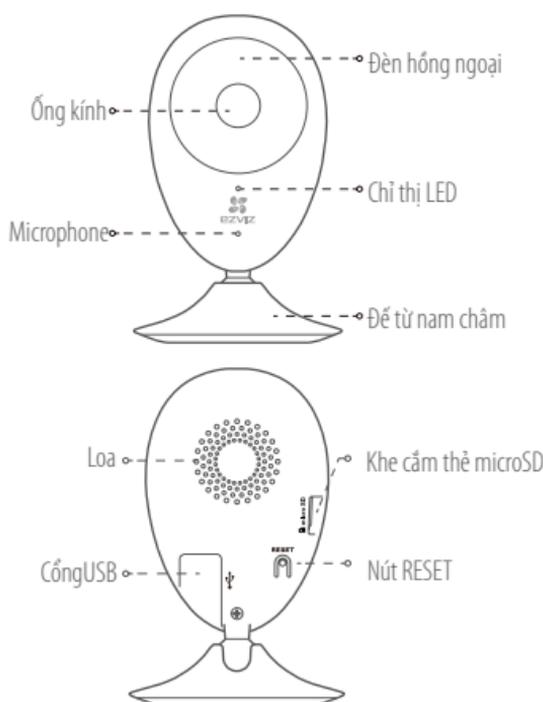
## 3 Hoàn thiện việc lắp đặt

Điều chỉnh góc ống kính camera theo đúng yêu cầu.

# Phụ lục

## Thông tin cơ bản

VN



Tên	Mô tả
Đèn hồng ngoại	Nguồn sáng tự động khi thiếu ánh sáng. Video của camera có hai chế độ: màu (ghi video ban ngày) và đen trắng với nền sáng hồng ngoại (ghi video ban đêm).
Chỉ thị LED	<ul style="list-style-type: none"><li>Đỏ ổn định: Camera đang kích hoạt.</li><li>Nháy đỏ chậm: Kết nối Wi-Fi không hoạt động.</li><li>Nháy đỏ nhanh: Thiết bị ngoại lệ (ví dụ lỗi thẻ MicroSD).</li><li>Xanh ổn định: Video được xem hoặc phát lại trên Ứng dụng EZVIZ.</li><li>Nháy xanh nhanh: Camera sẵn sàng kết nối Wi-Fi.</li><li>Nháy xanh chậm: Camera đang hoạt động tốt.</li></ul>
Cổng USB	Nguồn nối vào
Khe cắm thẻ nhớ microSD	Dùng với thẻ nhớ microSD (không kèm theo thiết bị này). Bạn phải mua riêng. Các loại thẻ tương thích được khuyến nghị sử dụng: Class 10, dung lượng tối đa 128GB. Sau khi cho thẻ vào, có thể ghi lại các sự kiện. Bạn phải khởi tạo thẻ trên ứng dụng EZVIZ.
Nút RESET	Bấm và giữ nút RESET 5s khi camera đang chạy, camera sẽ khởi động lại và đặt tất cả các tham số về giá trị mặc định.

## Thiết bị và phụ kiện



Camera Cloud x1



Cáp USB x1



Bộ đổi nguồn x1



Miếng dán x2



Tấm kim loại x1  
(Đường kính lỗ 3,5mm )



Quick Start Guide x1

**i** Các hình trong sách hướng dẫn này chỉ dùng để tham khảo và có thể khác so với thiết bị thực tế.

## Khắc phục sự cố

**Q:** Thông báo "The device is offline." hay "The device is not registered." xuất hiện khi thêm camera bằng ứng dụng EZVIZ.

**A:**

1. Đảm bảo mạng mà camera kết nối đến hoạt động bình thường và chức năng DHCP của router được cho phép.
2. Bấm và giữ nút RESET khoảng 5s để đặt lại các tham số thiết bị nếu bạn đã thay đổi các tham số mạng.

**Q:** Khi camera online, điện thoại di động không nhận được các lời nhắc cảnh báo.

**A:**

1. Đảm bảo ứng dụng EZVIZ đang chạy trên máy di động.
2. Với hệ điều hành Android, đảm bảo ứng dụng chạy nền; với iOS, cho phép chức năng đẩy thông báo "Settings > Notification".

**Q:** Camera có dùng nguồn qua các thiết bị có cổng USB hay nguồn cắm tay.

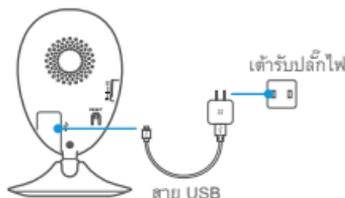
**A:** Khuyến nghị sử dụng bộ đổi nguồn tiêu chuẩn của EZVIZ để có nguồn cung cấp ổn định.

**i** Truy cập [www.ezvizlife.com](http://www.ezvizlife.com) để có thêm các thông tin chi tiết.

# การใช้งาน

## ขั้นตอนที่ 1 การเริ่มใช้งานกล่อง

เชื่อมต่อกล่องกับอะแดปเตอร์จ่ายไฟด้วยสายเคเบิลข้อมูล USB จากนั้นเชื่อมต่ออะแดปเตอร์จ่ายไฟกับเต้ารับปลั๊กไฟ



THAI

## ขั้นตอนที่ 2 การตั้งค่าอย่างรวดเร็ว

### 1 การลงทะเบียนบัญชีผู้ใช้ EZVIZ

- เชื่อมต่อโทรศัพท์มือถือของคุณกับ Wi-Fi
- ดาวน์โหลดแอป EZVIZ โดยการค้นหา "EZVIZ" ใน App Store และ Google Play™
- เริ่มการใช้งานแอปและลงทะเบียนสำหรับบัญชีผู้ใช้ EZVIZ ด้วยตัวช่วยการเริ่มใช้งาน

### 2 การเพิ่มกล่อง

- เข้าสู่ระบบของแอป EZVIZ
- สแกนรหัสคิวอาร์ (QR Code) ที่ด้านล่างของกล่องหรือที่หน้าปกของคู่มือการเริ่มใช้งานอย่างรวดเร็ว แล้วทำตามหน้าต่างแจ้งเพื่อเพิ่มกล่องและตั้งค่า Wi-Fi (ขณะที่ทำการตั้งค่า Wi-Fi ให้วางกล่องไว้ในระยะ 3 เมตรจากเราเตอร์)
- ทำตามตัวช่วยของแอป EZVIZ เพื่อกำหนดค่า Wi-Fi ให้เสร็จสมบูรณ์

**i** หากต้องการเชื่อมต่อกับ Wi-Fi อื่น ๆ ให้กดปุ่ม รีเซ็ต บนกล่องค้างไว้ 5 วินาทีเพื่อรีเซ็ตกล่อง และเชื่อมต่อกับ Wi-Fi อีกครั้งเมื่อไฟสัญญาณสีแดงและสีน้ำเงินกะพริบ

## การติดตั้ง

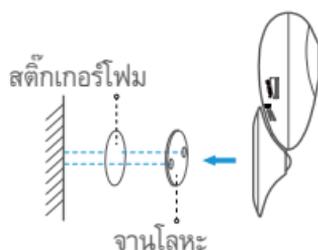
### 1 การติดตั้งจานโลหะ (ตัวเลือกเพิ่มเติม)

เลือกแผ่นที่สะอาดและมีพื้นเรียบ แล้วยึดจานโลหะไว้กับตำแหน่งที่ต้องการด้วยสติกเกอร์โฟมหรือสกรู (ไม่ได้ให้มาพร้อมเครื่อง)

- i หากมีชิ้นส่วนของแม่เหล็กติดตั้งไว้ในกล่อง คุณสามารถข้ามขั้นตอนนี้ได้ หากตำแหน่งติดตั้งเป็นโลหะ

### 2 การติดตั้งกล่อง

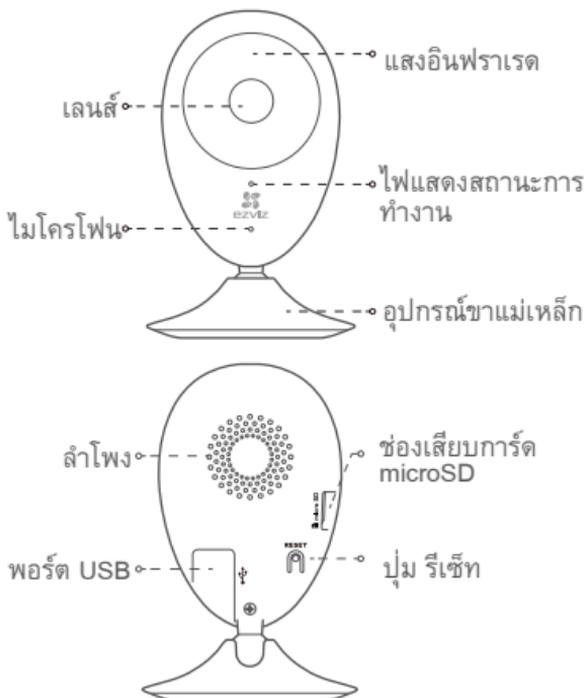
ยึดกล่องไว้ให้แน่นกับจานโลหะหรือพื้นผิวโลหะด้วยแรงดึงดูดของแม่เหล็ก (ดูรูปภาพด้านขวา)



### 3 การดำเนินการติดตั้งให้เสร็จสมบูรณ์ ปรับมุมกล่องตามที่ต้องการ

# ภาคผนวก

## พื้นฐาน



THAI

### ชื่อ

### คำอธิบาย

แสงอินฟราเรด	หลอดไฟกำเนิดแสงอินฟราเรดชนิดสำหรับสภาพแวดล้อมที่แสงน้อยหรือไม่มีแสง วิตีโอในกล้องมีสองโหมด: โหมดสี (สำหรับการบันทึกในแสงธรรมชาติ) และ โหมดขาวดำด้วยไฟฉายอินฟราเรด (สำหรับกลางคืน)
ไฟแสดงสถานะการทำงาน	<ul style="list-style-type: none"> <li>ไฟสีแดงคงที่: กล้องกำลังเริ่มการทำงาน</li> <li>ไฟสีแดงกระพริบอย่างช้าๆ: การเชื่อมต่อ Wi-Fi ล้มเหลว</li> <li>ไฟสีแดงกระพริบอย่างรวดเร็ว: ข้อบกพร่องของอุปกรณ์ (เช่น ข้อผิดพลาดเกี่ยวกับการ์ด MicroSD)</li> </ul>
พอร์ต USB	ไฟชาร์จ
ช่องเสียบการ์ด microSD	<ul style="list-style-type: none"> <li>ไฟสีน้ำเงินคงที่: กำลังดูหรือเล่นวิดีโอในแอป EZVIZ</li> <li>ไฟสีน้ำเงินกระพริบอย่างรวดเร็ว: กล้องพร้อมสำหรับการเชื่อมต่อ Wi-Fi แล้ว</li> <li>ไฟสีน้ำเงินกระพริบอย่างช้าๆ: กล้องทำงานได้อย่างถูกต้อง</li> </ul>
ปุ่ม รีเซ็ต	สำหรับการ์ด microSD (ไม่ได้มาพร้อมกับผลิตภัณฑ์นี้) คุณสามารถซื้อแยกต่างหากได้ ความเข้ากันได้แนะนำ: คลาส 10 พื้นที่เก็บข้อมูลสูงสุด 128GB หลังจากใส่การ์ด SD แล้ว คุณจะสามารถบันทึกภาพเหตุการณ์กับไว้ในกล้องได้ คุณจำเป็นต้องเตรียมใช้งานการ์ดจากแอป EZVIZ
	กดปุ่ม รีเซ็ต ค้างไว้ 5 วินาทีในขณะที่กล้องกำลังทำงาน กล้องจะรีเซ็ตตัว และค่าพารามิเตอร์ทั้งหมดจะถูกรีเซ็ตกลับไปเป็นค่าเริ่มต้น

# เนื้อหาในกล่อง



กล่องวงจรปิดระบบ Cloud (x1)



สาย USB (x1)



อะแดปเตอร์จ่ายไฟ (x1)



สติ๊กเกอร์โฟม (x2)



จานโลหะ (x1)  
(ขนาดเส้นผ่าศูนย์กลาง  
ของช่อง 3.5 มม.)



คู่มือการเริ่มใช้งาน  
อย่างรวดเร็ว (x1)

**i** รูปภาพในคู่มือนี้มีไว้เพื่อการอ้างอิงเท่านั้น และอาจแตกต่างจากผลิตภัณฑ์จริง

## การแก้ไขปัญหา

**คำถาม:** หน้าต่างแจ้ง "อุปกรณ์อยู่ในสถานะออฟไลน์ (The device is offline.)" หรือ "อุปกรณ์ยังไม่ได้ลงทะเบียน (The device is not registered.)" จะปรากฏขึ้น เมื่อมีการเพิ่มกล่องด้วยแอป EZVIZ

**คำตอบ:**

1. ตรวจสอบให้แน่ใจว่าเครือข่ายที่กล่องเชื่อมต่อทำงานได้ตามปกติและได้เปิดใช้งาน DHCP ของเราเตอร์แล้ว
2. กดปุ่ม รีเซ็ต ค้างไว้ 5 วินาทีเพื่อรีเซ็ตการตั้งค่า หากคุณเปลี่ยนค่าพารามิเตอร์เครือข่าย

**คำถาม:** หน้าต่างแจ้ง โทรศัพท์มือถือไม่สามารถรับสัญญาณแจ้งเตือนภัยได้ จะปรากฏขึ้นเมื่อกล่องอยู่ในสถานะออนไลน์

**คำตอบ:**

1. ตรวจสอบให้แน่ใจว่าแอป EZVIZ app กำลังทำงานอยู่บนโทรศัพท์มือถือของคุณ
2. สำหรับโทรศัพท์มือถือที่ใช้ระบบปฏิบัติการ Android โปรดตรวจสอบให้แน่ใจว่าแอปกำลังทำงานในพื้นหลัง และสำหรับโทรศัพท์มือถือที่ใช้ระบบปฏิบัติการ iOS ให้เปิดใช้งานฟังก์ชันการรับ-ส่งข้อความแบบพุชใน "การตั้งค่า>การแจ้งเตือน (Settings > Notification)"

**คำถาม:** กล่องรองรับไฟจากอุปกรณ์ USB หรือแบตเตอรี่แบบพกพาหรือไม่

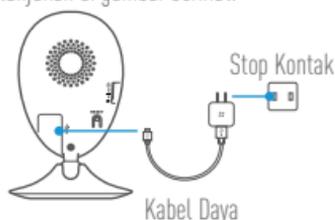
**คำตอบ:** เราขอแนะนำให้คุณใช้อะแดปเตอร์จ่ายไฟมาตรฐานของ EZVIZ เพื่อการจ่ายไฟด้วยแรงดันที่คงที่

**i** สำหรับรายละเอียดเพิ่มเติม โปรดไปที่เว็บไซต์ [www.ezvizlife.com](http://www.ezvizlife.com)

# Setup

## Langkah 1 Penyalan Daya

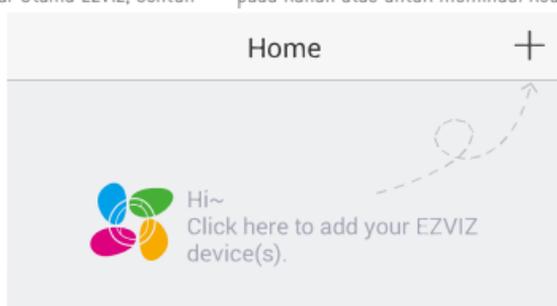
Pasang kabel daya ke kamera dan ke adaptor daya dan kemudian pasang steker ke stop kontak, seperti yang ditunjukkan di gambar berikut.



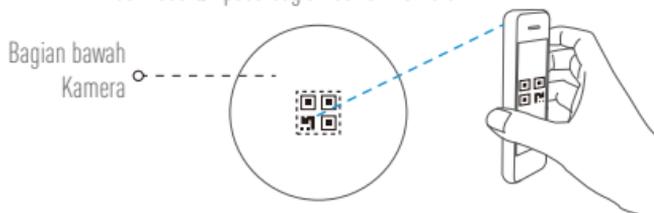
ID

## Langkah 2 Pengaturan Kamera

1. Buatlah sebuah akun pengguna
  - Sambungkan ponsel Anda ke jaringan Wi-Fi.
  - Unduh dan install aplikasi EZVIZ dengan mencari "EZVIZ" di App Store & Google PlayTM.
  - Buka aplikasi dan registrasi sebuah akun pengguna EZVIZ dengan urutan berikut ini.
2. Tambahkan kamera ke EZVIZ
  - Log-in ke aplikasi EZVIZ.
  - Dari Layar Utama EZVIZ, sentuh "+" pada kanan atas untuk memindai kode QR.



- Pindai kode QR pada bagian bawah kamera.

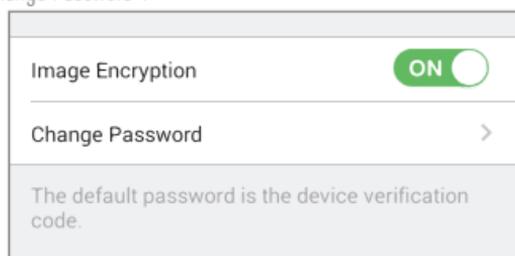


- Ikuti panduan pemasangan aplikasi EZVIZ untuk menyelesaikan konfigurasi Wi-Fi.

### 3. Mengganti password default (Opsional)

Setelah menambahkan kamera, Anda diminta untuk mengganti password perangkat untuk memastikan keamanan video Anda. Password digunakan untuk Enkripsi Gambar. Jika Anda menyalakan "Image Encryption", Anda diminta untuk memasukan password saat Anda melihat secara langsung atau memutar ulang kamera.

- Masuklah ke layar pengaturan kamera untuk mengganti password default.
- Sentuh "Change Password".



- Sentuh pada "Edit".
- Masukkan kode verifikasi yang ada di bagian bawah kamera.
- Masukkan password yang baru. Gunakan huruf dan angka sebanyak 6 – 12 karakter.

## Pemasangan

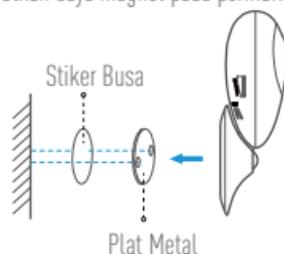
### Langkah 1 Memasang Plat Metal (Opsional)

Pilih tempat yang bersih dengan permukaan yang rata dan pasang plat metal pada posisi yang diinginkan dengan stiker busa dan sekrup (tidak disediakan).

- i** Terdapat batang magnet di dalam kamera. Anda dapat melewati langkah ini pada permukaan yang terbuat dari metal.

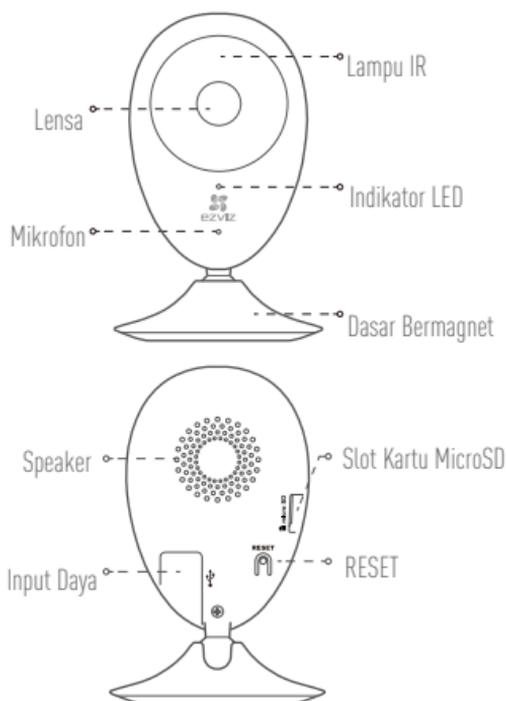
### Langkah 2 Memasang Kamera

Pasang kamera dengan memanfaatkan daya magnet pada permukaan metal (lihat gambar berikut).



### Langkah 3 Menyelesaikan Pemasangan

Atur sudut kamera sesuai yang dibutuhkan.



Nama	Deskripsi
Lampu IR	Sumber cahaya otomatis untuk lingkungan yang gelap. Kamera video memiliki dua mode: berwarna (untuk perekaman siang hari) dan hitam putih dengan IR illuminator (untuk kondisi siang hari).
Indikator LED	<ul style="list-style-type: none"> <li>• Merah Tetap: Kamera memulai.</li> <li>• Berkedip Merah Pelan: Koneksi Wi-Fi gagal.</li> <li>• Berkedip Merah Cepat: Pengecualian perangkat (mis. kartu MicroSD bermasalah).</li> <li>• Biru Tetap: Video sedang ditonton atau diputar dalam aplikasi EZVIZ.</li> <li>• Berkedip Biru Cepat: Kamera siap untuk koneksi Wi-Fi.</li> <li>• Berkedip Biru Pelan: Kamera berfungsi normal.</li> </ul>
Slot Kartu MicroSD	Untuk kartu MicroSD (tidak ada dalam paket penjualan). Anda dapat membelinya secara terpisah. Kompatibilitas yang direkomendasikan: Class 10, dengan kapasitas maksimal 128GB. Setelah memasukan kartu memori, Anda dapat mengambil rekaman dari kamera.
RESET	Tahan ke bawah tombol RESET selama 5 detik saat kamera bekerja, kamera akan memulai me-resart dan semua parameter diatur ulang secara default.
Input Daya	5 V ± 10%
Speaker	Dua arah

## Isi Kemasan



Kamera Internet (1x)



Kabel USB (1x)



Adaptor Daya (x1)



Stiker Busa X2



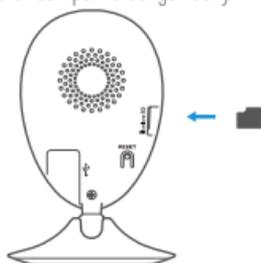
Plat Metal X1  
(Lubang diameter 3.5mm)



Panduan Pengguna (1x)

## Memasang Kartu Memori

Masukan kartu microSD ke dalam slot sampai terdengar bunyik klik.



## Menginisialisasi Kartu Memori

1. Di dalam aplikasi EZVIZ, periksa status kartu memori dengan menyentuh bagian "Storage Status" di dalam antar muka "Device Setting".

Wi-Fi Configure	TEST-WiFi  >
Storage Status	>
Device Version	Vx.x.x build xxxxxx No new version.

2. Jika status kartu memori ditampilkan sebagai "Uninitialized", sentuh untuk menginisiasinya. Statusnya akan berubah menjadi "Normal". Anda dapat memulai merekam setiap kejadian yang memicu video seperti deteksi gerakan.

## Pemecahan Masalah

**Q:** "The Device is offline." atau "The device is not registered." muncul saat menambahkan kamera menggunakan aplikasi EZVIZ.

**R:**

1. Pastikan jaringan dimana kamera tersambung bekerja dengan baik dan router DHCP diaktifkan.
2. Tahan tombol RESET selama 5detik untuk mengembalikan pengaturan ke pengaturan awal jika Anda merubah parameter jaringannya.

ID

**Q:** Ponsel tidak dapat menerima sinyal alarm dini saat kamera sedang online.

**R:**

1. Pastikan aplikasi EZVIZ berjalan pada ponsel Anda.
2. Untuk ponsel dengan sistem operasi Android, pastikan aplikasi berjalan di sistem background: dan untuk ponsel dengan sistem operasi iOS, aktifkan push message di "Settings > Notification".

**Q:** Apakah kamera mendukung koneksi daya melalui perangkat USB atau baterai protabel.

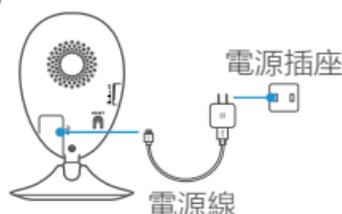
**R:** Disarankan agar menggunakan adaptor standar EZVIZ untuk menyediakan suplai voltase yang stabil.

**i** Untuk informasi lebih lanjut, kunjungi [www.ezvizlife.com](http://www.ezvizlife.com).

# 設定

## 步驟 1 開啟電源

將電源線連接至攝影機和電源變壓器，然後再插入電源插座，如下圖所示。



## 步驟 2 攝影機設定

**i** 低功率電波輻射性電機管理辦法  
第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

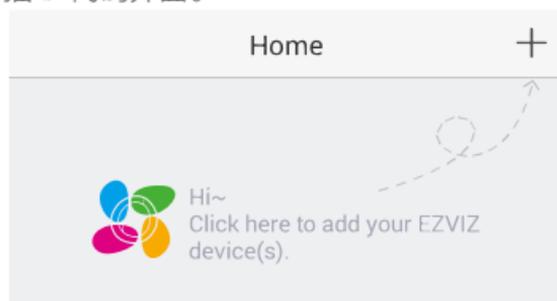
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

### 1. 建立使用者帳戶

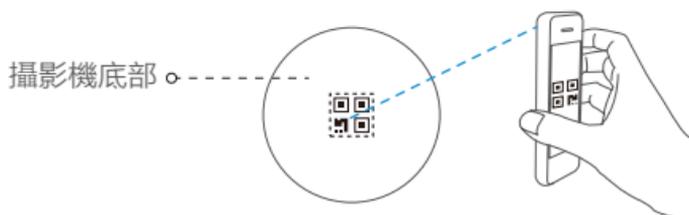
- 將您的手機連線至 Wi-Fi。
- 請在 App Store 和 Google Play™ 搜尋「EZVIZ」來下載並安裝 EZVIZ 應用程式。
- 啟動應用程式，並且在啟動精靈開啟後註冊 EZVIZ 使用者帳戶。

### 2. 將攝影機新增至 EZVIZ

- 登入 EZVIZ 應用程式。
- 在 EZVIZ 應用程式主畫面點選位於右上角的「+」，以前往掃描 QR 代碼介面。



- 掃描攝影機底部的 QR 代碼。
- 遵照 EZVIZ 應用程式精靈完成 Wi-Fi 設定。

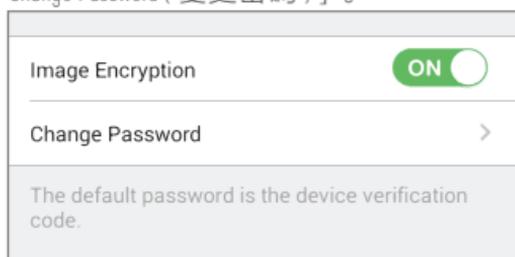


### 3. 變更預設密碼

新增攝影機後，您必須變更裝置密碼以確保您的視訊安全性。密碼會用於執行「影像加密」。若您開啟「影像加密 (Image Encryption)」，則在即時檢視或播放攝影機時必須輸入密碼。

- 前往攝影機設定畫面，以變更預設密碼。
- 點選「Change Password (變更密碼)」。

繁中



- 點選「Edit (編輯)」。
- 輸入位於攝影機底部的原始驗證碼。
- 輸入新密碼。請使用 6 至 12 個字元的字母和數字。

## 安裝

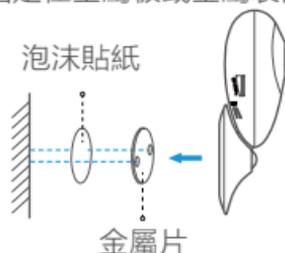
### 步驟 1 安裝金屬板 (選購)

選擇乾淨且平坦的表面，然後使用泡沫貼紙或螺絲 (需另購) 將金屬板固定在想要的位置。

**i** 攝影機內部有一塊磁鐵。如果表面是金屬製成，您可以略過此步驟。

### 步驟 2 安裝攝影機

將攝影機以磁性方式固定在金屬板或金屬表面上 (請參閱下圖)。

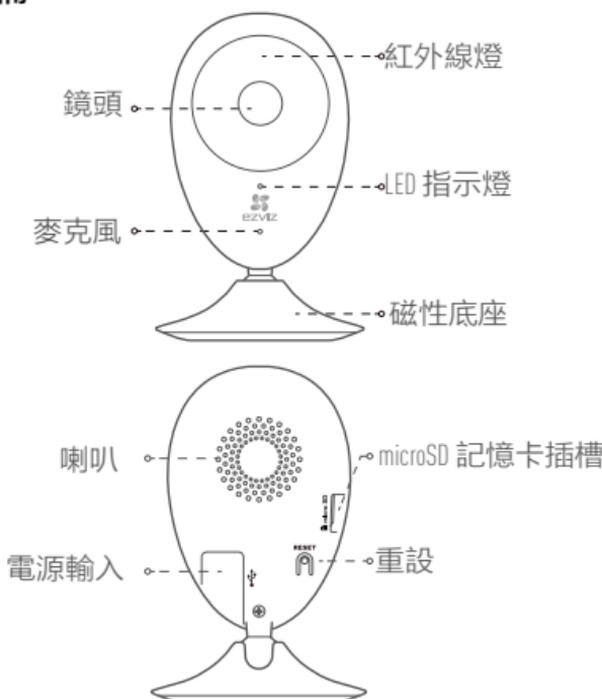


### 步驟 3 安裝完成

視需要調整攝影機角度。

## 附錄

### 基本操作配備



名稱	說明
紅外線燈	用於黑暗環境的自動光源。攝影機視訊有兩種模式：彩色模式（用於白天錄製）和有紅外線照明器的黑白模式（適用於夜間情況）。
LED 指示燈	<ul style="list-style-type: none"><li>• 全紅：攝影機正在啟動。</li><li>• 緩慢閃紅燈：Wi-Fi 連線失敗。</li><li>• 快速閃紅燈：裝置異常（例如：MicroSD 卡錯誤）。</li><li>• 全藍：正在用 EZVIZ 應用程式觀看或播放影片。</li><li>• 快速閃藍燈：攝影機已準備好進行 Wi-Fi 連線。</li><li>• 緩慢閃藍燈：攝影機運作正常。</li></ul>
microSD 記憶卡插槽	適用於 microSD 記憶卡（本產品未隨附）。您可以另外購買。建議的相容性：第 10 類，最大容量為 128GB。插入記憶卡後，您可以在攝影機內錄製事件。
重設	在攝影機運作時，按住「重設」按鈕 5 秒，攝影機即會重新啟動，且所有參數皆會重設為預設值。
電源輸入	== 5V ± 10%
喇叭	雙向交談。

## 包裝盒內容



網際網路攝影機 (x1)



USB 傳輸線 (x1)



電源變壓器 (x1)



泡沫貼紙 X2



金屬片 X1  
(孔洞直徑 3.5mm)

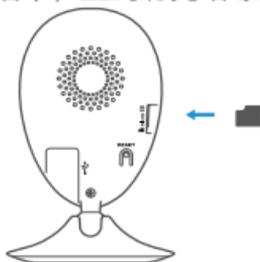


快速使用指南 X1

繁中

## 安裝記憶卡

將 microSD 記憶卡插入插槽中，直到聽見喀嚓聲。



## 初始化記憶卡

1. 在 EZVIZ 應用程式中，輕觸「 Device Settings (裝置設定)」介面中的「 Storage Status (儲存狀態)」，以檢查記憶卡狀態。

Wi-Fi Configure	TEST-WiFi  >
Storage Status	>
Device Version	Vx.x.x build xxxxxx No new version.

2. 如果記憶卡狀態顯示為「 Uninitialized (未初始化)」，請輕觸以將記憶卡初始化。然後狀態會變為「 Normal (正常)」。接著您可以開始在攝影機中錄製如動作偵測等任何事件觸發的視訊。

## 故障排除

**問:** 使用 EZVIZ 應用程式新增攝影機時，出現「The device is offline. (裝置離線。)」或「The device is not registered. (裝置未註冊。)」提示。

**答:**

1. 請確定攝影機所連線的網路正常運作，且已啟用路由器的 DHCP。
2. 如果要變更網路參數，請按住「重設」按鈕 5 秒以重設設定。

**問:** 攝影機在線上時，手機無法接收警報提示。

**答:**

1. 請確定 EZVIZ 應用程式正在您的手機上執行。
2. 關於 Android 作業系統的手機，請確定應用程式在背景執行；關於 iOS 手機，請在「Settings (設定)」>「Notification (通知)」中啟用訊息推播功能。

**問:** 攝影機是否透過 USB 裝置或可攜式電池供應電源？

**答:** 建議使用 EZVIZ 標準電源變壓器提供穩定的供應電壓。

 如需詳細資訊，請造訪 [www.evizlife.com](http://www.evizlife.com)。

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- (ii) お客様の製品を機能的に同等の製品と交換すること。
- (iii) お客様の製品を製品箱に同梱の上、御購入証明となるレシート原本又はコピーと、欠陥についての簡単な説明書きを添えて御返品頂く事によって、御購入代金を払い戻すこと。

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以下の場合、保証サービスは適用されず、無効となります。

・保証期間外に保証請求が行われた場合、又は購入証明（レシート、領収書）が提示されていない場合。

・故障、誤った取り扱い、改ざん、ユーザーマニュアル（取扱説明書）に反する使用方法、誤った電圧の電源使用、事故、紛失、盗難、火災、洪水又はその他の天災により生じた欠陥、運送時による損傷、弊社及び弊社指定業者以外の修理に起因する損傷。

- ・電池などの消耗部品の場合※製品の経年劣化による為
- ・筐体表面の損傷（傷、凹み、コネクター部分のプラスチックの破損等を含む）
- ・EZVIZ ハードウェアでパッケージ化または販売されている全てのソフトウェア。
- ・材料または製造上の欠陥が無いその他の損害。
- ・日常のお手入れ及び、通常的使用の中での筐体表面の摩耗および裂傷。

ご不明な点がございましたら、お気軽に販売店にご連絡いただくか、support@ezvizlife.com まで電子メールをお送り下さいませ。

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## LIMITED WARRANTY

Thank you for purchasing EZVIZ products. This limited 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. The disclaimers, exclusions, and limitations of liability under this limited 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 limited warranty.

Your EZVIZ product is warranted for a period of one (1) year 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 emailing us at [support@ezvizlife.com](mailto:support@ezvizlife.com).

For any defective EZVIZ products under warranty, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("the Company") will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; (iii) or refund the original purchase price, provided you provide the original purchase receipt or copy, brief explanation of the defect, and return the product in its original packaging. At the sole discretion of the Company, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the postal cost, insurance and 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 limited warranty. Any product that has either been repaired or replaced under this limited warranty will be covered by the terms of this limited 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 send e-mails to us [support@ezvizlife.com](mailto:support@ezvizlife.com), with any questions.

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## 품 질 보 증

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귀하의 EZVIZ 제품은 구매 일자부터 1 년간 원자재 및 제조상의 결함에 대해 보증을 받을 수 있으며 제품을 구매한 국가 또는 주의 법률에 따라 더 긴 기간이 보장될 경우 일반적으로 사용 설명서에 명시됩니다.

보증 서비스 관련 문의는 support@ezvizlife.com 으로 이메일을 보내주십시오. 이 제한 보증에 따라 결함이 있는 모든 EZVIZ 제품에 대해 HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. 는 (1) 귀하의 제품을 무상으로 수리 또는 교체하거나, (2) 귀하의 제품과 상응하는 기능을 탑재한 유사 제품으로 교체하거나, (3) 귀하가 구매한 영수증 또는 복사본이 제공하는 바와 같이 처음 구매한 가격으로 환불할 것이며, 귀하는 결함에 관한 간략한 설명과 함께 본래 포장 상태로 제품을 반납해야 합니다. 회사의 단독 재량에 따라 신규 또는 재생된 제품 또는 부속품으로 수리 또는 교체합니다. 이 보증은 귀하가 제품을 반납할때 발생하는 우편 비용, 보험 및 기타 부대비용을 보상하지 않습니다.

관련 법률에 의해 금지되는 지역을 제외하고 이 보증은 제한 보증 위반에 관한 단독적이거나 독점적인 구제 방법입니다. 이 품질보증에 따라 수리 또는 교체된 모든 제품은 제품 수명일 또는 잔존하는 최초 보증 기간에서 90 일의 추가 제한 보증 기간이 적용됩니다. 다음과 같은 경우 이 보증은 적용되지 않으며 효력이 없습니다.

- 보증 기간이 지난 후 보증을 청구하거나 제품 구매 증빙을 제출하지 않는 경우.
- 충격, 취급 부주의, 조작, 사용 설명서의 지침을 위반하는 사용, 잘못된 전압 연결, 사고, 분실, 도난, 화재, 홍수 등의 기타 천재지변, 운송 관련 손상 또는 허가 받지 않은 사람에 의한 수리로 발생한 손상으로 인해 오작동, 결함 또는 고장이 발생한 경우.
- 배터리 등의 소모성 부품 등 정상적인 제품 노후로 인해 오작동이 발생한 경우.
- 긁힘, 흠집, 플라스틱 깨짐 및 이에 국한하지 않고 외관이 손상된 경우.
- 제품에 포함되었거나 EZVIZ 하드웨어와 함께 판매된 소프트웨어가 손상된 경우.
- 기타 원자재 또는 제조상의 결함과 무관한 손상에 해당하는 경우.
- 일상적인 청소, 일반적인 외관 및 기계적인 마모에 해당하는 경우.

문의 사항은 대리점에 연락하거나 support@ezvizlife.com 로 이메일을 보내주십시오.

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## BẢO HÀNH CÓ GIỚI HẠN

Cảm ơn quý vị đã mua sản phẩm EZVIZ. Gói bảo hành có giới hạn này cho phép quý vị, với tư cách là người mua ban đầu của sản phẩm EZVIZ, được hưởng các quyền hợp pháp cụ thể. Quý vị cũng được hưởng các quyền hợp pháp khác tùy theo tiểu bang, tỉnh hoặc khu vực có quyền tài phán. Các tuyên bố miễn trừ, trường hợp loại trừ và giới hạn trách nhiệm thuộc gói bảo hành này sẽ không được áp dụng trong phạm vi mà luật pháp hiện hành nghiêm cấm. Không nhà phân phối, nhà bán lại, đại lý hay nhân viên nào được phép có bất kỳ sự điều chỉnh, mở rộng hoặc bổ sung nào đối với gói bảo hành có giới hạn này.

Sản phẩm EZVIZ của quý vị được bảo hành trong thời hạn một (1) năm kể từ ngày mua cho các khiếm khuyết về vật liệu và chế tác hoặc trong thời hạn dài hơn luật pháp của quốc gia hoặc tiểu bang nơi sản phẩm này được bán có thể quy định, khi sản phẩm được sử dụng bình thường theo sách hướng dẫn sử dụng.

Quý vị có thể yêu cầu dịch vụ bảo hành bằng cách gửi email cho chúng tôi theo địa chỉ [support@ezvizlife.com](mailto:support@ezvizlife.com).

Đối với bất kỳ sản phẩm EZVIZ lỗi nào được bảo hành, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("Công ty"), tùy theo lựa chọn của mình, sẽ (i) sửa chữa hoặc thay thế miễn phí sản phẩm của quý vị; (ii) đổi sản phẩm của quý vị bằng một sản phẩm có chức năng tương đương; (iii) hoặc hoàn trả lại tiền mua ban đầu, với điều kiện quý vị cung cấp bản gốc hoặc bản sao biên lai mua hàng, giải thích vấn đề hư hỏng và hoàn trả sản phẩm trong bao bì đóng gói ban đầu của sản phẩm. Theo toàn quyền quyết định của Công ty, việc sửa chữa hoặc thay thế có thể sử dụng sản phẩm hoặc linh kiện mới hoặc tân trang. Gói bảo hành này không bao gồm bưu phí, bảo hiểm hay bất kỳ chi phí ngẫu nhiên nào khác mà quý vị phải chịu trong quá trình gửi trả lại sản phẩm.

Trừ khi pháp luật hiện hành có quy định khác, đây là biện pháp khắc phục duy nhất và dành riêng mà quý vị được sử dụng cho trường hợp vi phạm gói bảo hành này. Bất kỳ sản phẩm nào đã được sửa chữa hoặc thay thế theo gói bảo hành có giới hạn này sẽ tiếp tục được bảo hành theo các điều khoản của bảo hành này thêm chín mươi (90) ngày kể từ ngày giao lại sản phẩm sửa chữa hoặc thay thế hoặc trong thời gian bảo hành còn lại.

Gói bảo hành này sẽ không áp dụng và trở nên vô hiệu:

- Nếu yêu cầu bảo hành được đưa ra ngoài thời hạn bảo hành hoặc nếu không cung cấp được bằng chứng mua hàng.
- Đối với lỗi hoạt động, khiếm khuyết hay hỏng hóc bất kỳ gây ra bởi hoặc phát sinh mà bằng chứng cho thấy là do va đập, bảo quản không tốt, tự ý can thiệp, sử dụng trái với sách hướng dẫn áp dụng cho sản phẩm, điện áp nguồn không đúng, tai nạn, thất lạc, trộm cắp, hỏa hoạn, lũ lụt hoặc thiên tai, hư hỏng khi chuyển phát hoặc hư hỏng do việc sửa chữa của người không được ủy quyền thực hiện.
- Đối với bất kỳ bộ phận tiêu hao nào như pin, trong đó lỗi là do sự già hóa thông thường của sản phẩm.
- Hư hỏng ngoại quan, bao gồm nhưng không giới hạn ở các vết trầy xước, vết lõm và nhựa gãy, vỡ trên các cổng của thiết bị.
- Bất kỳ phần mềm nào, cho dù được đóng gói hoặc bán kèm theo phần cứng của EZVIZ.
- Đối với các trường hợp hư hỏng khác không phải do các khiếm khuyết về vật liệu hoặc chế tác.
- Vệ sinh thường kỳ, hao mòn và hư hỏng cơ học và ngoại quan thông thường.

Vui lòng liên hệ với bên bán hàng của quý vị hoặc gửi email cho chúng tôi theo địa chỉ [support@ezvizlife.com](mailto:support@ezvizlife.com), nếu quý vị có bất kỳ thắc mắc nào.

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## การรับประกันแบบจำกัด

ขอขอบคุณสำหรับการซื้อผลิตภัณฑ์ EZVIZ

การรับประกันแบบจำกัดนี้จะช่วยให้คุณ ในฐานะผู้ซื้อดั้งเดิมของผลิตภัณฑ์ EZVIZ มีสิทธิตามกฎหมายที่กำหนดเฉพาะ นอกจากนี้คุณยังอาจมีสิทธิตามกฎหมายอื่น ๆ ที่แตกต่างกันไปในแต่ละรัฐ จังหวัดหรือเขตอำนาจกฎหมาย การละเมิดสิทธิ์การยกเว้นและข้อจำกัดความรับผิดชอบในการรับประกันแบบจำกัดนี้จะไม่นำไปใช้กับข้อบกพร่องที่ห้ามตามกฎหมายที่ใช้บังคับ ไม่มีผู้จัดจำหน่าย ผู้ค้าปลีก ตัวแทนหรือลูกจ้างรายใดเป็นผู้มีอำนาจที่จะทำการปรับปรุง ขยายหรือเพิ่มเติมใดๆ นอกเหนือจากการรับประกันแบบจำกัดนี้

ผลิตภัณฑ์ EZVIZ ของคุณมีการรับประกันเป็นระยะเวลาหนึ่ง (1)

ปีนับจากวันที่ซื้อครอบคลุมข้อบกพร่องในวัสดุและมีมือการผลิต หรือในระยะเวลาที่นานกว่า

ตามที่กำหนดไว้ในกฎหมายในประเทศหรือรัฐที่ผลิตภัณฑ์นี้มีจำหน่าย เมื่อใช้งานตามปกติ สอดคล้องกับคู่มือการใช้งาน คุณสามารถขอใช้บริการการรับประกัน โดยการส่งอีเมลหาเราที่ [support@ezvizlife.com](mailto:support@ezvizlife.com)

สำหรับผลิตภัณฑ์ EZVIZ ที่มีข้อบกพร่องใดๆ ภายใต้การรับประกัน, HANGZHOU HIKVISION DIGITAL TECHNOLOGY

CO., LTD. ("บริษัท") จะ, เป็นผู้เลือกในการ, (i) ซ่อมแซมหรือเปลี่ยนผลิตภัณฑ์ของคุณโดยไม่เสียค่าใช้จ่าย (ii)

แลกเปลี่ยนผลิตภัณฑ์ของคุณด้วยผลิตภัณฑ์เทียบเท่า; (iii) หรือคืนเงินตามราคาซื้อเดิม ที่คุณแสดงในใบเสร็จรับเงิน

ต้นฉบับหรือสำเนา คำอธิบายสั้นๆ ของข้อบกพร่องและส่งกลับผลิตภัณฑ์ในบรรจุภัณฑ์เดิม ถือเป็นดุลยพินิจของบริษัท

การซ่อมแซมหรือเปลี่ยนทดแทนอาจจะทำกับผลิตภัณฑ์ใหม่หรือผลิตภัณฑ์หรือส่วนประกอบที่ได้รับการปรับปรุงแก้ไข

การรับประกันนี้จะไม่ครอบคลุมถึงค่าส่งทางไปรษณีย์ ค่าประกันภัยและค่าใช้จ่ายอื่นๆ ที่เกิดขึ้นจากการที่จัดส่งผลิตภัณฑ์กลับ เว้นแต่ในกรณีที่ต้องห้ามตามกฎหมายที่ใช้บังคับ

นี่เป็นการเยียวยาเฉพาะคุณเพียงผู้เดียวสำหรับการละเมิดการรับประกันแบบจำกัดนี้ ผลิตภัณฑ์ใดๆ

ที่ได้รับการซ่อมแซมหรือเปลี่ยนภายใต้การรับประกันแบบจำกัดนี้ จะได้รับการคุ้มครองตามเงื่อนไขของการรับประกันแบบ

จำกัดนี้ได้อีกต่อไปเป็นเวลาเก้าสิบ (90) วันนับจากวันที่ส่งมอบหรือระยะเวลาที่เหลือในการรับประกันเดิม

การรับประกันนี้จะไม่ใช้ได้และถือเป็นโมฆะ:

• หากการเคลมประกันเกิดขึ้นนอกระยะเวลาการรับประกันหรือไม่ได้แสดงหลักฐานการซื้อ

• สำหรับการดำเนินงานที่ผิดพลาด ข้อบกพร่องหรือความล้มเหลวใดๆ

ที่เกิดจากหรือเป็นผลมาจากผลกระทบของความผิดพลาดและการแก้ไขที่ติดตั้งใช้งานที่ขัดกับคู่มือการใช้งาน

การใช้สายไฟที่มีแรงดันไฟฟ้าที่ไม่ถูกต้อง การเกิดอุบัติเหตุ การสูญเสีย การถูกโจรกรรม ไฟไหม้ น้ำท่วมหรือการกระทำอื่นๆ การเหตุสุดวิสัย ความเสียหายจากการจัดส่งสินค้าหรือความเสียหายที่เกิดจากการซ่อมแซมที่ดำเนินการโดยบุคคลากรที่ไม่ได้รับอนุญาต

• สำหรับวัสดุสิ้นเปลืองใดๆ เช่น แบตเตอรี่ ซึ่งมีกาบรพ่องที่เกิดจากการเสื่อมสภาพตามปกติของผลิตภัณฑ์

• วิวรอยความเสียหายรวมถึงไม่จำกัดเฉพาะรอยขีดข่วน รอยบุบและพลาสติกในช่องต่อหัก

• ซอฟต์แวร์ใดๆ แม้ว่า จะบรรจุรวมหรือขายร่วมกับกับฮาร์ดแวร์ EZVIZ

• สำหรับการความเสียหายอื่นๆ ที่ปราศจากข้อบกพร่องของวัสดุหรือฝีมือช่าง

• การที่ความสะอาดตามปกติ รอยขีดข่วนและการชำรุดสึกหรอหรือฉีกขาดของโลก

หากมีข้อสงสัยใดๆ โปรดอย่าลังเลที่จะติดต่อฝ่ายของคุณหรือส่งอีเมลถึงเรา [support@ezvizlife.com](mailto:support@ezvizlife.com)

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## GARANSI TERBATAS

Terima kasih telah membeli produk EZVIZ. Garansi terbatas ini kami berikan kepada Anda, pembeli asli dari produk EZVIZ, hak-hak hukum tertentu. Anda mungkin juga memiliki hak-hak hukum lainnya yang bervariasi oleh negara, propinsi atau yurisdiksi. Pelepasan tanggung jawab, pengecualian dan batasan tanggung jawab di bawah jaminan terbatas ini akan tidak berlaku sejauh dilarang oleh hukum yang berlaku. Tidak ada distributor, reseller, agen, atau karyawan yang berhak merubah, memperpanjang, atau melakukan penambahan pada garansi terbatas ini.

Produk EZVIZ Anda memiliki garansi selama satu (1) tahun dari tanggal pembelian terhadap kerusakan material dan pengerjaan, atau dalam jangka waktu lebih lama selama diperlukan menurut hukum dimana produk ini dijual, ketika digunakan secara normal menurut panduan pengguna.

Anda bisa meminta layanan garansi dengan mengirim email ke kami di [support@ezvizlife.com](mailto:support@ezvizlife.com)

Untuk produk EZVIZ yang cacat dalam masa garansi, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. ("Perusahaan") akan atas pilihannya (i) memperbaiki atau mengganti produk anda secara gratis; (ii) menukar produk Anda dengan produk dengan fungsi yang sejenis; (iii) atau mengembalikan dengan harga pembelian asli, dengan memberikan nota pembelian atau kopinya, penjelasan sekilas akan cacatnya, dan mengembalikan produk ke kemasan aslinya. Atas kebijakan Perusahaan, perbaikan atau penggantian bisa menggunakan produk atau komponen baru atau rekondisi. Garansi tidak termasuk biaya kirim, asuransi dan biaya tidak terduga lainnya oleh Anda saat mengembalikan produk.

Kecuali bila dilarang oleh hukum yang berlaku, inilah ketentuan tunggal dan eksklusif Anda untuk pelanggaran dari jaminan terbatas ini. Setiap produk yang baik telah diperbaiki atau diganti di bawah jaminan terbatas ini tercakup oleh ketentuan jaminan terbatas ini selama lebih dari sembilan puluh (90) hari dari tanggal pengiriman atau sisa masa garansi asli.

Garansi ini tidak berlaku dan batal:

- Jika klaim garansi dibuat di luar masa garansi atau jika bukti pembelian tersebut tidak tersedia.
- Untuk segala kerusakan, cacat atau kegagalan yang disebabkan oleh atau dihasilkan dari bukti-bukti dari benturan, kesalahan penanganan, perubahan, menggunakan bertentangan dengan panduan pengguna, kesalahan daya tegangan, kecelakaan, kehilangan, pencurian, kebakaran, banjir atau tindakan lain yang disebabkan oleh alam, pengiriman kerusakan atau kerusakan akibat dari perbaikan yang dilakukan oleh personil yang tidak sah.
- Untuk setiap bagian yang cepat masa pakainya, seperti baterai dimana kerusakan adalah karena penuaan normal produk.
- Kerusakan kosmetik, termasuk tapi tidak terbatas seperti goresan, melekek dan plastic rusak pada port.
- Semua perangkat lunak, walaupun dalam paket atau dijual dengan perangkat keras EZVIZ.
- Untuk kerusakan lainnya yang bebas dari cacat dalam bahan atau pengerjaan.
- Pembersihan rutin, keausan karena penggunaan mekanik normal dan kosmetik.

Jika ada pertanyaan jangan ragu untuk menghubungi penjual Anda, atau kirim e-mail ke kami [support@ezvizlife.com](mailto:support@ezvizlife.com).

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## 有限保固

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您以寄電子郵件至 [support@ezvizlife.com](mailto:support@ezvizlife.com) 提出保固服務的請求。有關保固範圍內任何有瑕疵的 EZVIZ 產品，杭州海康威視數字技術股份有限公司（「本公司」）將有權選擇 (i) 免費修理或更換您的產品；(ii) 以等效功能的產品與您的產品交換；或 (iii) 退還原購買金額，但您必須提供原來的購買收據或收據副本、簡單說明缺陷狀況，並且以原來的包裝退回該產品。本公司有權單方面決定是否要以全新或翻修過的產品或零件來進行修理或更換。本保固不負擔郵遞成本、保險費、以及任何其他由於您退還產品所產生的附帶費用。

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- 任何諸如電池等隨著產品正常老化導致故障的耗材零件。
- 外觀損壞，包括但不限於刮痕、凹痕及連接埠上的破裂塑材。
- 任何軟體，即使是隨著 EZVIZ 硬體一起包裝或販售的軟體也包括在內。
- 任何其他非因材質或工藝所致的損壞。
- 日常清潔、正常外觀和機械性磨損和撕裂。

若有任何問題，請直接連絡您的販售人員，或寄電子郵件給我們，我們的電子郵件是 [support@ezvizlife.com](mailto:support@ezvizlife.com)。

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