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Quick Start Guide

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.ezvizlife.com).

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You are highly recommended to raise your vigilance and strengthen the safety awareness in the daily life. SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. YOU FUTHER AGREE THAT THIS PRODUCT IS ONLY FOR CIVIL USE, AND HIKVISION SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES, SUCH AS THIRD PARTY RIGHTS INFRINGEMENT, MEDICAL TREATMENT, SAFETY EQUIPMENT OR OTHER SITUATIONS WHERE THE PRODUCT FAILURE COULD LEAD TO DEATH OR PERSONAL INJURY, OR WEAPON OF MASS DESTRUCTION, CHEMINCAL AND BIOLOGICAL WEAPON, NUCLEAR EXPLOSION, AND ANY UNSAFE NUCLEAR ENERGY USES OR ANTI-HUMANITY USAGES. YOU SHOULD UNDERTAKE ALL RESPONSIBILITIES FOR LOSSES OR DAMAGES RESULTING FROM THE ABOVE USAGES WHATSOEVER.
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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.

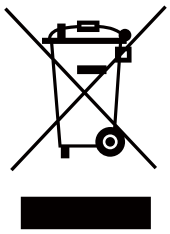
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

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.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

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-CV310] is in compliance with Directive 2014/53/EU.

The full text of the EC DECLARATION OF CONFORMITY is available at the following web link:

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

Safety Instruction

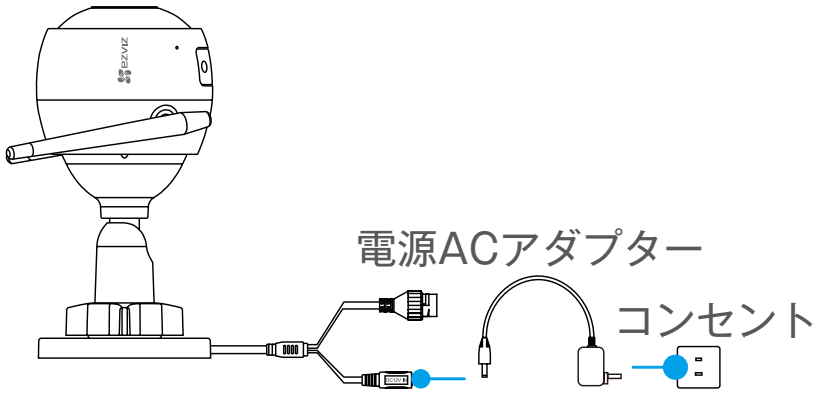
Due to the product shape and dimension, the name and address of the importer/manufacturer are printed on the package.

SAVE THIS MANUAL FOR FUTURE REFERENCE

設定

1
通電

カメラと電源ACアダプターを接続して、コンセントに差し込んでください。



2
カメラ設定

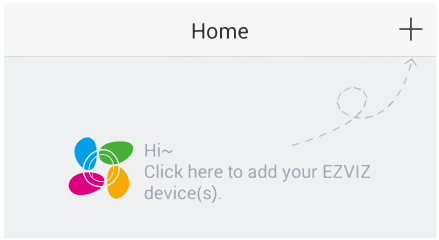
1 アプリのインストールとアカウント登録

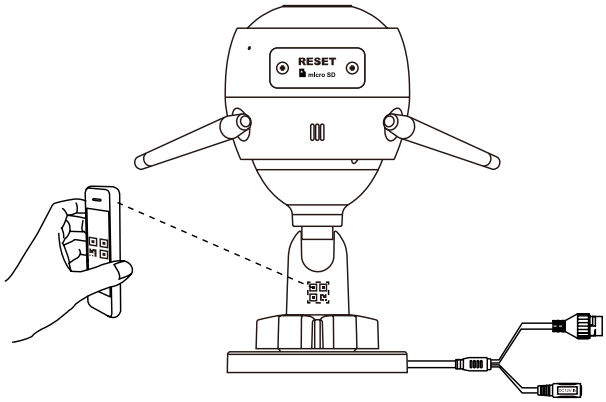
- お使いになるスマートフォンをご準備ください。
- App Store または Google Play™アプリ「EZVIZ」をインストールしてください。
- アプリを起動して「新規ユーザー登録」でアカウントを作成してください。

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コード読込み画面になります。

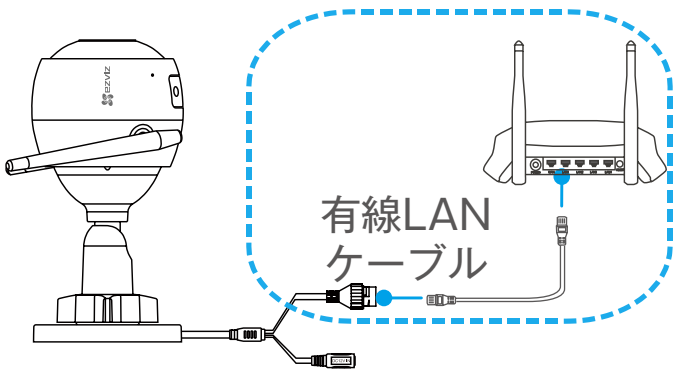
-カメラ本体の底部のQRコードを読込んでください。





-Wi-Fi設定を完了させてください。

有線LANを使用した接続方法もあります
1：有線LANケーブルを使って、カメラとルータを接続してください。
2：QRコードを読込んでください。



カメラを登録できない、またはWi-Fi接続ができない場合は、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から、再度お試しください。

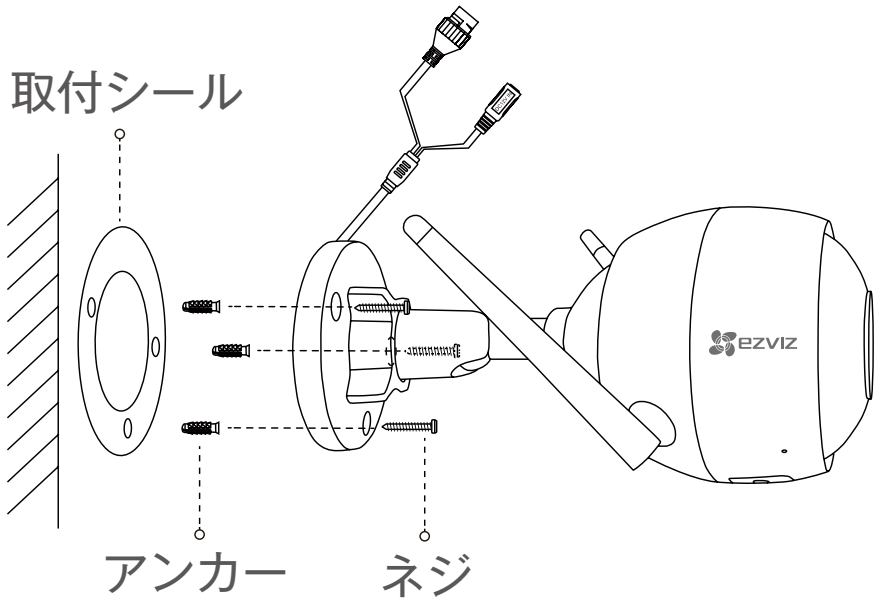
3
カメラ設置

壁面や天井に取り付けてください。

取付け場所がカメラ重量の3倍の重さに耐えられる強度があることを確認してください。

1 カメラ設置

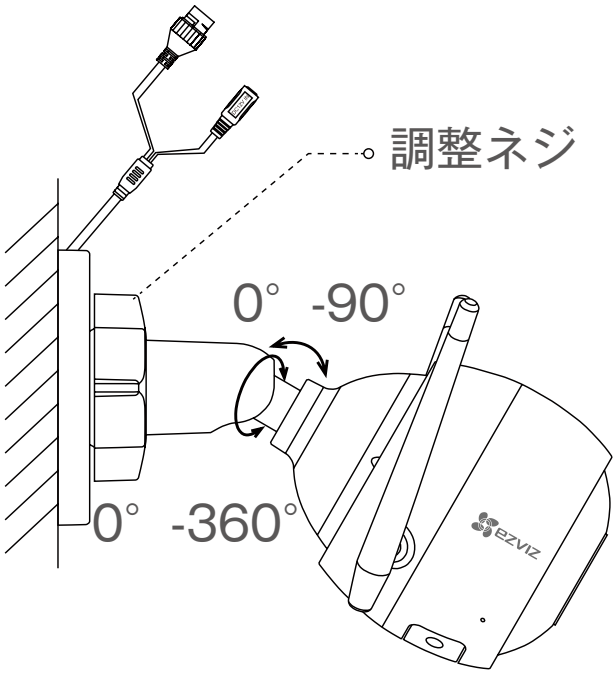
- カメラを設置する場所を決めてください。
- （コンクリート/天井）取付シールのネジ穴の間隔に従って穴を空けてください。空けた穴にアンカーを差込んでください。
- カメラをネジで取り付けてください。



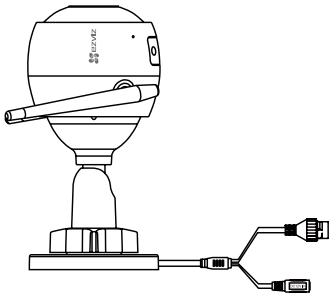
2 角度調整

- カメラ本体アームの調節ネジを緩めてください。
- カメラの角度を調整してください。
- ネジを締めてください。

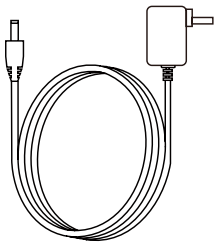
microSDカードスロットが下にくるように設置してください。



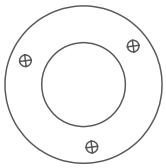
同梱物



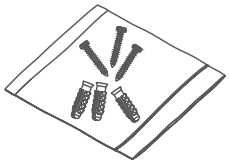
カメラ本体 x1



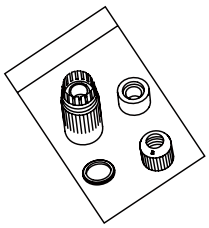
電源ACアダプター x1



取付シール x1



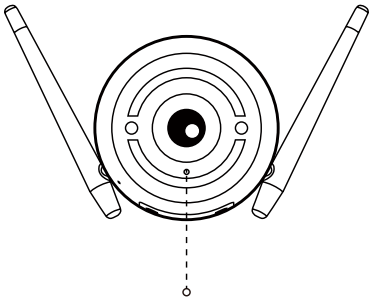
ネジ アンカー セット x1



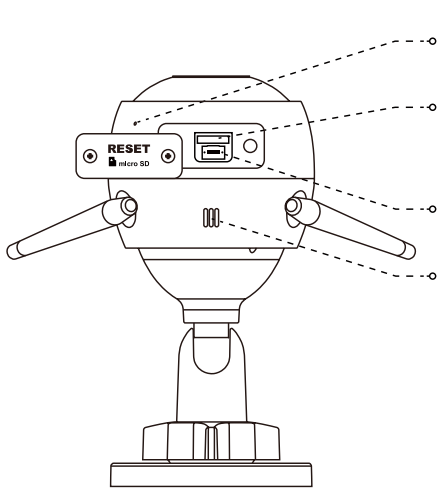
防水カバー x1

クイックガイド x1

各部名称



LEDインジケータ



マイク
MicroSD
カードスロット
リセット
スピーカー

名称	説明
マイク	音声入力
スピーカー	音声出力
LED インジ ケータ	・赤色点灯：カメラ起動中です。 ・赤色点滅（遅い）：Wi-Fi接続失敗。 ・赤色点滅（早い）：装着エラー （例：MicroSDカードエラーなど）。 ・青色点灯：アプリでモニタリング中または 録画再生中。 ・青色点滅（早い）：カメラがWi-Fi接続できます。 ・青色点滅（遅い）：カメラが正常稼働しています。
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。
電源輸入	12V ⎓1A

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： 録画がされていない様です。

A： 1.カメラがアカウントに登録されていて
て、microSDカードが挿入されていることを確認してください。
カメラ設定画面の「ストレージステータス」からmicroSDカードを初期化してください。
2.動体検知時、microSDカードへ録画します。

Q： カメラオンライン時、スマホにアラームが通知されません。

A： 1.アプリのカメラ設定「アラーム通知」が有効になっているかご確認ください。
2.マートフォン本体の通知設定をご確認ください。
3.上記で解決しない場合、カメラを一度リセットしてから、もう一度お試しください。（リセットボタン5秒長押し）

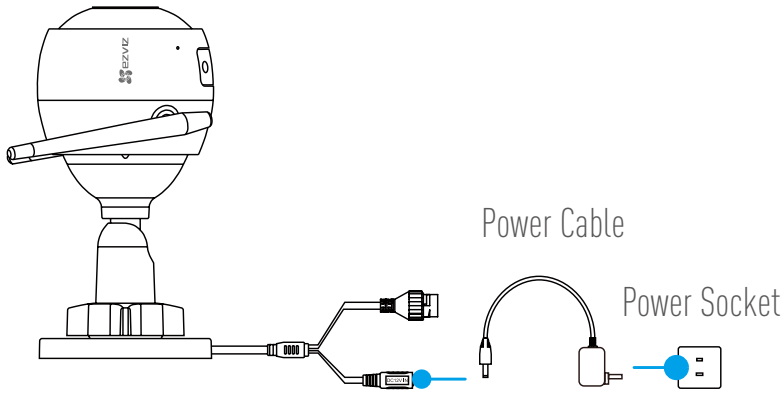
Q： 別の Wi-Fiに接続するには？

A： リセットボタンを5秒長押ししカメラを再起動して、再度Wi-Fi設定をしてください。

Operations

Step 1
Power-on

Connect the camera and power socket to power on the camera.



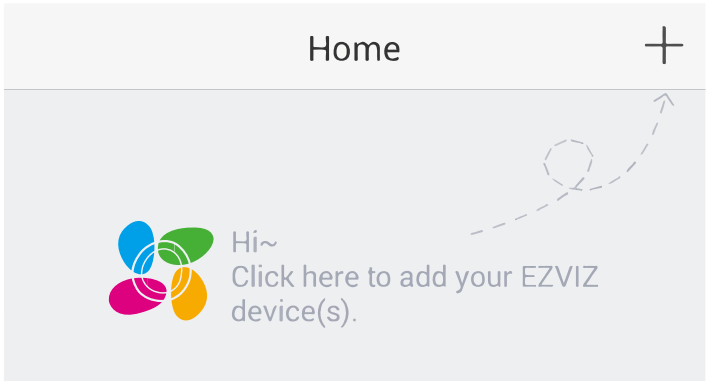
Step 2
Camera Setup

1 Create an user account.

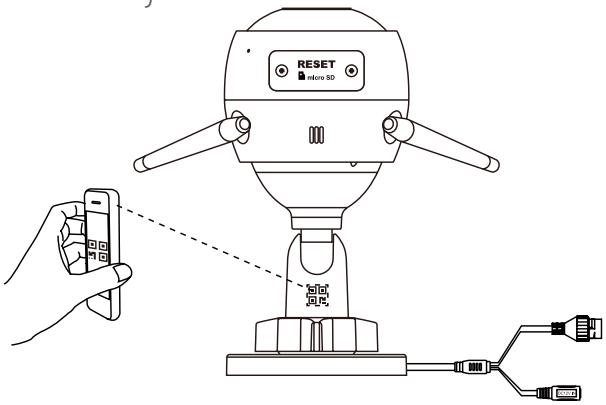
- Connect your mobile phone to Wi-Fi.
- Download and install the EZVIZ app by searching "EZVIZ" in App Store and Google Play™.
- Launch the app and register an EZVIZ user account following the start-up wizard.

2 Add a camera to EZVIZ.

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



-Scan the QR code on the body of the camera.

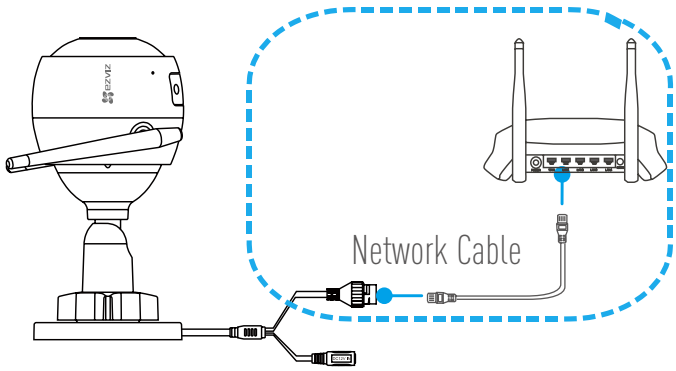


-Follow the EZVIZ app wizard to finish Wi-Fi configuration.

You can also select wired connection.

Step 1: connect the camera to the router with a network cable.

Step 2: add the camera to EZVIZ app by scanning its QR code.



Hold the RESET button for 5 seconds when camera is running if either adding cameras or Wi-Fi connection fails.

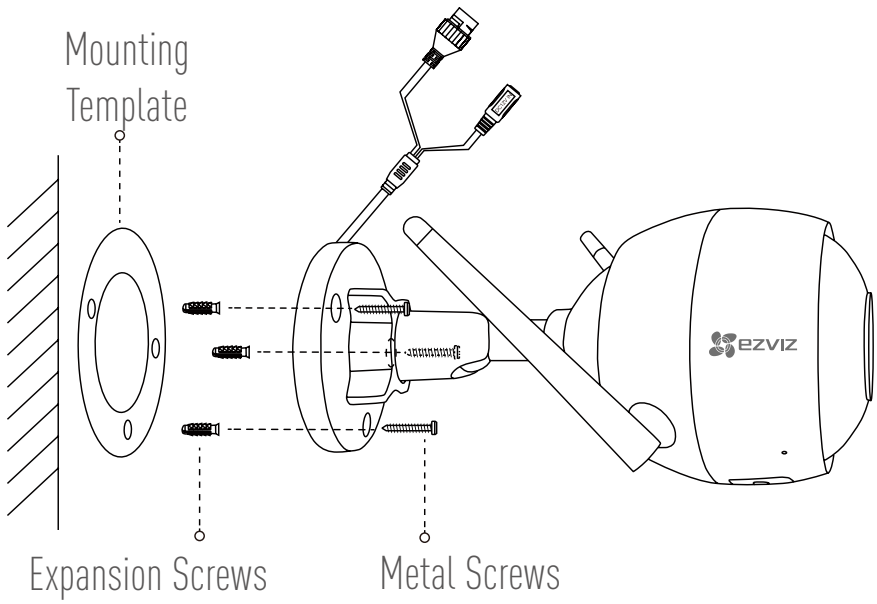
Step 3
Camera Installation

You can install the camera on the wall or ceiling.

Make sure the wall is strong enough to withstand three times the weight of the camera.

1 Installing the Camera

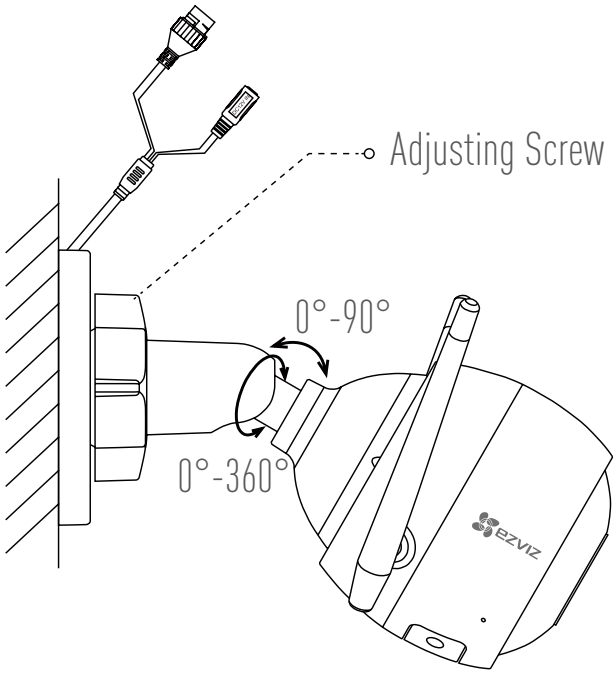
- Place drill template onto the surface you have chosen to mount the camera.
- (For the cement wall/ceiling only) Drill screw holes according to the template, and insert three expansion screws.
- Use three metal screws to fix the camera base according to the template.



2 Adjusting the Surveillance Angle

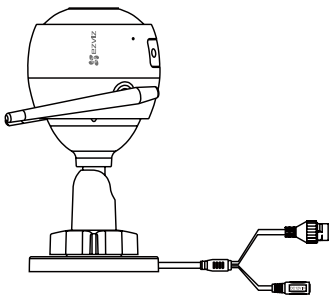
- Loosen the adjusting screw.
- Adjust the surveillance angle as your desired place.
- Tighten the adjusting screw.

Make sure the microSD card slot facing downward.

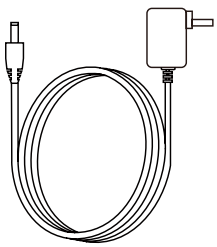


Appendix

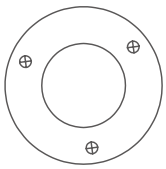
Box Content



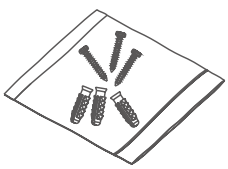
Internet Camera x1



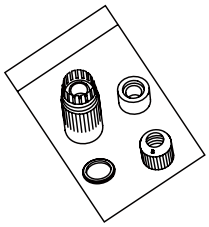
Power Adapter x1



Mounting Template x1



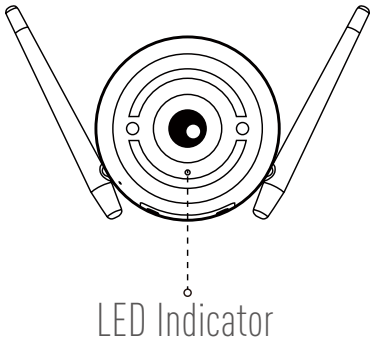
Screw Kit x1

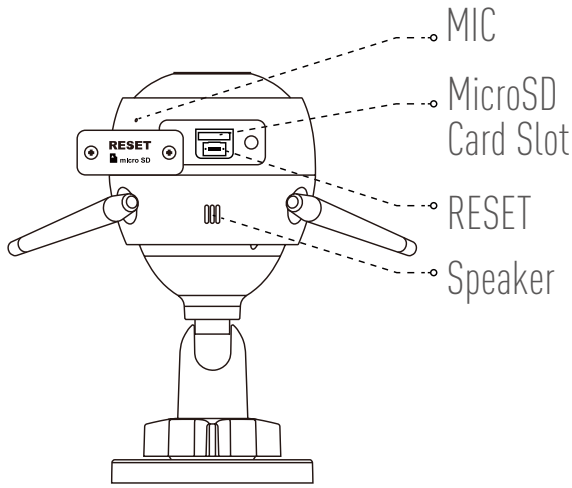


Waterproof Kit x1

Quick Start Guide x1

Basics





Name	Description
MIC	For audio in.
Speaker	For audio out.
LED Indicator	• Solid Red: Camera is starting up. • Slowly Flashing Red: Wi-Fi connection has failed. • Fastly Flashing Red: Device exception (e.g. MicroSD card error). • Solid Blue: Video is being viewed or played back in EZVIZ App. • Flastly Flashing Blue: Camera is ready for the Wi-Fi connection. • Slowly Flashing Blue: Camera is running properly.
MicroSD Card Slot	MicroSD card not included in the Box Contents. Recommended compatibility: Class 10, Max.128GB. After inserting the microSD card, initialize it in the EZVIZ app, and then video files can be stored in the SD card.
RESET	Hold the RESET button for 5 seconds when the camera is running. The camera restarts, and resets all parameters to default.
Power Input	1A ⎓ 12V

Troubleshooting

Q: "The device is offline." or "The device is not registered." prompts when adding the camera by EZVIZ app.

A:
1. Make sure the network, that the camera is connceted to, is normal and the DHCP of router is enabled.
2. Hold down the RESET button for 5 seconds to reset the parameters if you manually changed the network parameters.

Q: How to use the microSD card for local storage?

A:
1. Make sure there is a microSD card inserted and the camera is added to your EZVIZ account. Log in the EZVIZ app and enter the "Device Details" interface, if the "Initialize Storage Card" button appears, you need to initialize the microSD card first.
2. The microSD card recording for the motion detection is enabled by default.

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 and the Motion Detection Notification is enabled.
2. For Android system, make sure the app is running in background; and for iOS, enable the message push function in "Settings > Notification".
3. If still no alarm prompts, hold down the RESET button for 5 seconds restore the camera settings.

Q: Live view or playback failed.

A: Make sure your network is well connected. Viewing live video needs a good bandwidth. You can refresh the video, or change a network and try again.

Q: How to connect to another Wi-Fi?

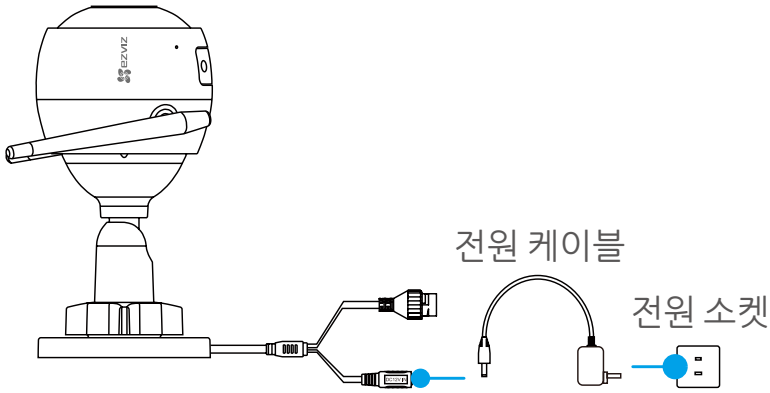
A: Hold the RESET button on the camera for 5 seconds to reset and restart the camera and reconnect the Wi-Fi about 1 minute later.

i For detailed information, please visit www.ezvizlife.com.

작업

1 단계
전원 켜기

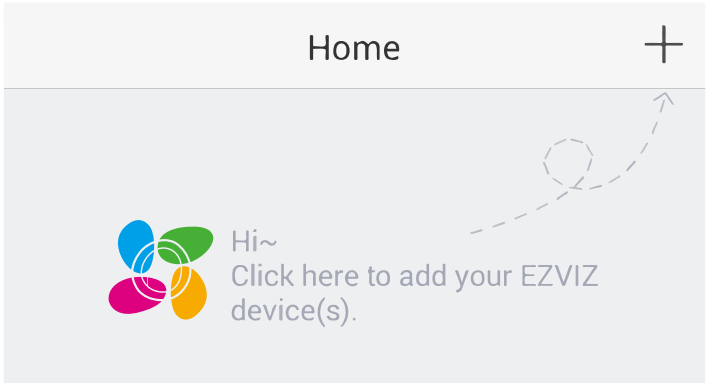
카메라와 전원 소켓을 연결하고 카메라의 전원을 켭니다.



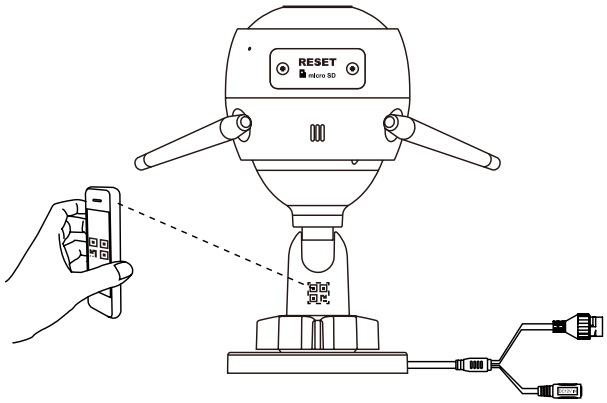
2 단계
카메라 설정

1 사용자 계정을 생성합니다.
- 모바일 폰을 Wi-Fi에 연결합니다.
- App Store 또는 Google Play™에서 “EZVIZ”를 검색하여 EZVIZ 앱을 다운로드한 다음 설치합니다.
- 앱을 실행하여 다음의 시작 마법사에 따라 EZVIZ 사용자 계정을 등록합니다.

2 EZVIZ에 카메라를 추가합니다.
- EZVIZ 앱에 로그인합니다.
- 홈 화면의 오른쪽 상단 코너에 있는 “+”를 탭 해 QR 코드 스캔 페이지로 이동합니다.

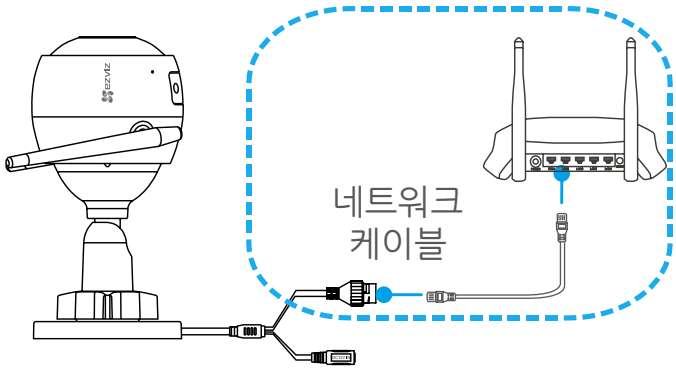


- 카메라 본체에 있는 QR 코드를 스캔합니다.



- Wi-Fi 구성을 종료하려면 EZVIZ 앱 마법사를 따르십시오.

또한, 유선 연결을 선택할 수도 있습니다.
단계 1: 카메라를 네트워크 케이블로 라우터에 연결하십시오.
단계 2: QR 코드를 스캔하여 카메라를 EZVIZ 앱에 추가하십시오.



카메라 추가 또는 Wi-Fi 연결 장애 문제로 카메라가 동작하지 않을 경우 초기화 버튼을 5초간 누르십시오.

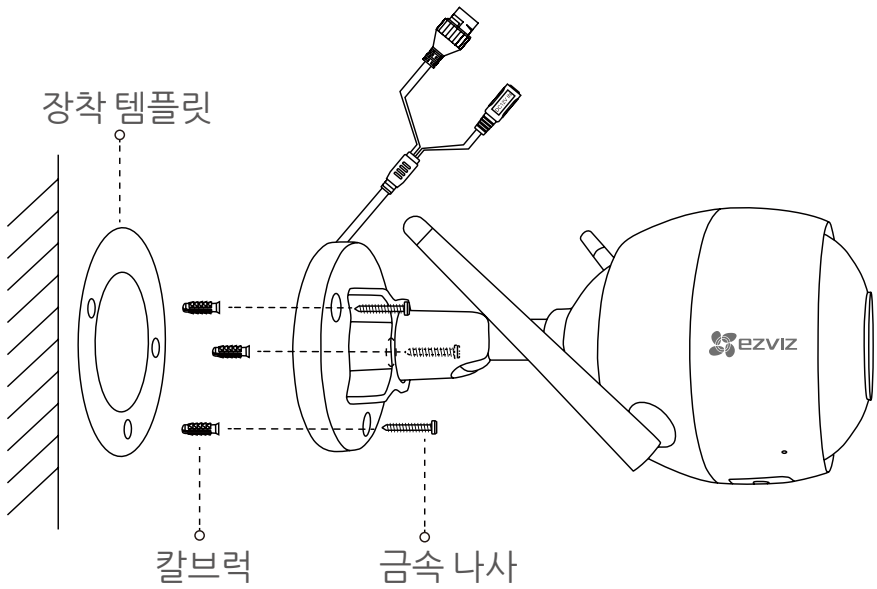
3 단계
카메라 설치

카메라는 벽면 또는 천장에 설치할 수 있습니다.

벽면이 카메라 무게의 3배를 견딜 수 있는지 확인하십시오.

1 카메라 설치

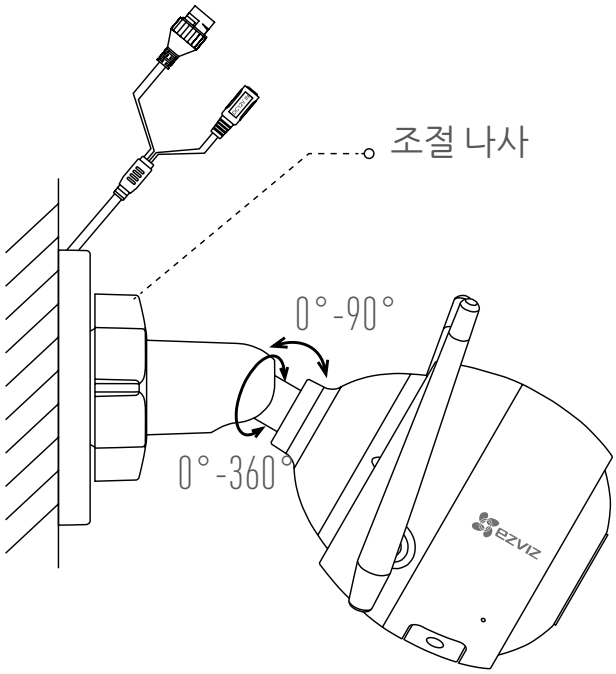
- 카메라를 설치하려는 자리에 드릴 템플릿을 부착합니다.
- (시멘트 벽/천장만 해당) 템플릿을 따라 드릴로 나사 구멍을 뚫고 3개의 칼브럭을 삽입합니다.
- 템플릿을 따라 3개의 금속 나사를 사용해서 카메라 베이스를 고정합니다.



2 감시 각도 조정

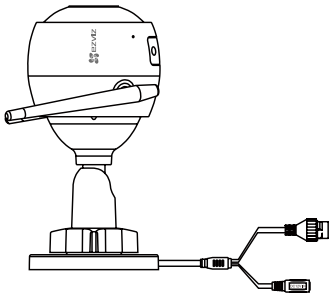
- 조절 나사를 풉니다.
- 감시 각도를 원하는 위치에 맞게 조정합니다.
- 조절 나사를 조입니다.

microSD 카드 슬롯이 아래로 향하도록 하십시오.

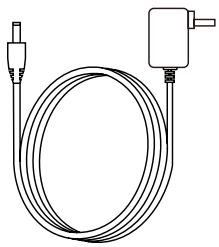


부록

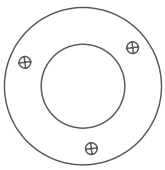
박스 내용물



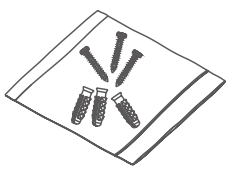
인터넷 카메라 x1



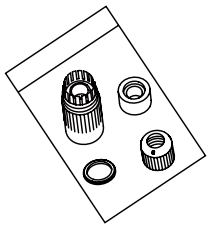
전원 어댑터 x1



장착 템플릿 x1



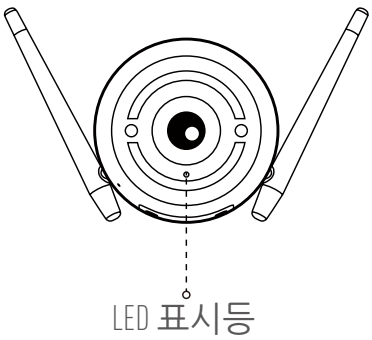
나사 세트 x1

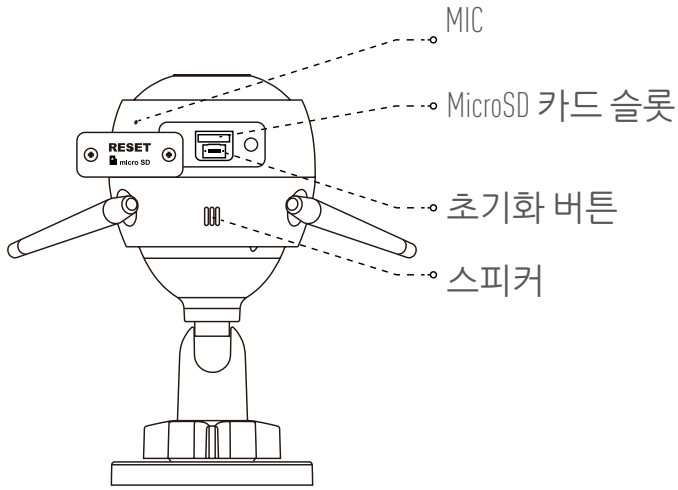


방수 키트 x1

퀵 스타트 가이드 x1

기본 사항





이름	설명
MIC	오디오 입력
스피커	오디오 출력
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 카드는 박스 내용물에 포함되어 있지 않습니다. 권장되는 호환성: Class 10, 최대 128GB SD 카드 호환. microSD 카드를 삽입하고 EZVIZ 앱을 시작하면 비디오 파일이 SD 카드에 저장됩니다.
초기화 버튼	카메라가 동작하지 않을 경우 5초간 초기화 버튼을 눌러주십시오. 카메라가 다시 시작되면 모든 매개변수는 기본값으로 초기화됩니다.
전원 입력	1A ⎓ 12V

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 표시됩니다.

답변:
1. 카메라가 연결된 네트워크가 제대로 작동하고 있으며 라우터의 DHCP가 활성화되어 있는지 확인합니다.
2. 네트워크 매개변수를 수동으로 변경한 경우 매개변수를 초기화하려면 초기화 버튼을 5초간 눌러주십시오.

질문: 로컬 저장을 위해 microSD 카드를 사용하려면 어떻게 해야 합니까?

답변:
1. microSD 카드가 삽입되어 있고 카메라가 EZVIZ 계정에 추가되어 있는지 확인합니다. EZVIZ 앱에 로그인한 다음 "장비 세부사항(Device Details)" 인터페이스로 들어갑니다. "스토리지 카드 초기화(Initialize Storage Card)"가 표시되면 먼저 microSD 카드를 초기화해야 합니다.
2. 동작 탐지를 위한 microSD 카드 녹화는 기본으로 활성화되어 있습니다.

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

답변:
1. 모바일 폰에서 EZVIZ 앱이 실행되고 있으며 동작 탐지 알림이(Motion Detection Notification) 활성화되어 있는지 확인합니다.
2. Android 시스템의 경우 앱이 백그라운드로 실행 중인지 확인합니다. iOS 시스템의 경우에는 "설정 > 알림(Settings > Notification)"에서 메시지 푸시 기능을 활성화합니다.
3. 여전히 경보 안내를 받을 수 없으면 초기화 버튼을 5초간 눌러 카메라 설정을 복원하십시오.

질문: 실시간 보기 또는 재생이 안 됩니다.

답변: 네트워크가 제대로 연결되어 있는지 확인합니다. 실시간 동영상을 감상하려면 대역폭이 양호해야 합니다. 동영상을 새로 고침하거나 네트워크를 변경한 다음 다시 시도합니다.

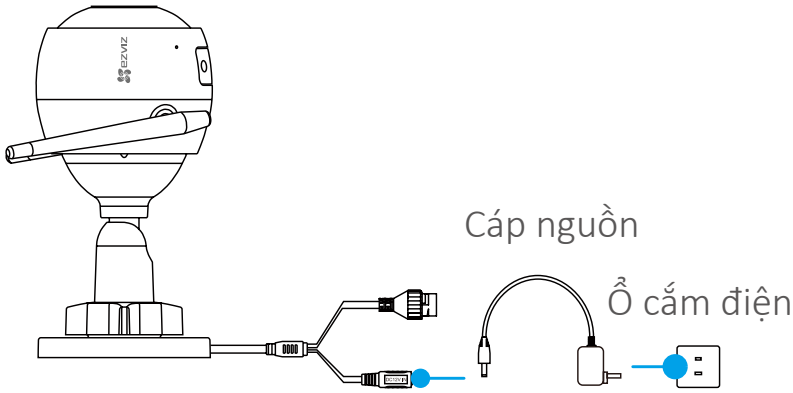
질문: 다른 Wi-Fi에 어떻게 연결합니까?

답변: 카메라에 있는 초기화 버튼을 5초간 눌러 카메라를 재부팅합니다. 카메라가 재시작되면 약 1분 후 해당 Wi-Fi에 다시 연결합니다.

Thao tác

Bước 1
Bật nguồn

Kết nối camera và ổ cắm điện để bật nguồn camera.



Bước 2
Thiết lập camera

1 Tạo tài khoản người dùng.

-Kết nối điện thoại di động của bạn vào mạng Wi-Fi.

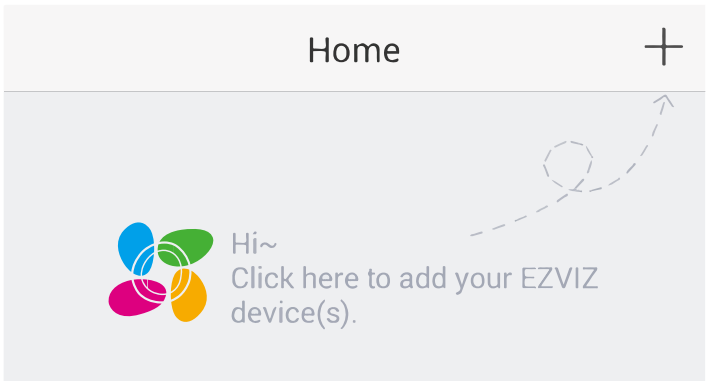
-Tải về và cài đặt ứng dụng EZVIZ bằng cách tìm kiếm “EZVIZ” trong App Store và Google Play™.

-Khởi chạy ứng dụng và đăng ký tài khoản người dùng EZVIZ theo trình hướng dẫn thiết lập.

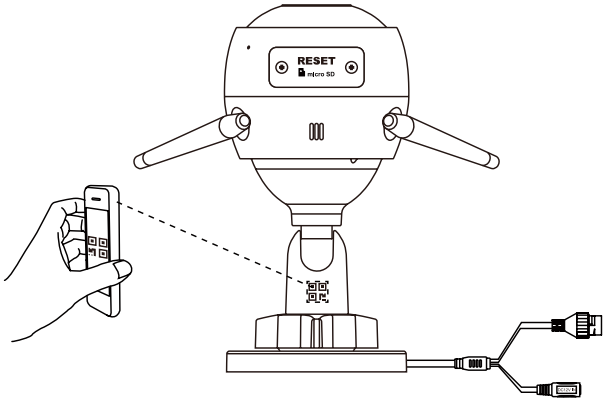
2 Thêm camera vào EZVIZ.

-Đăng nhập vào ứng dụng EZVIZ.

-Trên màn hình Chính, chạm nút “+” ở góc phải trên cùng để truy cập vào trang quét mã QR.



-Quét mã QR trên thân của camera.



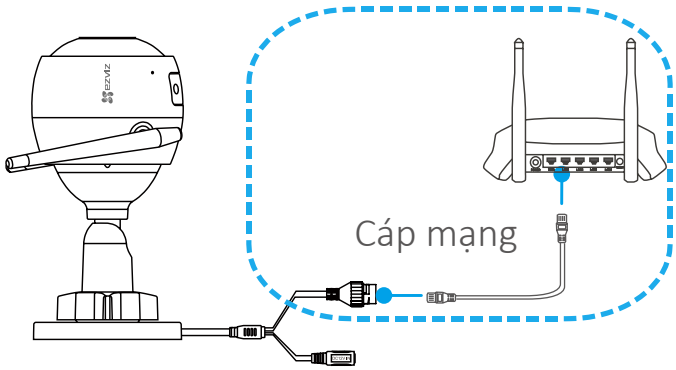
VN

-Thực hiện theo trình hướng dẫn của ứng dụng EZVIZ để hoàn thiện cấu hình Wi-Fi.

Bạn cũng có thể chọn kết nối mạng có dây.

Bước 1: kết nối camera đến bộ định tuyến mạng bằng một cáp mạng.

Bước 2: thêm camera vào ứng dụng EZVIZ bằng cách quét mã QR.



Giữ nút ĐẶT LẠI khoảng 5 giây khi camera đang hoạt động nếu không thể thêm các camera hoặc kết nối Wi-Fi.

Bước 3
Lắp đặt camera

Bạn có thể lắp đặt camera trên tường hoặc trên trần nhà.

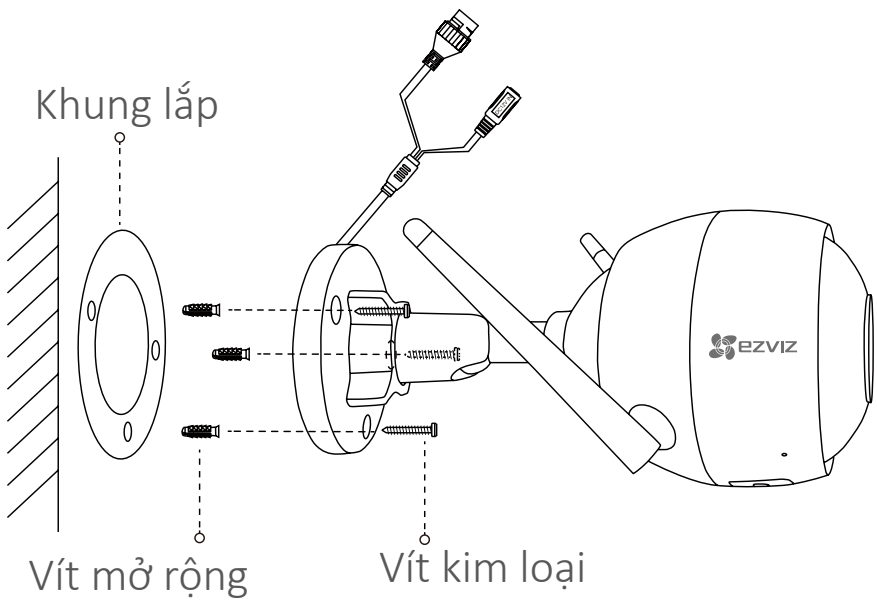
Hãy chắc rằng tường đủ chắc chắn để đỡ ba lần trọng lượng của camera.

1 Lắp đặt Camera

-Đặt dưỡng khoan lên bề mặt bạn đã chọn để lắp đặt camera.

-(Chỉ dành cho tường/trần xi măng) Khoan lỗ vít theo mẫu và thêm ba vít nở.

-Sử dụng ba vít kim loại để cố định đế camera theo mẫu.



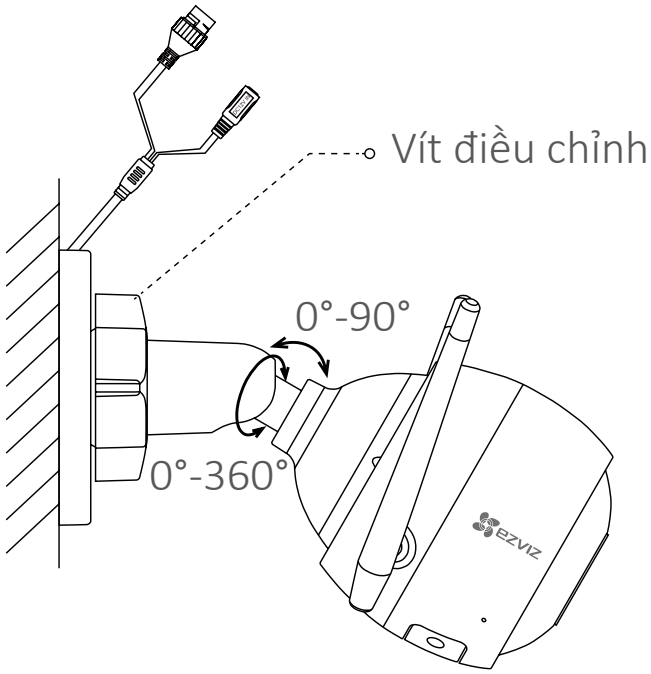
2 Điều chỉnh góc giám sát.

-Nới lỏng vít điều chỉnh.

-Điều chỉnh góc giám sát theo địa điểm mong muốn của bạn.

-Vặn chặt vít điều chỉnh.

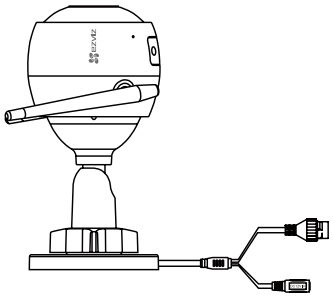
Hãy chắc rằng khe thẻ microSD hướng xuống.



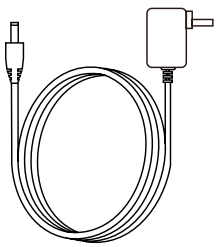
VN

Phụ lục

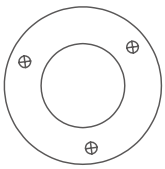
Đồng bộ



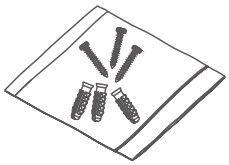
Internet Camera x1



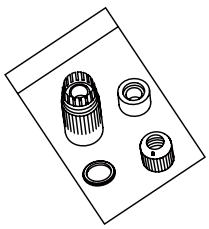
Bộ nắn điện x1



Khung lắp x1



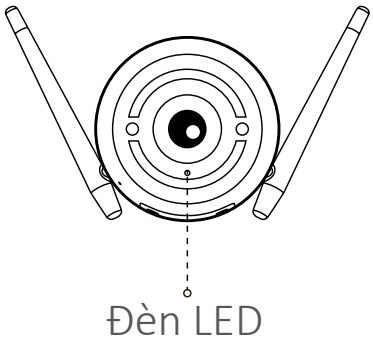
Bộ vít nở x1

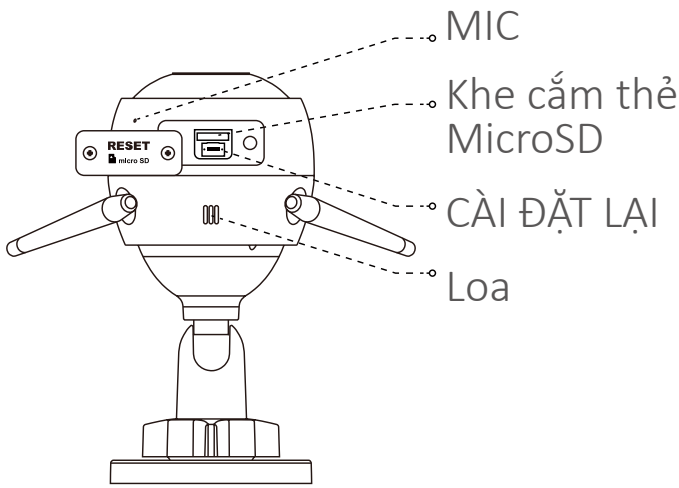


Bộ chống nước x1

Hướng dẫn sử dụng nhanh x1

Tính Năng Cơ Bản





Tên	Mô tả
MIC	Cổng âm thanh vào.
Loa	Cổng âm thanh ra.
Đèn LED	• Đỏ ổn định: Camera đang kích hoạt. • Nháy đỏ chậm: Kết nối Wi-Fi không hoạt động. • Nháy đỏ nhanh: Thiết bị ngoại lệ (ví dụ lỗi thẻ MicroSD). • Xanh ổn định: Video được xem hoặc phát lại trên Ứng dụng EZVIZ. • Nháy xanh nhanh: Camera sẵn sàng kết nối Wi-Fi. • Nháy xanh chậm: Camera đang hoạt động tốt.
Khe cắm thẻ MicroSD	Thẻ MicroSD không có trong Thành phần trong hộp. Loại tương thích đề xuất: Hạng 10, tối đa 128 GB. Sau khi chèn thẻ microSD, khởi chạy thẻ trong ứng dụng EZVIZ rồi sau đó có thể lưu các tập tin video trong thẻ SD.
CÀI ĐẶT LẠI	Giữ nút CÀI ĐẶT LẠI khoảng 5 giây khi camera đang hoạt động. Camera khởi động lại và sẽ cài đặt lại tất cả tham số về mặc định.
Nguồn điện vào	1A ⎓ 12V

Xử lý sự cố

H: Lời nhắc “The device is offline.” (Thiết bị ngoại tuyến.) hoặc “The device is not registered.” (Thiết bị chưa được đăng ký.) khi thêm camera bằng ứng dụng EZVIZ.

Đ:
1. Hãy chắc rằng mạng mà camera được kết nối là bình thường và DHCP của bộ định tuyến đã được kích hoạt.
2. Nhấn nút CÀI ĐẶT LẠI khoảng 5 giây để đặt lại các tham số nếu bạn đã thay đổi các tham số mạng.

VN

H: Cách thức sử dụng thẻ microSD cho bộ nhớ cục bộ?

Đ:
1. Hãy chắc rằng thẻ microSD được lắp vào và camera được thêm vào tài khoản EZVIZ của bạn. Đăng nhập vào ứng dụng EZVIZ và vào giao diện “Device Details” (Chi tiết thiết bị), nếu nút “Initialize Storage Card” (Khởi hoạt thẻ lưu trữ) xuất hiện, trước tiên bạn cần khởi hoạt thẻ microSD.
2. Việc ghi hình bằng thẻ microSD cho tính năng dò tìm chuyển động được kích hoạt theo mặc định.

H: Điện thoại di động không nhận được thông báo cảnh bảo khi camera trực tuyến.

Đ:
1. Hãy chắc rằng ứng dụng EZVIZ đang chạy trên điện thoại di động của bạn và tính năng Thông báo Dò tìm Chuyển động đã được kích hoạt.
2. Đối với hệ điều hành Android, hãy chắc rằng ứng dụng đang chạy trong nền; và đối với iOS, hãy bật chức năng đẩy tin nhắn trong “Settings > Notification” (Cài đặt > Thông báo).
3. Nếu vẫn không có tin nhắn cảnh báo, nhấn nút CÀI ĐẶT LẠI khoảng 5 giây để khôi phục cài đặt camera.

H: Không thể xem trực tiếp hoặc phát lại.

Đ: Đảm bảo mạng của bạn có kết nối ổn định. Việc xem video trực tiếp cần băng thông tốt. Bạn có thể làm mới video, hoặc đổi mạng và thử lại.

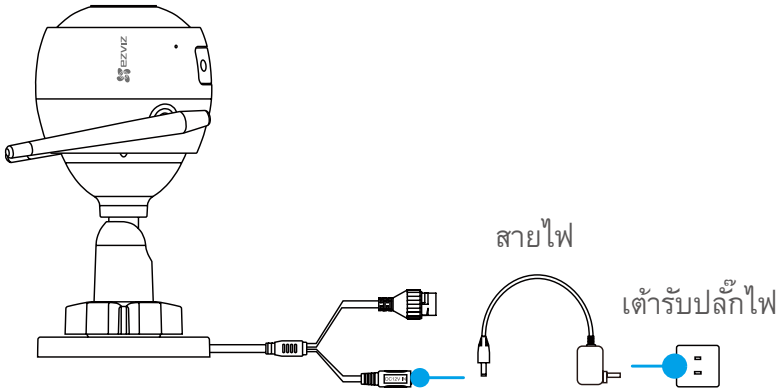
H: Cách thức để kết nối với mạng Wi-Fi khác?

Đ: Giữ nút CÀI ĐẶT LẠI trên camera khoảng 5 giây để đặt lại và khởi động lại camera và kết nối lại Wi-Fi trong khoảng 1 phút sau.

การใช้งาน

ขั้นตอนที่ 1
การเปิดเครื่อง

เชื่อมต่อกับกล้องและเต้ารับปลั๊กไฟเพื่อเปิดกล้อง



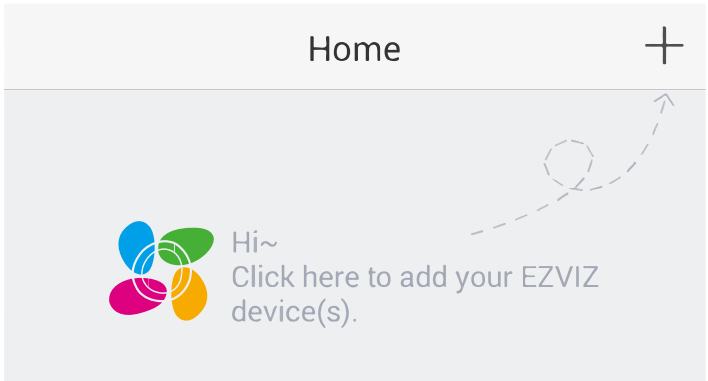
ขั้นตอนที่ 2
การติดตั้งกล้อง

1 สร้างบัญชีผู้ใช้

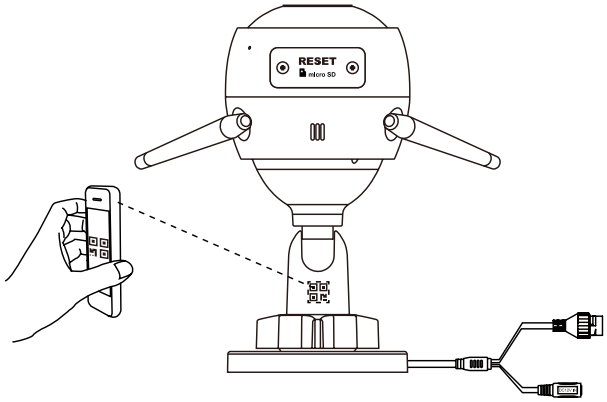
- เชื่อมต่อโทรศัพท์มือถือของคุณกับ Wi-Fi
- ดาวน์โหลดและติดตั้งแอป EZVIZ โดยการค้นหา “EZVIZ” ใน App Store และ Google Play™
- เปิดแอปและลงทะเบียนบัญชีผู้ใช้ EZVIZ ตามวิซาร์ดเริ่มต้น

2 เพิ่มกล้องเครือข่ายไปที่ EZVIZ

- เข้าสู่ระบบแอป EZVIZ
- บนหน้าจอหลัก แตะ “+” ที่มุมขวาบนเพื่อไปที่หน้า “สแกนรหัสคิวอาร์”



- สแกนรหัสคิวอาร์บนตัวกล้อง

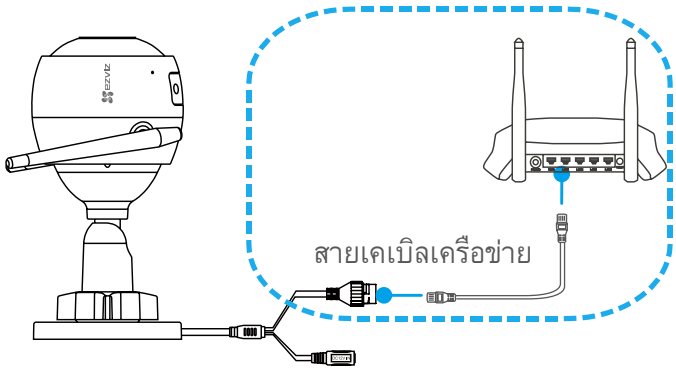


- ทำตามตัวช่วยของแอป EZVIZ เพื่อกำหนดค่า Wi-Fi ให้เสร็จสมบูรณ์

นอกจากนี้คุณยังสามารถเลือกการเชื่อมต่อแบบใช้สายได้เช่นกัน

ขั้นตอนที่ 1: เชื่อมต่อกล้องเข้ากับเราเตอร์ด้วยสายเคเบิลเครือข่าย

ขั้นตอนที่ 2: เพิ่มกล้องไปที่แอป EZVIZ โดยการสแกน QR โค้ด



กดปุ่ม “รีเซ็ต” ค้างไว้ 5 วินาทีขณะที่กล้องกำลังทำงาน หากการเพิ่มกล้องหรือการเชื่อมต่อ Wi-Fi ไม่สำเร็จ

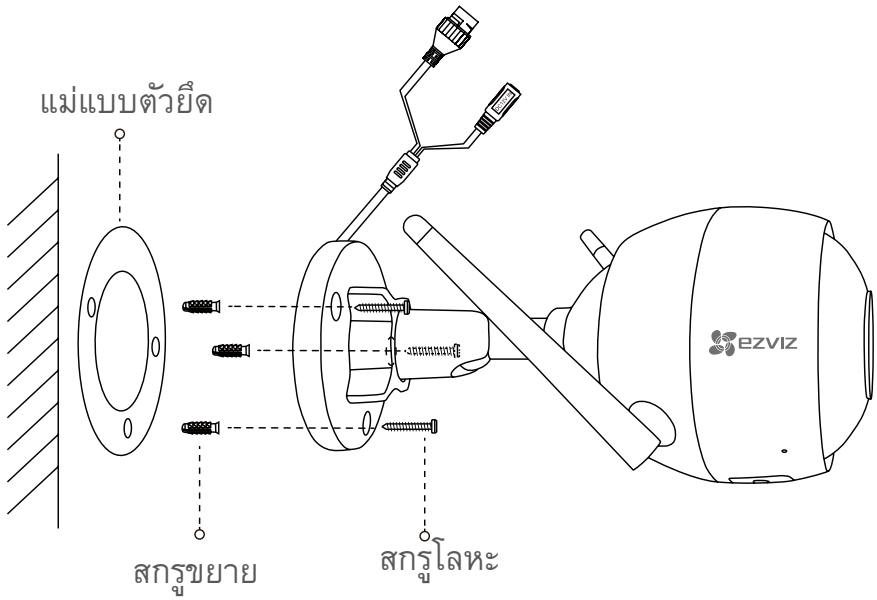
ขั้นตอนที่ 3
การติดตั้งกล้อง

คุณสามารถติดตั้งกล้องไว้บนผนังหรือเพดาน

ตรวจสอบให้แน่ใจว่าผนังมีความแข็งแรงมากพอที่จะรองรับน้ำหนักได้สามเท่าของน้ำหนักกล้อง

1 การติดตั้งกล้อง

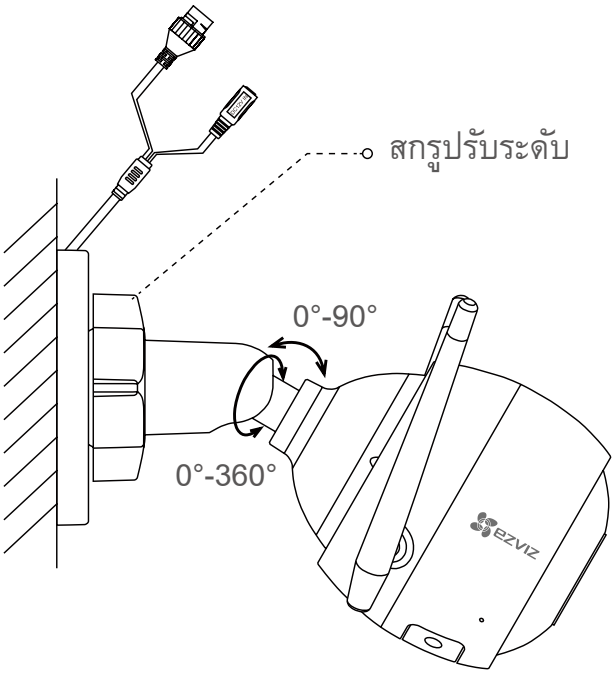
- วางแม่แบบเจาะลงบนพื้นผิวที่คุณได้เลือกที่จะติดตั้งกล้อง
- (สำหรับผนัง/เพดานซีเมนต์เท่านั้น) เจาะรูสกรูตามแม่แบบและใส่พุก 3 ตัว
- ใช้สกรูโลหะสามตัวเพื่อยึดฐานกล้องตามแม่แบบ



2 การปรับมุมสังเกตการณ์

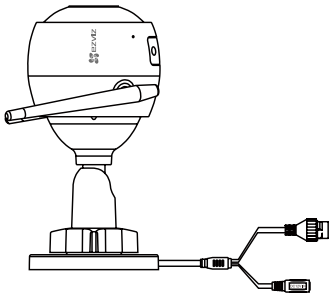
- คลายสกรูปรับระดับ
- ปรับมุมสังเกตการณ์ไปยังตำแหน่งที่คุณต้องการ
- ขันสกรูปรับระดับให้แน่น

ตรวจสอบให้แน่ใจว่าช่องเสียบการ์ด microSD อยู่ในตำแหน่งคว่ำลง

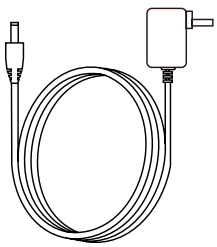


ภาคผนวก

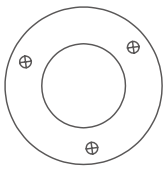
เนื้อหาในกล่อง



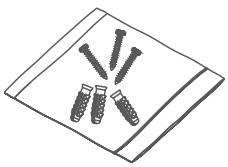
กล้องอินเทอร์เน็ต x1



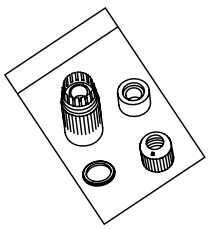
อะแดปเตอร์จ่ายไฟ x1



แม่แบบตัวยึด x1



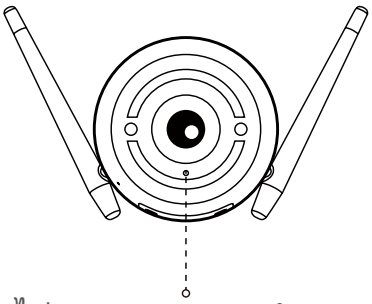
ชุดสกรู x1

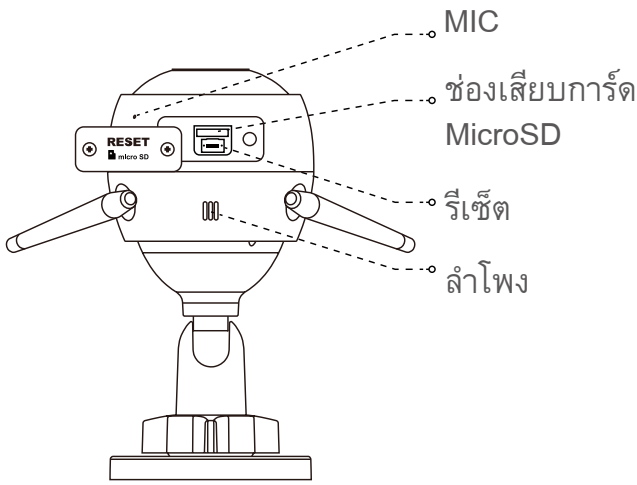


ชุดกันน้ำ x1

คู่มือการเริ่มใช้งาน
อย่างรวดเร็ว x1

พื้นฐาน





ชื่อ	คำอธิบาย
MIC	สำหรับสัญญาณเสียงขาเข้า
ลำโพง	สำหรับสัญญาณเสียงขาออก
ไฟแสดงสถานะการทำงาน	• ไฟสีแดงคงที่: กล้องกำลังเริ่มการทำงาน • ไฟสีแดงกระพริบอย่างช้าๆ: การเชื่อมต่อ Wi-Fi ล้มเหลว • ไฟสีแดงกระพริบอย่างรวดเร็ว: ข้อยกเว้นของอุปกรณ์ (เช่น ข้อผิดพลาดเกี่ยวกับการ์ด MicroSD) • ไฟสีน้ำเงินคงที่: กำลังดูหรือเล่นวิดีโอในแอป EZVIZ • ไฟสีน้ำเงินกระพริบอย่างรวดเร็ว: กล้องพร้อมสำหรับการเชื่อมต่อ Wi-Fi แล้ว • ไฟสีน้ำเงินกระพริบอย่างช้าๆ: กล้องทำงานได้อย่างถูกต้อง
ช่องเสียบการ์ด MicroSD	การ์ด MicroSD ไม่ได้รวมอยู่ในกล่อง ความเข้ากันได้ที่แนะนำ: คลาส 10, สูงสุด 128GB หลังจากใส่การ์ด microSD ให้เริ่มต้นใช้งานในแอพ EZVIZ จากนั้นระบบจะสามารถบันทึกไฟล์วิดีโอลงในการ์ด SD
รีเซ็ต	กดปุ่ม “รีเซ็ต” ค้างไว้ 5 วินาทีในขณะที่กล้องกำลังทำงาน กล้องจะรีสตาร์ท และรีเซ็ตพารามิเตอร์ทั้งหมดกลับเป็นค่าเริ่มต้น
ไฟขาเข้า	1A ⎓ 12V

การแก้ไขปัญหา

คำถาม: หน้าต่างแจ้ง “อุปกรณ์อยู่ในสถานะออฟไลน์ (The device is offline.)” หรือ “อุปกรณ์ยังไม่ได้ลงทะเบียน (The device is not registered.)” เมื่อมีการเพิ่มกล้องด้วยแอป EZVIZ

คำตอบ: 1. ตรวจสอบให้แน่ใจว่าเครือข่ายที่กล้องเชื่อมต่อทำงานได้ตามปกติและได้เปิดใช้งาน DHCP ของเราเตอร์แล้ว

2. กดปุ่ม “รีเซ็ต” ค้างไว้ 5 วินาทีเพื่อรีเซ็ตค่าพารามิเตอร์ หากคุณเปลี่ยนค่าพารามิเตอร์เครือข่ายด้วยตนเองแล้ว

คำถาม: วิธีการใช้งานการ์ด microSD สำหรับการจัดเก็บข้อมูลในเครื่อง

คำตอบ: 1. ตรวจสอบให้แน่ใจว่ามีการเสียบการ์ด microSD เข้าไปในกล้องแล้ว และกล้องถูกเพิ่มไปยังบัญชีผู้ใช้ EZVIZ เรียบร้อยแล้ว เข้าสู่ระบบของแอป EZVIZ แล้วเข้าสู่ส่วนเชื่อมต่อ “รายละเอียดของอุปกรณ์ (Device Details)” หากปุ่ม “เตรียมใช้งานการ์ดจัดเก็บข้อมูล (Initialize Storage Card)” ปรากฏขึ้น คุณจำเป็นต้องเตรียมใช้งานการ์ด microSD ก่อนเป็นอันดับแรก

2. การบันทึกการ์ด microSD สำหรับการตรวจจับการเคลื่อนไหวจะถูกเปิดใช้งานโดยค่าเริ่มต้น

คำถาม: หน้าต่างแจ้ง โทรศัพท์มือถือไม่สามารถรับสัญญาณแจ้งเตือนภัยได้ จะปรากฏขึ้นเมื่อกล้องอยู่ในสถานะออนไลน์

คำตอบ: 1. ตรวจสอบให้แน่ใจว่าแอป EZVIZ กำลังทำงานอยู่บนโทรศัพท์มือถือของคุณ และมีการเปิดใช้งานการแจ้งเตือนการตรวจจับการเคลื่อนไหวแล้ว (Motion Detection Notification)

2. สำหรับระบบ Android โปรดตรวจสอบให้แน่ใจว่าแอปกำลังทำงานในพื้นหลัง และสำหรับระบบ iOS ให้เปิดใช้งานฟังก์ชันการรับ-ส่งข้อความแบบพุชใน “การตั้งค่า > การแจ้งเตือน (Settings > Notification)”

3. หากยังไม่มีหน้าต่างแจ้งสัญญาณเตือนปรากฏขึ้น ให้กดปุ่ม “รีเซ็ต” ค้างไว้ 5 วินาทีเพื่อคืนค่าการตั้งค่าของกล้อง

คำถาม: มุมมองแบบสดหรือการเล่นภาพไม่สำเร็จ

คำตอบ: ตรวจสอบให้แน่ใจว่าเครือข่ายของคุณยังคงมีการเชื่อมต่อ การดูวิดีโอแบบสดจำเป็นต้องมีแบนด์วิดท์ที่ดี คุณสามารถรีเฟรชวิดีโอ หรือเปลี่ยนแปลงเครือข่ายแล้วลองอีกครั้ง

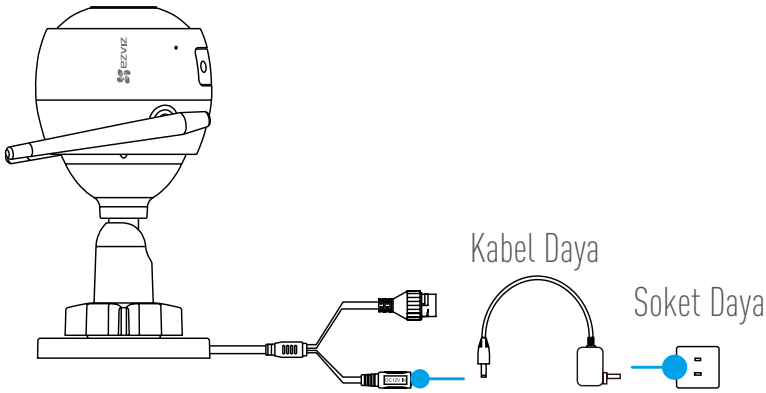
คำถาม: จะเชื่อมต่อกับ Wi-Fi อื่นได้อย่างไร?

คำตอบ: ให้กดปุ่ม “รีเซ็ต” บนกล้องค้างไว้ 5 วินาทีเพื่อรีเซ็ตและรีสตาร์ทกล้อง หลังจากนั้น 1 นาที ลองเชื่อมต่อกับ Wi-Fi อีกครั้ง

Pengoperasian

Langkah 1
Menyalakan kamera

Sambungkan kamera dan soket daya untuk menyalakan kamera.



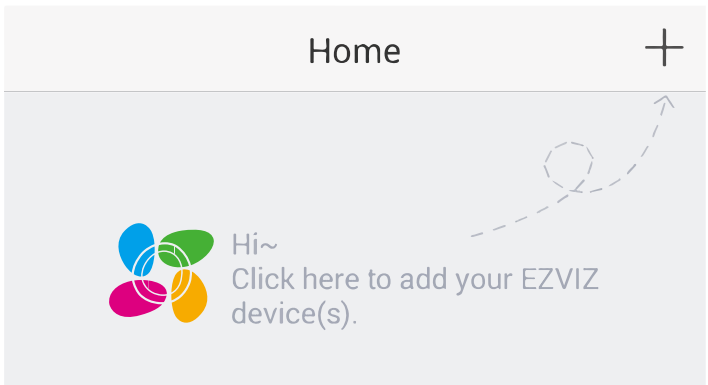
Langkah 2
Pengaturan Kamera

1 Buat akun pengguna.

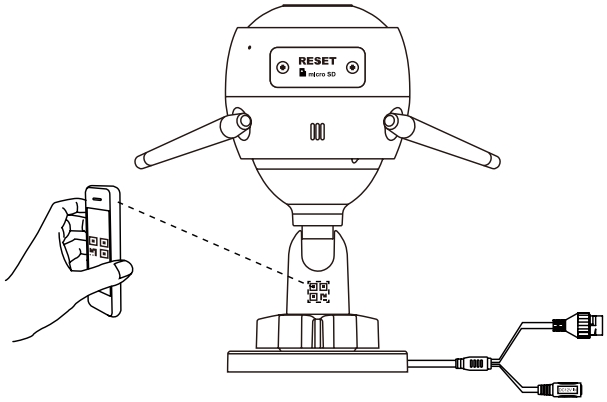
- Sambungkan telepon seluler Anda ke Wi-Fi.
- Unduh dan pasang aplikasi EZVIZ dengan mencari "EZVIZ" di App Store dan Google Play™.
- Buka aplikasi dan lakukan pendaftaran akun pengguna EZVIZ dilanjutkan dengan petunjuk memulai.

2 Tambahkan kamera ke EZVIZ.

- Masuk ke aplikasi EZVIZ.
- Di layar Utama, ketuk tanda "+" di sudut kanan atas untuk membuka halaman pemindaian kode QR.



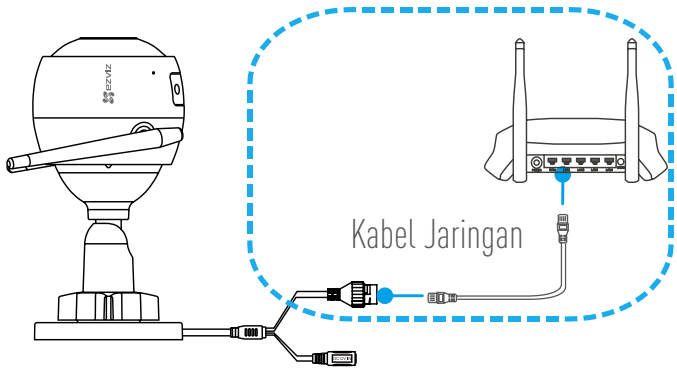
- Pindai kode QR pada bodi kamera.



ID

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

Anda juga dapat memilih koneksi kabel.
Langkah 1: hubungkan kamera ke router lewat kabel jaringan.
Langkah 2: tambahkan kamera ke aplikasi EZVIZ dengan memindai kode QR.



Tahan tombol RESET selama 5 detik saat kamera berjalan jika menambahkan kamera atau sambungan Wi-Fi gagal.

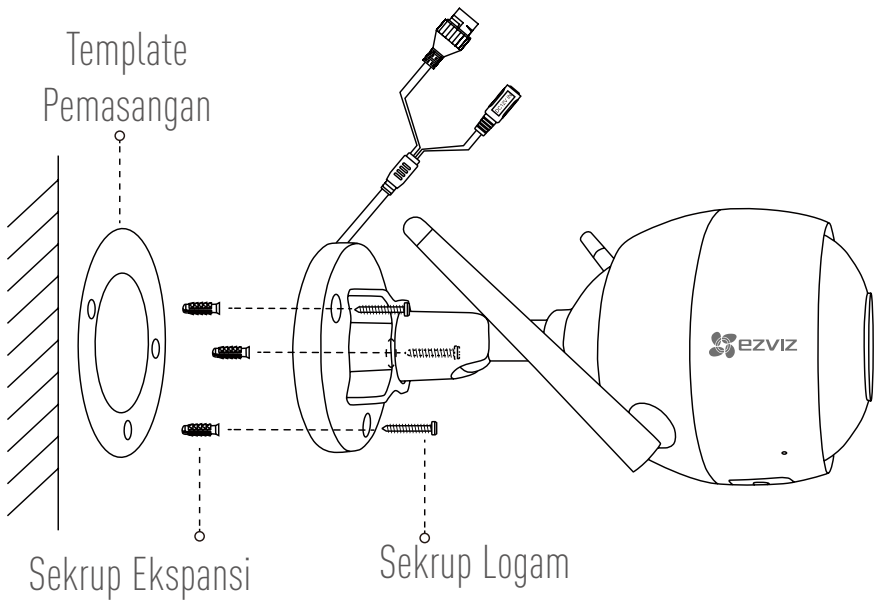
Langkah 3
Pemasangan Kamera

Anda dapat memasang kamera pada dinding atau langit-langit.

Pastikan dinding cukup kuat untuk menahan tiga kali bobot kamera.

1 Memasang Kamera

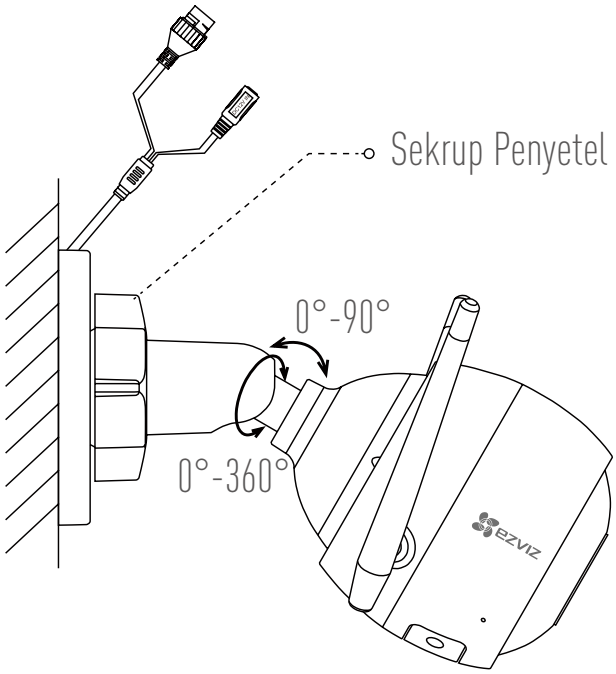
- Tempatkan template bor ke permukaan yang Anda pilih untuk memasang kamera.
- (Untuk dinding/langit-langit semen saja) Bor lubang sekrup sesuai template dan masukkan ketiga sekrup ekspansi.
- Gunakan tiga sekrup metal untuk mengatur dudukan kamera sesuai template.



2 Menyesuaikan Sudut Pengawasan

- Kendurkan sekrup penyetel.
- Sesuaikan sudut pengawasan sesuai tempat yang Anda inginkan.
- Kencangkan sekrup penyetel.

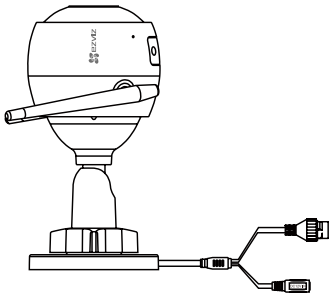
Pastikan slot kartu microSD menghadap ke bawah.



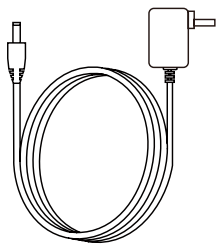
ID

Lampiran

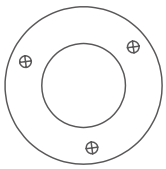
Isi Kotak



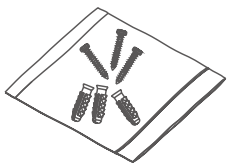
Kamera Internet x1



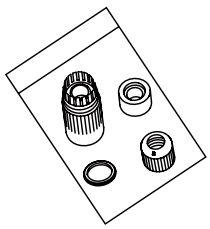
Adaptor Daya x1



Template Pemasangan x1



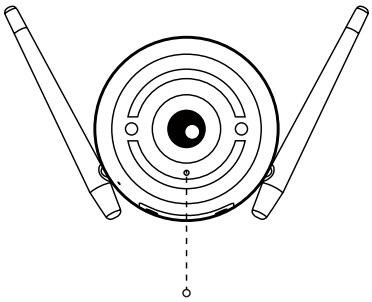
Kit Sekrup x1

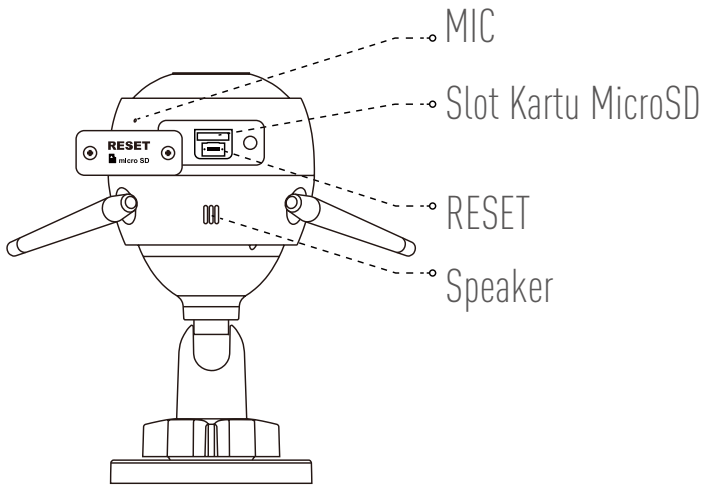


Kit Antiair x1

Panduan Mulai Cepat x1

Dasar-dasar





Nama	Deskripsi
MIC	Untuk masukan suara
Speaker	Untuk keluaran suara
Indikator LED	• Merah Tetap: Kamera sedang memulai. • Biru Tetap: Video sedang ditampilkan atau diputar di Aplikasi EZVIZ. • Berkedip Biru Perlahan: Kamera berjalan dengan baik. • Berkedip Merah Perlahan: Sambungan Wi-Fi gagal. • Berkedip Merah Cepat: Kesalahan pada kartu MicroSD. • Berkedip Merah dan Biru: Kamera siap untuk sambungan Wi-Fi.
Slot Kartu MicroSD	Kartu MicroSD tidak disertakan dalam Isi Kotak. Kompatibilitas yang dianjurkan: Kelas 10, Maks.128GB. Setelah memasukkan kartu microSD, inisialisasikan di aplikasi EZVIZ, lalu berkas video dapat disimpan dalam kartu SD.
RESET	Tahan tombol RESET selama 5 detik saat kamera berjalan. Kamera memulai ulang, lalu mereset semua parameter ke default.
Voltase	1A ⎓ 12V

Penyelesaian Masalah

P: Pesan "The device is offline. (Perangkat tidak tersambung ke jaringan.)" atau "The device is not registered. (Perangkat belum terdaftar.)" muncul saat menambahkan kamera menggunakan aplikasi EZVIZ.

J:
1. Pastikan jaringan yang tersambung dengan kamera berfungsi normal dan router DHCP diaktifkan.
2. Tahan tombol RESET selama 5 detik untuk mereset parameter jika Anda mengubah parameter jaringan secara manual.

P: Cara menggunakan kartu microSD untuk penyimpanan lokal?

J:
1. Pastikan terdapat kartu microSD yang dimasukkan dan kamera ditambahkan ke akun Anda. Masuk ke aplikasi EZVIZ dan masuk ke laman "Device Details (Rincian Perangkat)", jika tombol "Initialize Storage Card (Inisialisasi Kartu Penyimpanan)" muncul, reset kartu microSD terlebih dahulu.
2. Perekaman kartu microSD untuk deteksi gerakan diaktifkan secara default.

P: Telepon seluler tidak dapat menerima pemberitahuan alarm ketika kamera sedang tersambung ke jaringan.

J:
1. Pastikan aplikasi EZVIZ berjalan di telepon seluler Anda dan Pemberitahuan Deteksi Gerakan diaktifkan.
2. Untuk sistem Android, pastikan Aplikasi tetap berjalan di latar belakang, dan untuk iOS, aktifkan fungsi dorong pesan di "Settings > Notification (Pengaturan > Pemberitahuan)".
3. Jika masih tidak ada pesan alarm, menahan tombol RESET selama 5 detik akan memulihkan pengaturan kamera.

P: Siaran langsung atau pemutaran gagal.

J: Pastikan jaringan Anda terkoneksi dengan baik. Melihat video langsung memerlukan bandwidth yang cukup. Anda dapat memuat ulang video, atau berganti jaringan dan mencoba lagi.

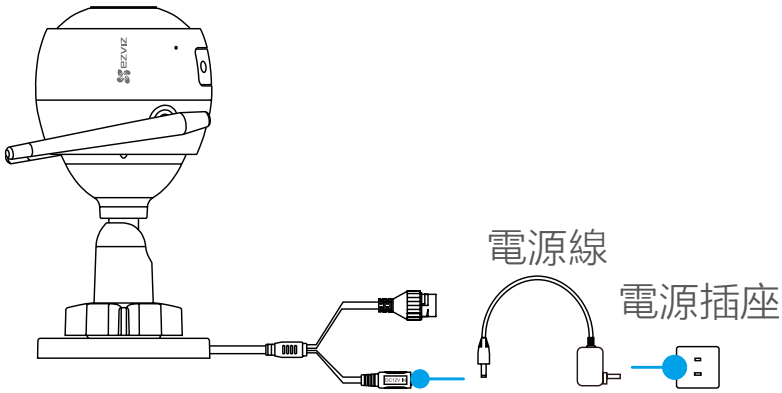
P: Cara menyambungkan ke Wi-Fi lain?

J: Tahan tombol RESET pada kamera selama 5 detik untuk mereset dan memulai ulang kamera lalu sambungkan ulang Wi-Fi sekitar 1 menit kemudian.

操作步驟

步驟 1
開啟電源

連接攝影機與電源插座，以開啟攝影機電源。



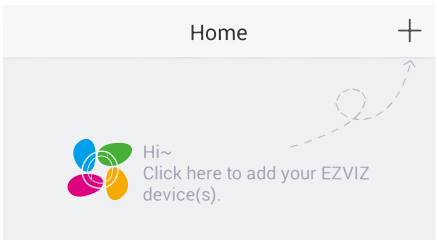
步驟 2
攝影機設定

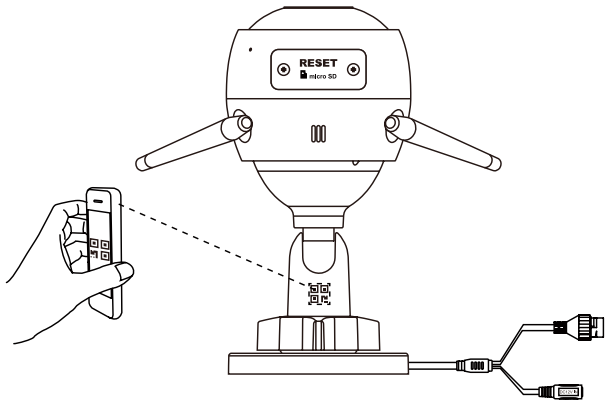
低功率電波輻射性電機管理辦法
第十二條
經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
第十四條
低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

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。
- 在主頁中，點選右上角的「+」進入掃描 QR 代碼頁面。

-掃描攝影機機身上的 QR 代碼。





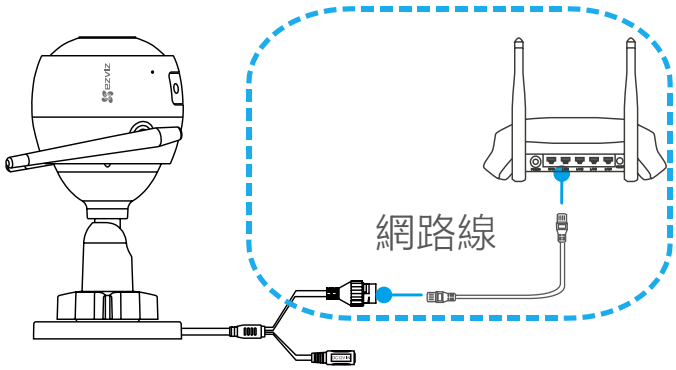
繁中

-遵照 EZVIZ 應用程式精靈完成 Wi-Fi 設定。

您也可選擇有線連接。

步驟 1：用網路線將攝影機連接到路由器。

步驟 2：透過掃描 QR 碼，將攝影機新增到 EZVIZ 應用程式。



若無法新增攝影機或 Wi-Fi 連線失敗且攝影機正在運作，請按住「重設」按鈕 5 秒。

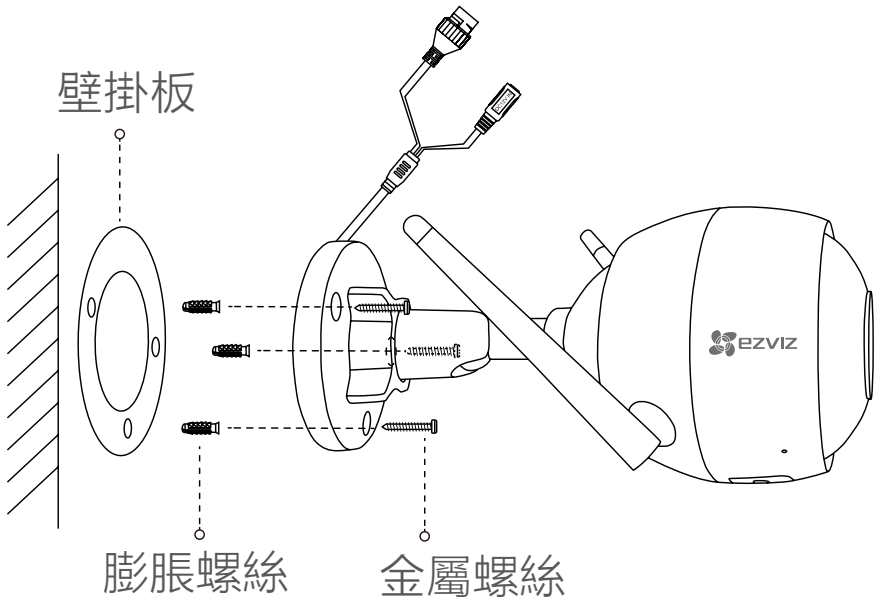
步驟 3
攝影機安裝

您可將攝影機安裝在牆壁或天花板上。

請確定牆壁的強度足以承受三倍的攝影機重量。

1 安裝攝影機

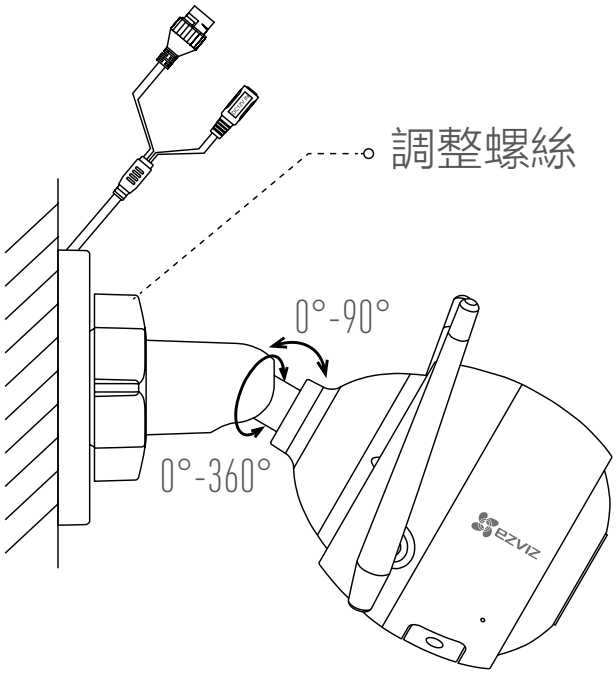
-將鑽孔模板放在選擇安裝攝影機的表面上。
-（僅適用水泥牆/天花板）依據模板鑽孔，然後插入三顆膨脹螺絲。
-依據模板使用三顆金屬螺絲固定攝影機。



2 調整監視角度

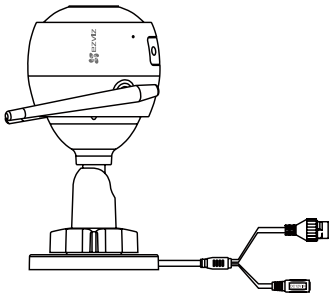
-鬆開調整螺絲。
-將監視角度調整到您要的位置。
-鎖緊調整螺絲。

確定 microSD 記憶卡插槽面朝下。

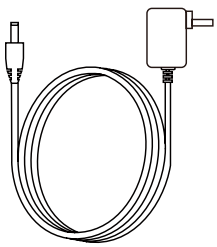


附錄

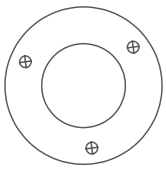
包裝盒內容



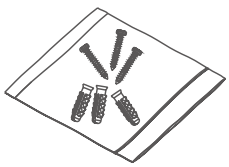
網際網路攝影機 x1



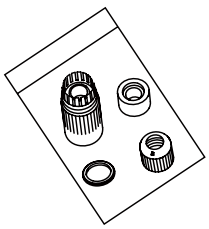
電源變壓器 x1



壁掛板 x1



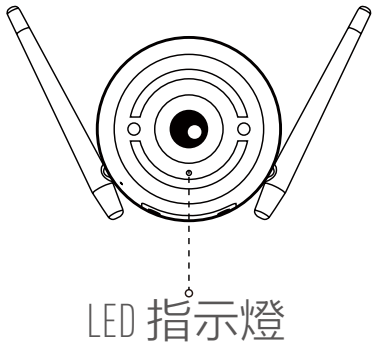
螺絲組 x1

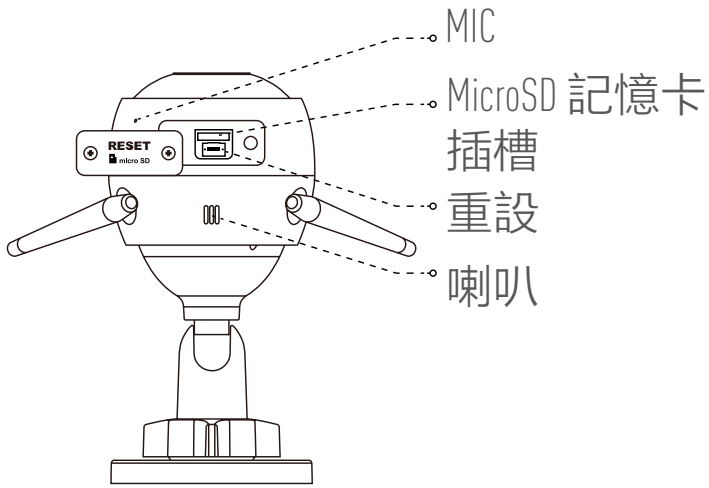


防水套件 x1

快速使用指南 x1

基本操作配備





名稱	說明
MIC	用於音訊輸入。
喇叭	用於音訊輸出。
LED 指示燈	• 全紅：攝影機正在啟動。 • 緩慢閃紅燈：Wi-Fi 連線失敗。 • 快速閃紅燈：裝置異常（例如：MicroSD 卡錯誤）。 • 全藍：正在用 EZVIZ 應用程式觀看或播放影片。 • 快速閃藍燈：攝影機已準備好進行 Wi-Fi 連線。 • 緩慢閃藍燈：攝影機運作正常。
MicroSD 記憶卡插槽	包裝盒內容不含 MicroSD 卡。建議的相容性：Class 10，最大 128GB。插入 microSD 記憶卡後，在 EZVIZ 應用程式中將其初始化，然後便可將視訊檔案儲存在 SD 記憶卡中。
重設	在攝影機運作時，按住「重設」按鈕 5 秒。隨後攝影機會重新啟動，且會將所有參數重設為預設值。
電源輸入	1A ⎓ 12V

故障排除

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

答： 1. 請確定攝影機所連線的網路正常，並且已啟用路由器的 DHCP。
2. 若您要手動變更網路參數，請按住「重設」按鈕 5 秒以重設參數。

問： 如何將 microSD 記憶卡用在本機儲存?

答： 1. 請確定已插入 microSD 記憶卡，而且攝影機已新增到您的 EZVIZ 帳戶中。登入 EZVIZ 應用程式，然後進入「裝置詳細資料」(Device Details) 介面，如果出現「初始化儲存卡」(Initialize Storage Card) 按鈕，您需要先初始化 microSD 記憶卡。
2. 動作偵測預設為啟用 microSD 記憶卡錄製。

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，而且已啟用「動作偵測通知」(Motion Detection Notification)。
2. 關於 Android 系統的手機，請確定應用程式在背景執行；關於 iOS 系統的手機，請在「設定」>「通知」(Settings > Notification) 中啟用訊息推播功能。
3. 如果仍沒有警報提示，請按住「重設」按鈕 5 秒以還原攝影機設定。

問： 即時觀看或播放失敗。

答： 請確定您的網路已正確連線。觀看即時視訊需要有良好的頻寬。您可以更新視訊或變更網路，然後再試一次。

問： 如何連線至其他 Wi-Fi?

答： 按住攝影機上的「重設」按鈕 5 秒，即會重設並重新啟動攝影機，約 1 分鐘後再重新連線至 Wi-Fi。

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・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。

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・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。

・日常的なお手入れ及び、通常の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 medication, 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 .

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, with any questions.

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보증 서비스 관련 문의는 support@ezvizlife.com 으로 이메일을 보내주십시오 .

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- 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 .
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- 제품에 포함되었거나 EZVIZ 하드웨어와 함께 판매된 소프트웨어가 손상된 경우 .
- 기타 원자재 또는 제조상의 결함과 무관한 손상에 해당하는 경우 .
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BẢO HÀNH CÓ GIỚI HẠN

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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.

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 vắn tắt 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 cấm, 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, nếu quý vị có bất kỳ thắc mắc nào.
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การรับประกันแบบจำกัด

ขอขอบคุณสำหรับการซื้อผลิตภัณฑ์ EZVIZ

การรับประกันแบบจำกัดนี้จะช่วยให้คุณ ในฐานะผู้ซื้อดั้งเดิมของผลิตภัณฑ์ EZVIZ มีสิทธิตามกฎหมายที่กำหนดเฉพาะ นอกจากนี้คุณยังอาจมีสิทธิตามกฎหมายอื่นๆ ที่แตกต่างกันไปในแต่ละรัฐ จังหวัดหรือเขตอำนาจกฎหมาย การสละสิทธิ์ การยกเว้นและข้อจำกัดความรับผิดตามการรับประกันแบบจำกัดนี้จะไม่นำไปใช้กับขอบเขตต้องห้ามตามกฎหมายที่ใช้บังคับ ไม่มีผู้จัดจำหน่าย ผู้ค้าปลีก ตัวแทนหรือลูกจ้างรายใดเป็นผู้มีอำนาจที่จะทำการปรับปรุง ขยายหรือเพิ่มเติมใดๆ นอกเหนือจากการรับประกันแบบจำกัดนี้

ผลิตภัณฑ์ EZVIZ ของคุณมีการรับประกันเป็นระยะเวลาหนึ่ง (1) ปีนับจากวันที่ซื้อครอบคลุมข้อบกพร่องในวัสดุและฝีมือการผลิต หรือในระยะเวลาที่นานกว่าตามที่กำหนดไว้ในกฎหมายในประเทศหรือรัฐที่ผลิตภัณฑ์นี้มีจำหน่าย เมื่อใช้งานตามปกติ สอดคล้องกับคู่มือการใช้งาน คุณสามารถขอใช้บริการการรับประกัน โดยการส่งอีเมลหาเราที่ support@ezvizlife.com

สำหรับผลิตภัณฑ์ EZVIZ ที่มีข้อบกพร่องใดๆ ภายใต้การรับประกัน, HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. (“บริษัท”) จะ, เป็นผู้เลือกในการ, (i) ซ่อมแซมหรือเปลี่ยนผลิตภัณฑ์ของคุณโดยไม่เสียค่าใช้จ่าย (ii) แลกเปลี่ยนผลิตภัณฑ์ของคุณด้วยผลิตภัณฑ์เทียบเท่า; (iii) หรือคืนเงินตามราคาซื้อเดิม ที่คุณแสดงในใบเสร็จรับเงินต้นฉบับหรือสำเนา คำอธิบายสั้นๆ ของข้อบกพร่องและส่งกลับผลิตภัณฑ์ในบรรจุภัณฑ์เดิม ถือเป็นดุลยพินิจของบริษัท การซ่อมแซมหรือเปลี่ยนทดแทนอาจจะทำกับผลิตภัณฑ์ใหม่หรือผลิตภัณฑ์หรือส่วนประกอบที่ได้รับการปรับปรุงแก้ไข การรับประกันนี้จะไม่ครอบคลุมถึงค่าส่งทางไปรษณีย์ ค่าประกันภัยและค่าใช้จ่ายอื่นๆ ที่เกิดขึ้นจากการที่คุณส่งผลิตภัณฑ์กลับ เว้นแต่ในกรณีที่ต้องห้ามตามกฎหมายที่ใช้บังคับ

นี่เป็นการเยียวยาเฉพาะคุณเพียงผู้เดียวสำหรับการละเมิดการรับประกันแบบจำกัดนี้ ผลิตภัณฑ์ใดๆ ที่ได้รับการซ่อมแซมหรือเปลี่ยนภายใต้การรับประกันแบบจำกัดนี้ จะได้รับการคุ้มครองตามเงื่อนไขของการรับประกันแบบจำกัดนี้ได้อีกต่อไปเป็นเวลาเก้าสิบ (90) วันนับจากวันที่ส่งมอบหรือระยะเวลาที่เหลือในการรับประกันเดิม

การรับประกันนี้จะใช้ไม่ได้และถือเป็นโมฆะ:

•หากการเคลมประกันเกิดขึ้นนอกระยะเวลาการรับประกันหรือไม่ได้แสดงหลักฐานการซื้อ

•สำหรับการทำงานที่ผิดพลาด ข้อบกพร่องหรือความล้มเหลวใดๆ ที่เกิดจากหรือเป็นผลมาจากผลกระทบของความผิดพลาดและการแก้ไขดัดแปลงใช้งานที่ขัดกับคู่มือการใช้งาน การใช้สายไฟที่มีแรงดันไฟฟ้าที่ไม่ถูกต้อง การเกิดอุบัติเหตุ การสูญเสีย การถูกโจรกรรม ไฟไหม้ น้ำท่วมหรือการกระทำอื่นๆ จากเหตุสุดวิสัย ความเสียหายจากการจัดส่งสินค้าหรือความเสียหายที่เกิดจากการซ่อมแซมที่ดำเนินการโดยบุคลากรที่ไม่ได้รับอนุญาต

•สำหรับวัสดุสิ้นเปลืองใดๆ เช่น แบตเตอรี่ ซึ่งมีการบกพร่องที่เกิดจากการเสื่อมสภาพตามปกติของผลิตภัณฑ์

•ริ้วรอยความเสียหายรวมถึงแต่ไม่จำกัดเฉพาะรอยขีดข่วน รอยบุบและพลาสติกในช่องต่อหัก

•ซอฟต์แวร์ใดๆ แม้ว่าจะบรรจุรวมหรือขายร่วมกับกับฮาร์ดแวร์ EZVIZ

•สำหรับความเสียหายอื่นๆ ที่ปราศจากข้อบกพร่องของวัสดุหรือฝีมือช่าง

•การทำความสะอาดตามปกติ รอยขีดข่วนและการชำรุดสึกหรอหรือฉีกขาดของกลไก

หากมีข้อสงสัยใดๆ โปรดอย่าลังเลที่จะติดต่อผู้ขายของคุณหรือส่งอีเมลถึงเรา 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

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, pengubahan, 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, melekuk 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.

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有限保固

非常感謝您購買 EZVIZ 產品。本有限保固為身為 EZVIZ 產品原購買者的您提供明確的法律權利。針對不同州、省或轄區，您還可以享有其他的法律權利。本有限保固下的責任免除、除外和限制對於適用法律所禁止的範圍將不適用。經銷商、轉售商、代理商或員工都無權對本有限保固進行任何處理、延伸或新增。

您的 EZVIZ 產品從購買日起算一 (1) 年內針對材質和工藝保固有效，或依據本產品販售地的國家或州 / 省法律可以有更長的保固期，前提是本產品在使用上有符合使用手冊的要求。

您以寄電子郵件至 support@ezvizlife.com 提出保固服務的請求。

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除非適用法律明列禁止，否則對於有違本有限保固的情兄，這是您唯一且專屬的補救方法。對於任何已依據本有限保固修理或更換的產品，本有限保固所列條款涵蓋的保護時間從交貨日起算有九十 (90) 天，或者為剩餘的原保固期，兩者中擇一較長天期者計算。

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- 申請保固索賠的時間已超出保固期，或未提供購買證明。
- 由於衝擊、處理不當、篡改、使用方法有違指導手冊、電源線電壓不正確、意外事故、遺失、失竊、火災、水災或其他天然災害、運輸損壞或未經授權之人員進行修理致使損壞所造成或導致的任何故障、缺陷或失效。
- 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。

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