CP PLUS

eezo

Quick Start Guide
CP21
Version 1.0.0

Package Content

Camera ×1

Power Cable ×1

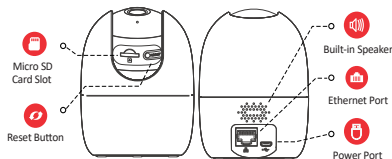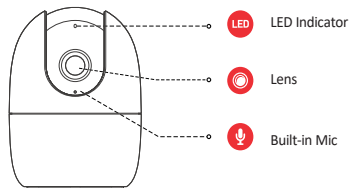Power Adapter ×1

Positioning Map ×1

Quick Start Guide ×1

Screw Package ×1

Mounting Plate ×1

Camera Introduction

📖 Disconnect the camera from the power before installation or taking out its SD card.

- **LED** LED Indicator
- Lens
- Built-in Mic

- Micro SD Card Slot
- Reset Button
- Built-in Speaker
- Ethernet Port
- Power Port

Setting up Camera

📖 Press and hold the reset button for 10 s to reset the camera.

See the table below for definitions of camera's LED behaviour.

LED Status	Device Status
Off	● Powered off/LED turned off ● Rebooting after reset
Red light on	● Booting ● Device malfunction
Green light flashing	● Waiting for network
Green light on	● Operating properly
Red light flashing	● Network connection failed
Green and red light flashing alternately	● Firmware updating

Voice control works with Alexa or Google Assistant

- You can control your camera using just your voice with Alexa or Google Assistant-enabled devices.

works with alexa

works with Google Home

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Setting up Camera

Follow the steps below to add the camera to your eezo account.

Step 1 Scan the following QR code or search "eezo" in Google Play or App Store to download and install the app.

📖 If you already use the app, make sure that you are using the latest version.

GET IT ON Google Play

Available on the iPhone App Store

Step 2 Launch the app. Then create an account if you are a new user.

Step 3 Connect the camera to power source with the power adapter.

Step 4 After the camera boots up, the LED indicator light flashes green (wire-free camera) or is on solid green (wired camera).

📖 If the LED indicator status goes wrong, reset the camera.

Step 5 Follow the on-screen prompts to add the camera. Repeat the adding process if you have multiple cameras.

About the Guide

- This manual is for reference only. The operation of the actual product shall prevail if there is any inconsistency.

- All the designs and software are subject to change without prior written notice.

- All trademarks and registered trademarks mentioned are the properties of their respective owners.

- Please visit our website or contact customer service if there is any problem when using the device.

- If there is any uncertainty or controversy, we reserve the right of final explanation.
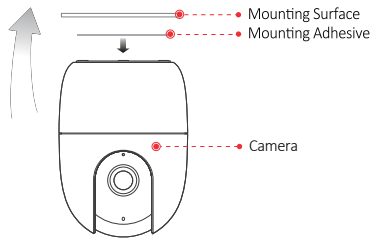
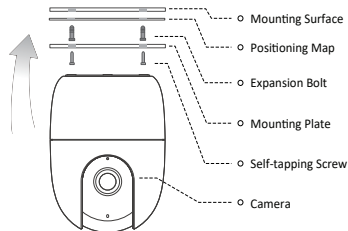## ⚡CP PLUS
Thank you for choosing eezo

Installing Camera

📖 Make sure that the mounting surface is strong enough to hold at least three times the weight of the camera.

Use Mounting Adhesive

Mounting Surface
Mounting Adhesive

Camera

Note: Power on the camera and then adjust its angle properly.

Use Mounting Plate

○ Mounting Surface
○ Positioning Map
○ Expansion Bolt
○ Mounting Plate
○ Self-tapping Screw
○ Camera

Step 1 Peel off the mounting template and stick it to the desired installation area.

Step 2 Drill holes into the mounting surface as the mounting template marks and then insert wall anchors as needed.

Step 3 Secure the mounting plate to the mounting surface with included mounting screws.

Step 4 Put the camera onto the mounting plate and ensure they attract to each other.

Step 5 Power on the camera and then adjust its angle properly.

FAQ

▶ **Q: The device cannot boot up or work as expected?**
Check the LED indicator status. If the light is not in green, press and hold the reset button for 10 s to reset the camera.

▶ **Q: How to connect the camera to another Wi-Fi network?**
● If the camera is online, select **camera> settings>Device Setting> WLAN>Network Config** to change the Wi-Fi connection on the app.

● If the camera is offline, reset the camera, and then configure the camera again.

▶ **Q: Connection takes too long?**
● Check if the distance between the camera and the router, and that between the camera and the smart phone is both within 5 m (16.4 ft) during the connection.

● Check the Wi-Fi configuration of the router: Select the channel to auto, and the mode to 11bgn mixed.

▶ **Q: When the micro SD card is full, how is the recorded video saved?**
When the micro SD card is full, the system will overwrite the previous recorded videos. Save the important information in time.

Troubleshooting

Problem	Solution
Cannot configure the camera	• Make sure that your smart phone and the camera are within range of your Wi-Fi router. • Make sure that the LED indicator on the camera is flashing green .
How to find the camera Wi-Fi password	It is the safety code on the device label.
No picture or device is offline	• Make sure that the LED indicator on the camera is flashing green. See "LED Status" section for details if otherwise. • Make sure that the camera is properly connected to power using the included USB power adapter. • Reposition the camera, router, or both to improve signal strength.
Picture is not clear	• Check the camera lens for dirt, dust, and spider webs. Clean the lens with a soft, clean cloth. • Remove the vinyl cover on the camera lens.
No audio	• Make sure that audio function on camera is turned on. • Make sure that audio is turned up on viewing device.
Human detection does not work	Make sure that you have enabled Human Detection in the Device Settings interface of eezo App.
Camera stuck downwards	Check Privacy Mode setting on eezo App.
Fail to scan QR code	• Clean the camera lens of your smart phone. • Make sure that there is enough light on the QR code. • Do not hold the QR code too close to the camera.