Be Prepared, Be Reolink

June 2022
QSG1_A_EN

Quick Start Guide

Apply to: Reolink Duo 2 PoE / WiFi

58.03.001.0270

@ReolinkTech https://reolink.com

EN

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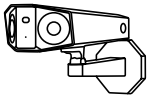
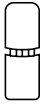
What's in the Box

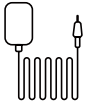


Camera

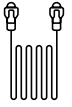
Antenna *



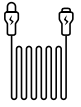
Waterproof Lid



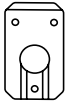
Power Adapter *



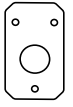
1M
Ethernet Cable



Power *
Extension Cable



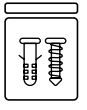
Mounting Plate



Mounting Hole
Template

Quick Start Guide

Surveillance Sign



Pack of Screws

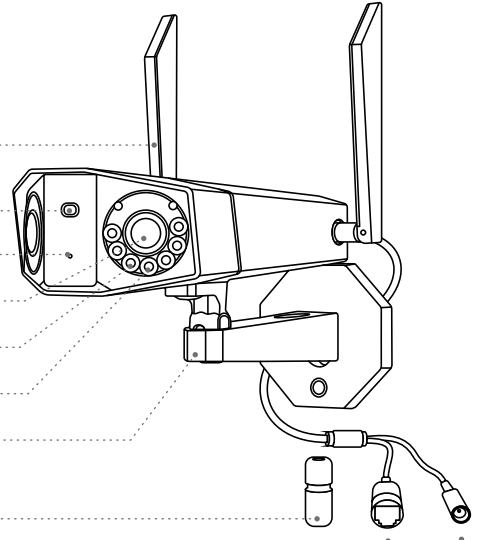
Screw Driver

NOTE:

* The power adapter, antennas and 4.5m Power Extension Cable only come with WiFi Camera.
* Quantity of accessories varies with the camera model you purchase.

Camera Introduction

WiFi Camera



Antenna

Daylight Sensor

Mic

Lens

Spotlights

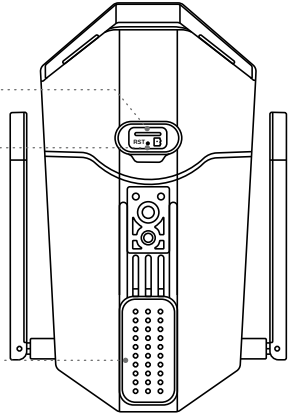
Infrared Lights

Mounting Bracket

Waterproof Lid

Ethernet Port

Power Port

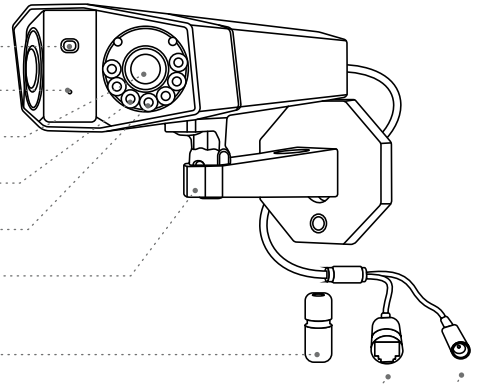


Micro SD Card Slot

Reset Button
*Press the reset button with a pin to restore factory settings.

Speaker

PoE Camera



Daylight Sensor

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Ethernet Port

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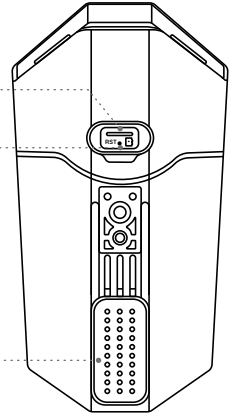


Micro SD Card Slot

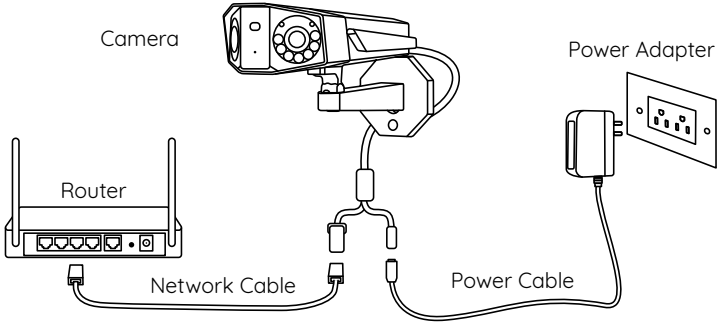
Reset Button
*Press the reset button with a pin to restore factory settings.

Speaker

NOTE: Actual camera appearance and components are subject to the model you purchased.

Connection Diagram

Before initial setup, follow the steps below to connect your camera.
1. Connect the camera to a LAN port on your router with an Ethernet cable.
2. Use the power adapter to power on the camera.



NOTE: The connection diagram takes the WiFi camera as an example and also apply to the PoE camera. For PoE Camera, please power the camera with a PoE Switch/Injector/ Reolink PoE NVR or a DC 12V power adapter. (not included in the package)

Set up the Camera

Download and Launch the Reolink App or Client software, and follow the onscreen instructions to finish initial setup.

• On Smartphone

Scan to download the Reolink App.

Available on the App Store

GET IT ON Google Play

• On PC

Download path of the Reolink Client: Go to https://reolink.com > Support > App & Client.

NOTE:
• When setting up the WiFi camera, you need to follow the onscreen instructions to finish the WiFi configuration first.
• If you are connecting the PoE camera to a Reolink PoE NVR, please set up the camera via the NVR interface.

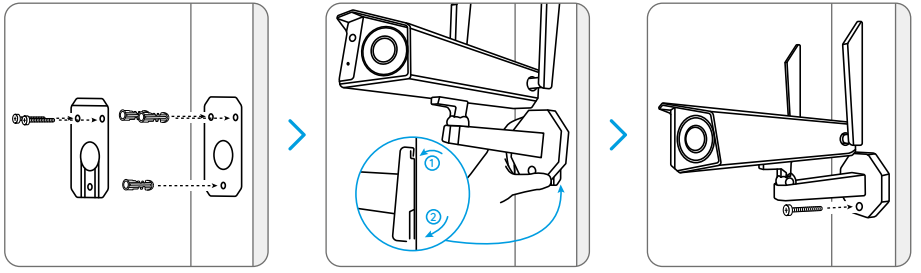
Mount the Camera

Installation Tips

• Do not face the camera towards any light sources.
• Do not point the camera towards a glass window. Or, it may result in poor image quality because of the window glare by infrared LEDs, ambient lights or status lights.
• Do not place the camera in a shaded area and point it towards a well-lit area. Or, it may result in poor image quality. To ensure best image quality, the lighting condition for both the camera and the capture object shall be the same.
• To ensure better image quality, it's recommended to clean the lens with a soft cloth from time to time.
• Make sure the power ports are not directly exposed to water or moisture and not blocked by dirt or other elements.
• With IP waterproof ratings, the camera can work properly under conditions like rain and snow. However, it doesn't mean the camera can work underwater.
• Do not install the camera at places where rain and snow can hit the lens directly.
• The camera may work in extreme cold conditions as low as -25°C. Because when it is powered on, the camera will produce heat. You may power on the camera indoors for a few minutes before installing it outdoors.
• Try to keep the left lens level with the right lens.

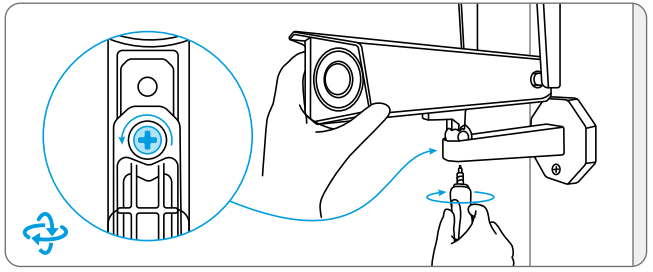
Mount the Camera to the Wall

The following installation methods take the WiFi camera as an example and also apply to the PoE camera.

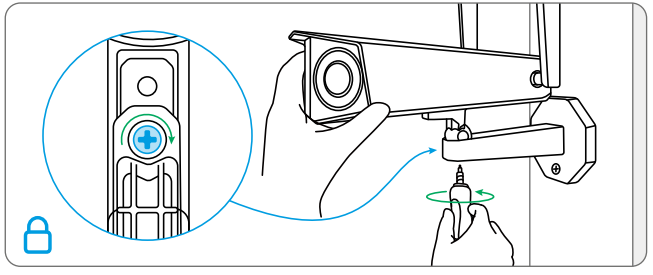


Drill holes in accordance with the mounting template, Secure the mounting plate to the wall with the upper two screws and hang the camera on it. Then lock the camera in position with the lower screw.

NOTE: Use the drywall anchors inclued in the package if needed.

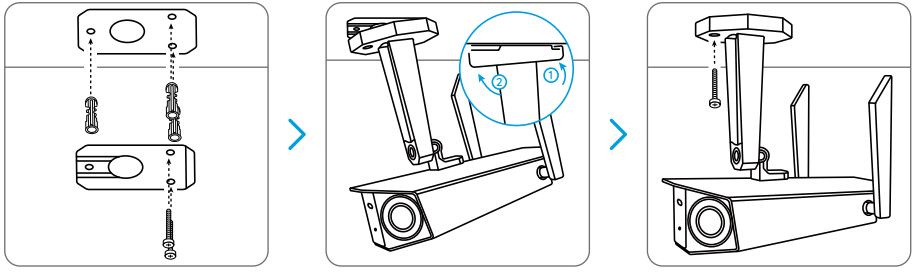


To get the best field of view, loosen the adjustment screw on security mount and turn the camera.

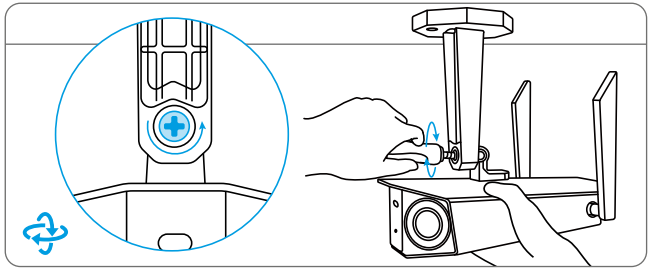


Stiffen the adjustment screw to lock the camera.

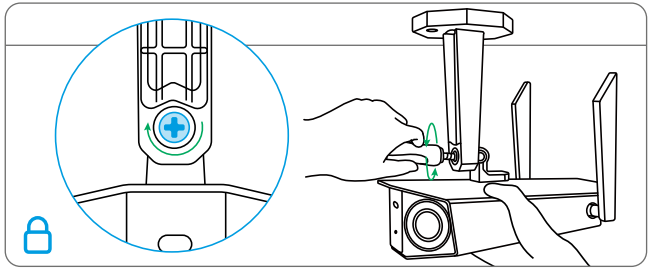
Mount the Camera to Ceiling



Drill holes in accordance with the mounting template, Secure the mounting plate to the wall with the upper two screws and hang the camera on it. Then lock the camera in position with the lower screw.



To get the best field of view, loosen the adjustment screw on security mount and turn the camera.



Stiffen the adjustment screw to lock the camera.

Troubleshooting

Camera is not Powering on

If your camera is not powering on, please try the following solutions:

For PoE Camera

• Make sure your camera is powered on properly. The PoE camera should be powered by a PoE switch/injector, a Reolink NVR or a 12V power adapter.
• If the camera is connected to a PoE device as listed above, connect it to another PoE port and check again.
• Try again with another Ethernet cable.

For WiFi Camera

• Plug the camera into a different outlet and see if it works.
• Power on the camera with another working 12V 2A DC adapter and see if it works.

If these won't work, contact Reolink Support.

Picture is not Clear

If the picture from the camera is not clear, please try the following solutions:

• Check the camera lens for dirt, dust or spiderwebs, please clean the lens with a soft, clean cloth.
• Point the camera to a well-lit area, the lighting condition will affect the picture quality a lot.
• Upgrade the firmware of your camera to the latest version.
• Restore the camera to factory settings and check out again.

Specification

Hardware Features

Infrared Night Vision: Up to 30 meters
Spotlight: 6pcs/3.5W/6500K
Day/Night Mode: Auto switchover
Angle of View: Horizontal: 180°, vertical: 60°

General

Dimension: 195 x 103 x 56mm
Weight: 590g
Operating Temperature:
-10°C~+55°C (14°F~131°F)
Operating Humidity: 10% ~ 90%

For more specifications, visit
https://reolink.com/.

Notification of Compliance

FCC Compliance Statement

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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: The following notes are only for WiFi camera. This equipment 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 equipment 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 equipment 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.

FCC RF warning statement:
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

CE Simplified EU Declaration of Conformity

Reolink declares that the WiFi camera is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU, the PoE camera is in compliance with Directive 2014/30/EU.

Correct Disposal of This Product

This marking indicates that this product should not be disposed with other household wastes.throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

Limited Warranty

This product comes with a 2-year limited warranty that is valid only if purchased from Reolink Official Store or a Reolink authorized reseller. Learn more: https://reolink.com/warranty-and-return/.

NOTE: We hope that you enjoy the new purchase. But if you are not satisfied with the product and plan to return, we strongly suggest that you reset the camera to factory default settings before returning.

Terms and Privacy

Use of the product is subject to your agreement to the Terms of Service and Privacy Policy at reolink.com. Keep out of reach of children.

End User License Agreement

By using the Product Software that is embedded on the Reolink product, you agree to the terms of this End User License Agreement ("EULA") between you and Reolink. Learn more: https://reolink.com/eula/.

IC ISED Radiation Exposure Statement (For WiFi Version)

The WiFi camera complies with RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

OPERATING FREQUENCY (For WiFi Version) (the maximum transmitted power)

2412MHz --- 2472MHz (19dBm)
5150MHz --- 5350MHz (18dBm)
5470MHz --- 5725MHz (18dBm)

Technical Support

If you need any technical help, please visit our official support site and contact our support team before returning the products, https://support.reolink.com.