



**PAP 22**  
Raccolta Carta



FR

Cet appareil,  
ses accessoires  
et cordons  
se recyclent

À DÉPOSER  
EN MAGASIN



OU

À DÉPOSER  
EN DÉCHÈTERIE



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Privilégiez la réparation ou le don de votre appareil !

# Operational Instructions

Apply to: E Series E331/E Series E321



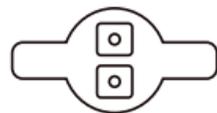
# Content

What's in the Box	2
Camera Introduction	3
Set up the Camera	4
Mount the Camera	6
Troubleshooting	9
Specifications	10
Legal Disclaimer	11
Important Safety Instructions	12
Notification of Compliance	13

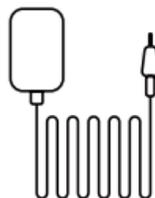
## What's in the Box



Camera



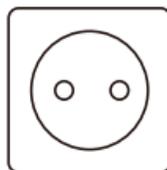
Mounting Plate



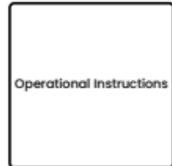
Power Adapter



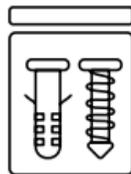
Surveillance Sign



Mounting Hole Template

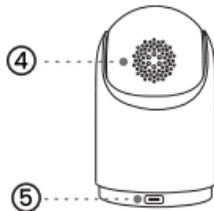
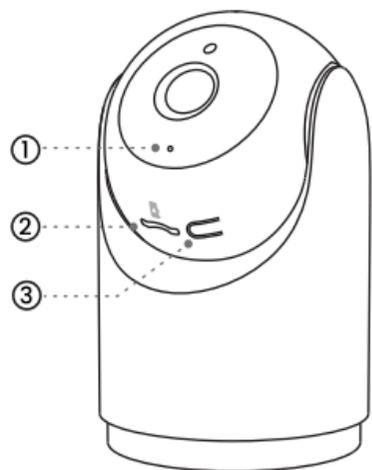


Operational Instructions



Pack of Screws

## Camera Introduction



- ① Built-in Mic/Status LED
- ② micro SD Card Slot
- ③ Reset Button
- ④ Speaker
- ⑤ USB-C Port

### Meaning of the Status LED:

Status/LED	LED in Blue
Blinking	Wi-Fi connection failed
	Wi-Fi is not configured
On	Camera is starting up
	Wi-Fi connection succeeded

## Set up the Camera

Step 1 Download and Launch the Reolink App or Client software.

### • On Smartphone

Scan to download the Reolink App.



### • On PC

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

**NOTE:** Ensure your phone's Bluetooth is enabled before attempting to connect the camera.

Step 2 Connect the camera to a power source.

Step 3 Launch the Reolink App, click the “+” button in the top right corner to add the camera. Scan the QR code on the device and follow the onscreen instructions to finish initial setup.



**NOTE:** If you access the camera via the Reolink Client, you may click the Add Device icon and choose the UID option to enter the UID of your camera. The UID is on the camera body (right below the QR code).

## Mount the Camera

Step 1

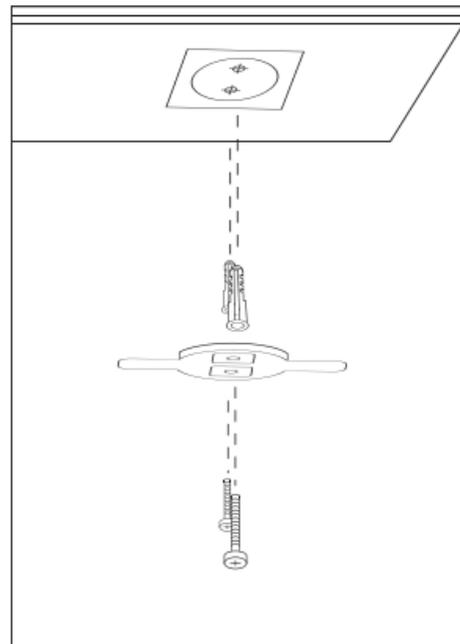
Drill two holes on the wall according to the mounting hole template.

Step 2

Insert the two plastic anchors into the holes.

Step 3

Secure the base unit in place by tightening the screws into the plastic anchors.



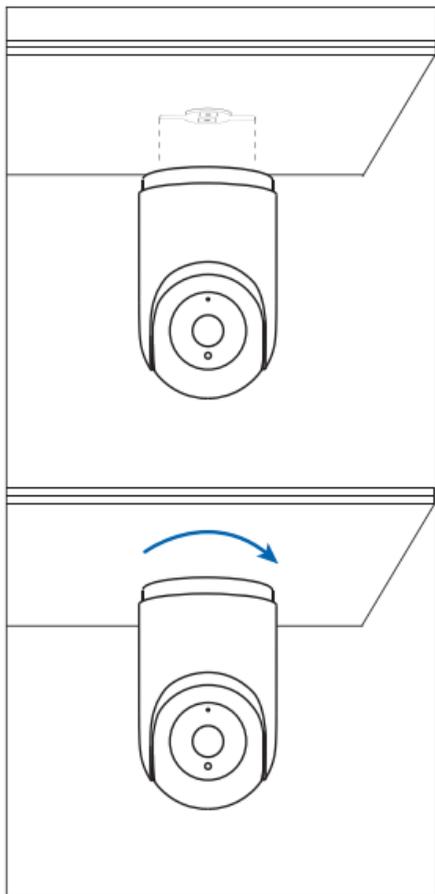
#### Step 4

Align the camera with the bracket and turn the camera unit clockwise to lock it in position.

#### NOTE:

1. To remove it from the wall, turn the camera anticlockwise.

2. In case your camera is mounted upside down, its picture shall be rotated as well. Please go to Device Settings -> Display on Reolink app/Client and click Rotation to adjust the image.



#### Tips for Camera Placement

- 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 performance 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 performance. For better image quality, please make sure that the lighting condition for both the camera and the capture object is the same.
- For 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 exposed to water or moisture or blocked by dirt or other elements.

# Troubleshooting

## Camera Is Not Powering on

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

- Plug the camera into another outlet.
- Use another 5V power adapter to power up the camera.

If these won't work, please contact Reolink Support  
<https://support.reolink.com/>

## Failed to Scan QR Code on Smartphone

If the camera failed to scan QR code on your phone, please try the following solutions:

- Remove the protective film from the camera lens.
- Wipe the camera lens with a dry paper/towel/tissue.
- Vary the distance (about 30cm) between your camera and the mobile phone, which enables the camera to focus better.
- Try scanning the QR code under a brighter atmosphere.

If these won't work, please contact Reolink Support  
<https://support.reolink.com/>

## Wi-Fi Connection Failed During Initial Setup Process

If the camera fails to connect to Wi-Fi, please try the following solutions:

- Please make sure the Wi-Fi band meets the network requirement of the camera.
- Please ensure you have entered the correct Wi-Fi password.
- Put your camera close to your router to ensure a strong Wi-Fi signal.
- Change the encryption method of the Wi-Fi network to WPA2-PSK/WPA-PSK (safer encryption) on your router interface.
- Change your Wi-Fi SSID or password and make sure that SSID is within 31 characters and password is within 64 characters.
- Set your password using only the characters on the keyboard.

If these won't work, please contact Reolink Support  
<https://support.reolink.com/>

## Specifications

Size:  $\phi 73 \times 114$  mm

Weight: E Series E321: 167 g

E Series E331: 171 g

Operating Temperature:  $-10^{\circ}\text{C}$  to  $40^{\circ}\text{C}$  ( $14^{\circ}\text{F}$  to  $104^{\circ}\text{F}$ )

Operating Humidity: 20% ~ 85%

For more specifications, please visit <https://reolink.com/>

## Legal Disclaimer

To the maximum extent permitted by applicable law, this document and the product described, with its hardware, software, firmware, and services, are delivered on an “as-is” and “as-available” basis, with all faults and without warranty of any kind. Reolink disclaims all warranties, express or implied, including but not limited to, warranties of merchantability, satisfactory quality, fitness for a particular purpose, accuracy, and non-infringement of third-party rights. In no event will Reolink, its directors, officers, employees, or agents be liable to you for any special, consequential, incidental or indirect damages, including but not limited to damages for loss of business profits, business interruption, or loss of data or documentation, in connection with the use of this product, even if Reolink has been advised of the possibility of such damages.

To the extent permitted by applicable law, your use of the Reolink products and services is at your sole risk and you assume all risks associated with internet access. Reolink does not take any responsibilities for abnormal operation, privacy leakage or other damages resulting from cyber attacks, hacker attacks, virus inspections, or other internet security risks. However, Reolink will provide timely technical support if required.

The laws and regulations related to this product vary by jurisdiction. Please check all relevant laws and regulations in your jurisdiction before using this product to ensure that your use conforms to the applicable law and regulation. During the use of the product, you must comply with

relevant local laws and regulations. Reolink is not responsible for any illegal or improper use and its consequences. Reolink is not 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 for weapons of mass destruction, chemical and biological weapons, nuclear explosion, and any unsafe nuclear energy uses or anti-humanity purposes. In the event of any conflicts between this manual and the applicable law, the latter prevails.

## Important Safety Instructions

**Please read the instructions carefully before using the device.**

1. Replace only with the same or equivalent type of accessories recommended by Reolink.
2. Do not use the device in an environment that exceeds the recommended temperature range.
3. Do not use the device in an environment that exceeds the recommended humidity range.
4. Do not attempt to disassemble, repair, or alter the device by yourself.
5. Always follow the local safety laws and regulations when using the device.
6. The device contains (or comes with) small components, small plastic elements, and other small parts that may cause choking hazards. Keep the device and its accessories out of reach of children. Consult a physician immediately if small parts are swallowed.

7. The device contains (or comes with) cables or cords that may cause strangulation hazards. Keep the device and its accessories out of reach of children.

## Notification of Compliance

### FCC 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. 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 Radiation Exposure statement

This equipment complies with FCC 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.

### ISED Statement

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.”
- This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique

subi, même si le brouillage est susceptible d'en compromettre le fonctionnement." Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

**MODIFICATION:** Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

Toute modification non approuvée explicitement par le fournisseur de licence de l'appareil peut entraîner l'annulation du droit de l'utilisateur à utiliser l'appareil.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Operation of 5150-5350 MHz is restricted to indoor use only. Le fonctionnement de 5150-5350 MHz est limité à une utilisation en intérieur uniquement.

## **SIMPLIFIED EU AND UK DECLARATION OF CONFORMITY**

Hereby, REOLINK INNOVATION LIMITED declares that the radio equipment type [refer to the cover of the Operational Instructions] is in compliance with Directive 2014/53/EU. The full text of the EU and UK declaration of conformity is available at the following internet address:

<https://support.reolink.com/hc/en-us/articles/36788378727065/>

RF exposure information: The Maximum Permissible Exposure (MPE)

level has been calculated based on a distance of 20cm between the device and the human body. To maintain compliance with RF exposure requirement, use product that maintain a 20cm distance between the device and human body.

## **Wi-Fi Operating Frequency OPERATING FREQUENCY**

2412~2472MHz RF Power:≤20dBm(EIRP)  
5150~5250MHz RF Power:≤23dBm(EIRP)  
5250~5350MHz RF Power:≤23dBm(EIRP)  
5470~5725MHz RF Power:≤23dBm(EIRP)  
5725~5875MHz RF Power:≤14dBm(EIRP)

Bluetooth operating Frequency  
OPERATING FREQUENCY :  
2402~2480MHz RF Power:≤10dBm(EIRP)



The functions of Wireless Access Systems including Radio Local Area Networks(WAS/RLANs) within the band 5150-5350 MHz for this device are restricted to indoor use only within all European Union countries

(BE/BG/CZ/DK/DE/EE/IE/EL/ES/FR/HR/IT/CY/LV/LT/LU/HU/MT/NL/AT/PL/PT/RO/SI/SK/FI/SE/TR/NO/CH/IS/LI/UK(NI))



## 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 and take out the inserted SD card 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](https://reolink.com)

## Terms of Service

By using the Product Software that is embedded on the Reolink product, you agree to the terms&conditions between you and Reolink. Learn more: <https://reolink.com/terms-conditions/>

## 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>.

## Trademarks Acknowledgement

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