



August 2020
QSG4_B

Reolink E1

Quick Start Guide

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@ReolinkTech <https://reolink.com>

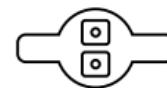
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What's in the Box



Reolink E1



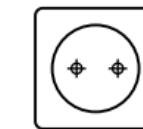
Mounting Plate



Power Adapter



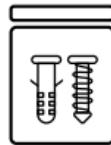
Surveillance Sign



Mounting Hole Template



Quick Start Guide



Pack of Screws

Camera Introduction

Speaker

Power Port

LAN Port

Lens

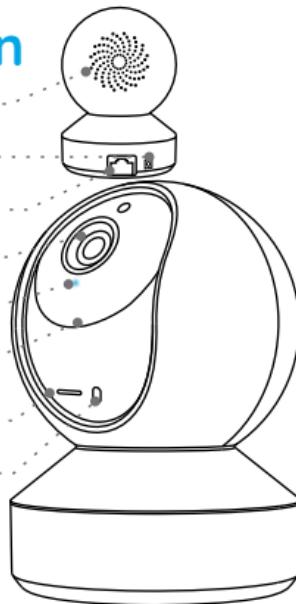
Status LED

Built-in Mic

Micro SD Card Slot

Reset Button

*Rotate the lens to find the reset button and the SD card slot.



Meaning of the Status LED:

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

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.



• On PC

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

Mount the Camera

Step 1

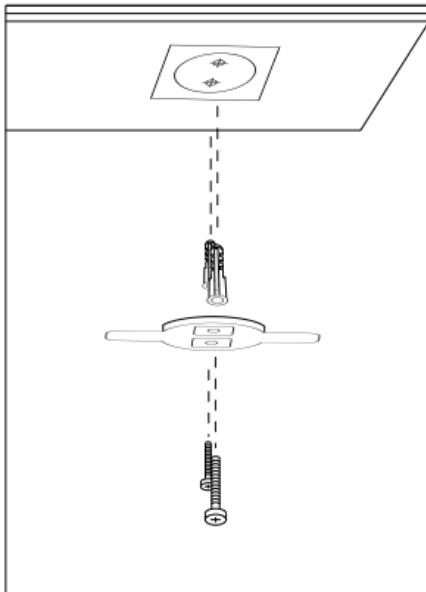
Drill two holes on the wall according to the mounting hole template.

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.

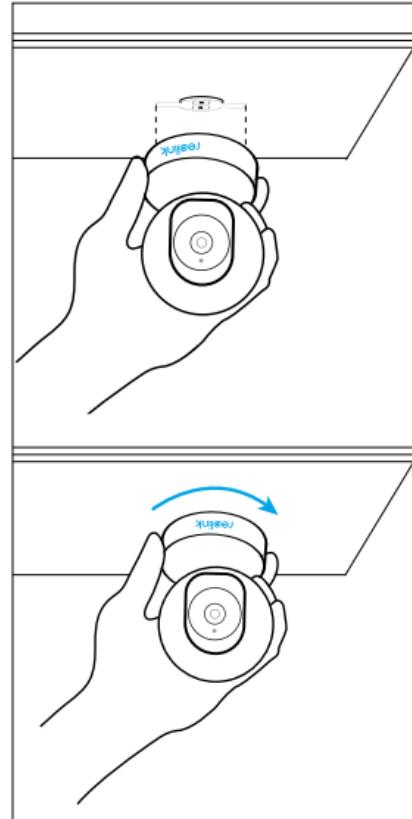


Step 4

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/>.

WiFi Connection Failed During Initial Setup Process

If the camera fails to connect to WiFi, please try the following solutions:

- Please make sure the WiFi band meets the network requirement of the camera.
- Please ensure you have entered the correct WiFi password.
- Put your camera close to your router to ensure a strong WiFi signal.
- Change the encryption method of the WiFi network to

WPA2-PSK/WPA-PSK (safer encryption) on your router interface.

- Change your WiFi 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

Hardware

Display Resolution: 4MP (E1 Pro)/3MP (E1)

IR Distance: 12 meters (40ft)

Pan/Tilt Angle: Horizontal: 355°/Vertical: 50°

Power Input: DC 5V/1A

Software Features

Frame Rate: 15fps (default)
Audio: Two-way audio
IR Cut Filter: Yes

General

Operating Frequency: 2.4 GHz (E1)/Dual-band (E1 Pro)
Operating Temperature: -10°C to 55°C (14°F to 131°F)
Size: Ø76 x 106 mm
Weight: 200g (E1/E1 Pro)

Notification of Compliance

FCC Compliance Statement

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

- this device may not cause harmful interference, and

- this device must accept any interference received, including interference that may cause undesired operation.

NOTE: 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.

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

FCC RF Exposure Warning Statements

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

CE Simplified EU Declaration of Conformity

Reolink declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/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 environment safe recycling.

Limited Warranty

This product comes with a 2-year limited warranty that is valid only if purchased from Reolink official stores 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 you to 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. Keep out of the 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/>.

ISED Statements

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
- (2) L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

Radio Frequency Exposure Statement for IC

The device has been evaluated to meet general RF exposure requirements. The device can be used in mobile exposure conditions. The min separation distance is 20cm.

Déclaration d'exposition aux radiofréquences pour IC
L'appareil a été évalué pour répondre aux exigences
générales en matière d'exposition aux RF. L'appareil peut
être utilisé dans des conditions d'exposition mobiles. La
distance de séparation minimale est de 20cm.

OPERATING FREQUENCY
2412MHz—2462MHz

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>.