



Technical Support

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

Technische Unterstützung

Wenn Sie Hilfe brauchen, kontaktieren Sie bitte Reolink Support Team zuerst, bevor Sie Ihre Bestellung zurücksenden. Meiste Fragen oder Probleme können von unserem Online Support Center beantwortet und gelöst werden: support@reolink.com

Support technique

Si vous avez besoin d'aide, veuillez contacter Reolink avant de retourner votre produit. La plupart des questions peuvent être répondues via notre centre de support en ligne à l'adresse support@reolink.com

Supporto Tecnico

Se avete bisogno di aiuto, le chiediamo gentilmente di contattare Reolink prima di restituire il prodotto. La maggior parte delle domande può essere risolta tramite il nostro centro di assistenza online all'indirizzo support@reolink.com

Soporte Técnico

Si necesita ayuda, comuníquese con Reolink antes de devolver su producto. La mayoría de las preguntas se pueden responder a través de nuestro centro de soporte en línea en support@reolink.com

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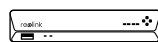
PoE NVR System

Operational Instruction

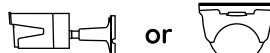
Contents

What's in the Box	2
Introduce the NVR	3
Introduce the Cameras	4
Connection Diagram	7
Set up PoE NVR System	9
Mount Tips for the Cameras	10
Troubleshooting	11
Specifications	12
Notification of Compliance	12

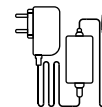
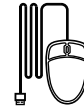
What's in the Box



NVR



Bullet or Dome Camera

Pack
of ScrewsWaterproof
Lid1m
Network Cable18m
Network CableNVR
Power Adapter

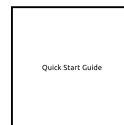
USB Mouse



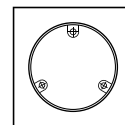
HDMI Cable



Surveillance Card

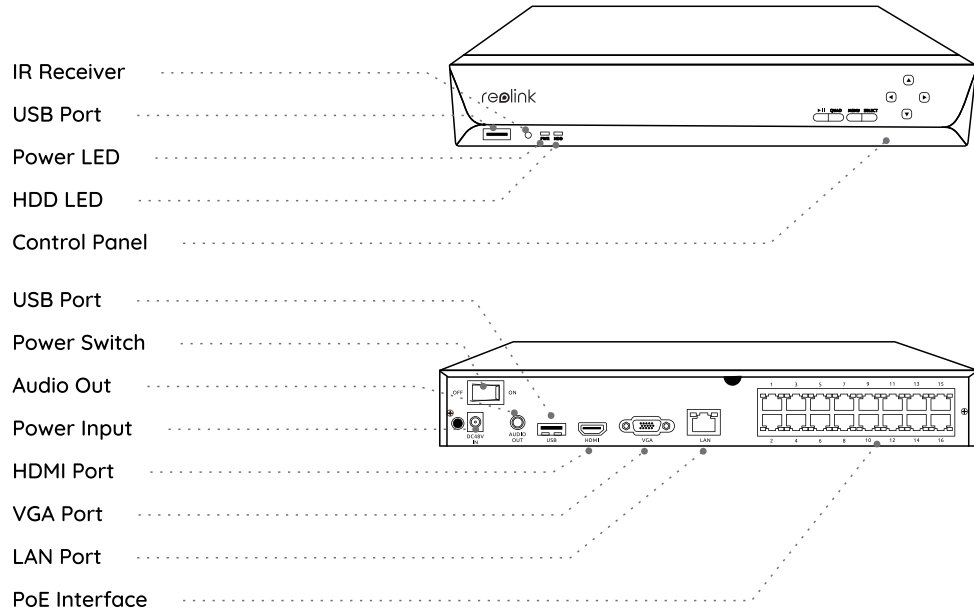


Quick Start Guide

Mounting
Hole Template

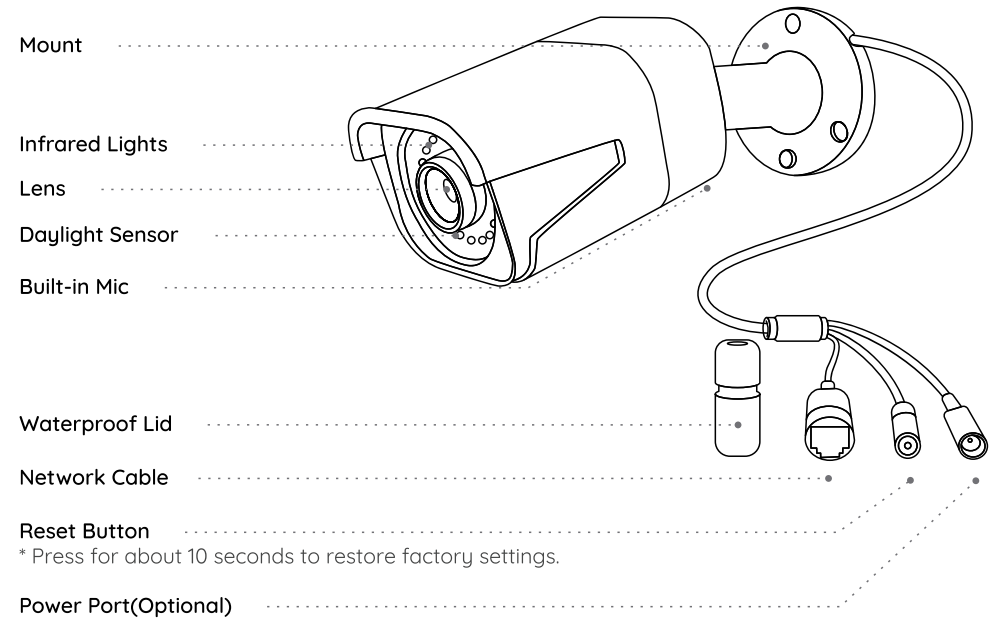
NOTE: Quantity of devices and accessories vary by different models that you purchase.

Introduce the NVR



NOTE: The actual appearance and components may vary with different products.

Introduce the Cameras



* Press for about 10 seconds to restore factory settings.

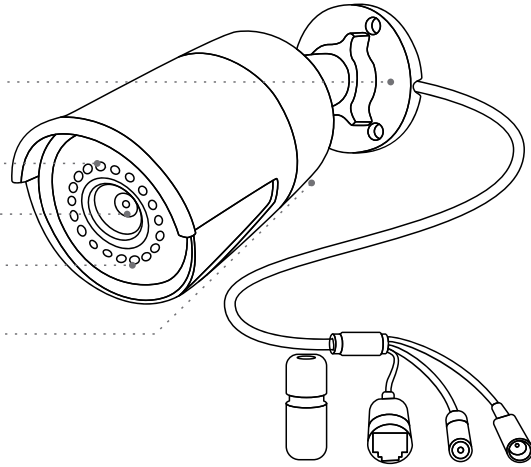
Mount

Infrared Lights

Lens

Daylight Sensor

Built-in Mic



Mount

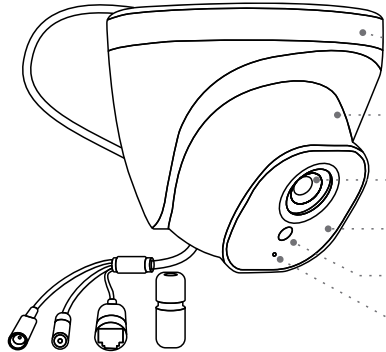
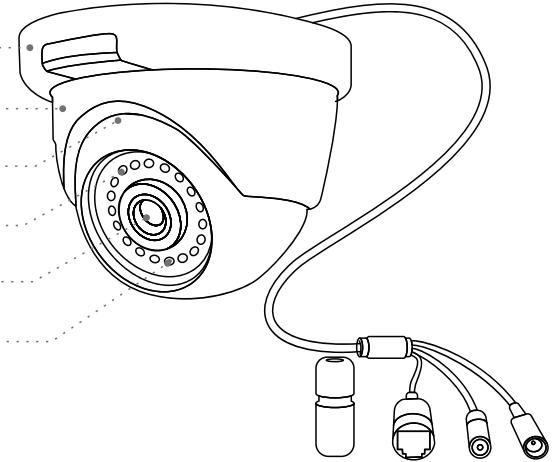
Metal Case

Built-in Mic

Infrared Lights

Lens

Daylight Sensor



Mount

Metal Case

Lens

Infrared Lights

Daylight Sensor

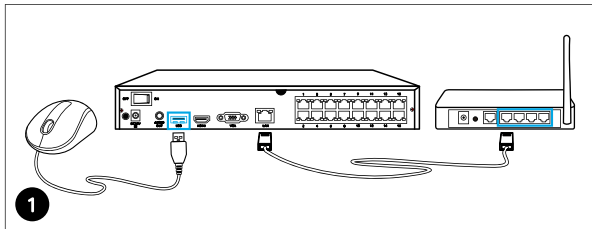
Built-in Mic

NOTE:

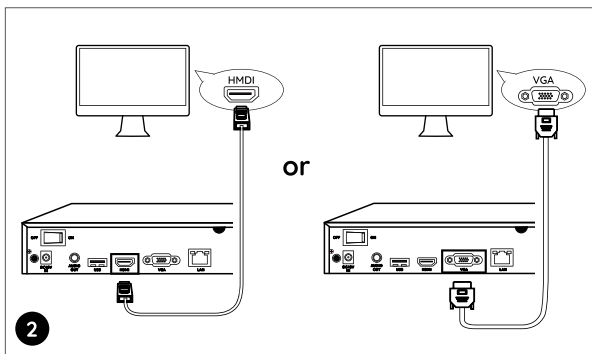
- Different types of cameras are introduced in this section. Please check out the camera included in the package and check out the details from the corresponding introduction above.
- The actual appearance and components may vary with different model of product.

Connection Diagram

To ensure all components work properly, it is recommended that you connect every part and try to run the system before a final installation.

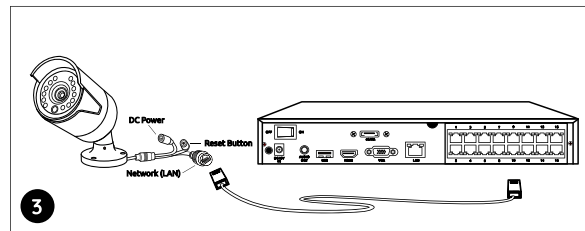


Connect the NVR (LAN port) to your router with a network cable. Next, connect the mouse to the USB port of the NVR.

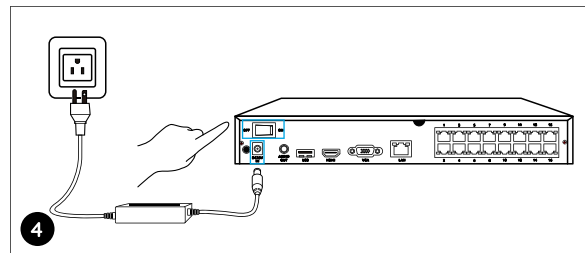


Connect the NVR to the monitor with a VGA or HDMI cable.

NOTE: There is no VGA cable included in the package.



Connect cameras to PoE ports on the NVR.



Connect the NVR to a power outlet and turn on power switch.

NOTE: Some Reolink WiFi cameras also work with Reolink PoE NVR. For more information, visit <https://support.reolink.com> and search Make Reolink WiFi Cameras Work with Reolink PoE-NVRs.

Set up the NVR System

A setup wizard will guide you through the NVR system configuration process. Please set a password for your NVR (for the initial access) and follow the wizard to configure the system.

NOTE: The password should be at least 6 characters. It is recommended that you note down the password and keep it in a secure place.

Access the System via Smartphone or PC

Download and launch the Reolink App or Client software and follow the instructions to access the NVR.

- On Smartphone

Scan to download the Reolink App.



- On PC

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

Mount Tips for the Cameras

- 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 it will produce heat when powered on. You may power the camera indoors for a few minutes before installing it outdoors.

Troubleshooting

No video output on the monitor/TV

If there's no video output on the monitor from Reolink NVR, please try the following solutions:

- TV/monitor resolution should be at least 720p or above.
- Make sure your NVR is powered on.
- Double check the HDMI/VGA connection, or swap another cable or monitor to test.

If it still doesn't work, please contact Reolink Support support@reolink.com

Failed to access the PoE NVR locally

If you failed to access the PoE NVR locally via mobile phone or PC, please try the following solutions:

- Connect the NVR (LAN port) to your router with a network cable.
- Swap another Ethernet cable or plug the

NVR to other ports on the router.

- Go to Menu -> System -> Maintenance and restore all settings.

If it still doesn't work, please contact Reolink Support support@reolink.com

Failed to access the PoE NVR remotely

If you failed to access the PoE NVR remotely via mobile phone or PC, please try the following:

- Make sure you can locally access this NVR system.
- Go to NVR Menu -> Network -> Network > Advanced and make sure that UID Enable is selected.
- Please connect your phone or PC under the same network (LAN) of your NVR and see if you can visit any website to verify whether there is Internet access available.
- Please reboot your NVR and router and try again.

If it still doesn't work, please contact Reolink Support support@reolink.com

Specifications

NVR

Decoding Resolution:
12MP/8MP/5MP/4MP/3MP/1080p/720p
Operating Temperature:
-10°C to 45°C (-10°C to 55°C for RLN16-410)
Size: 260 x 41 x 230mm
(330 x 45 x 285mm for RLN16-410)
Weight: 2.0kg (3.0kg for RLN16-410)

Camera

Night Vision: 30 Meters (100ft)
Day/Night Mode: Auto Switchover
Operating Temperature:
-10°C to 55°C (14°F to 131°F)
Operating Humidity: 10%-90%
Weather Resistance: IP66

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

Notification of Compliance

FCC Compliance Statement

This device complies with Part 15 of 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. For more information, visit: <https://reolink.com/fcc-compliance-notice/>.

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 cannot be disposed with other household wastethroughout the EU. To prevent possible



Deshecho Correcto de este Producto

Esta marca indica que este producto no debe desecharse con otros desechos domésticos en toda la UE. Para evitar posibles daños al medio ambiente o la salud humana derivados de la eliminación no controlada de residuos, recíclelo de manera responsable para promover la reutilización sostenible de los recursos materiales. Para devolver su dispositivo usado, utilice los sistemas de devolución y recolección o comuníquese con el vendedor donde compró el producto. Pueden eliminar este producto para un reciclaje de manera segura para el medio ambiente.

Garantía Limitada

Este producto viene con una garantía limitada de 2 años. Descubra más: <https://reolink.com/warranty-and-return/>.

NOTA: Esperamos que disfrute de la nueva compra. Pero si no está satisfecho con el producto y planea devolverlo, le recomendamos encarecidamente que formatee el disco duro insertado antes de devolverlo.

Términos y Privacidad

El uso del producto está sujeto a su aceptación de los Términos de Servicio y la Política de Privacidad en reolink.com. Manténgalo fuera del alcance de los niños.

Contrato de Licencia de Usuario Final

Al utilizar el Software del producto que está integrado en el producto Reolink, usted acepta los términos de este Contrato de Licencia de Usuario Final ("EULA") entre usted y Reolink. Obtenga más información: <https://reolink.com/eula/>.