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.

Technische Unterstützung
Wenn Sie technische Hilfe benötigen, besuchen Sie bitte unsere offizielle Support-Website und kontaktieren Sie unser Support-Team, bevor Sie die Produkte zurückschicken, https://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 https://support.reolink.com.

Assistenza Tecnica
Se avete bisogno di assistenza tecnica, visitate il nostro sito ufficiale di Centro Assistenza e contattate il team di supporto prima di restituire i prodotti, https://support.reolink.com.

Soporte técnico
Si necesita cualquier ayuda técnica, por favor, consulte nuestro sitio oficial de soporte y póngase en contacto con nuestro equipo de soporte antes de devolver el producto: https://support.reolink.com.

REOLINK INNOVATION LIMITED
FLAT/RM 705 7/F FA YUEN COMMERCIAL BUILDING
75-77 FA YUEN STREET MONG KOK KL HONG KONG

February 2025
QSG1_A
58.03.008.0318

Reolink

EN/DE/FR/IT/ES
Item No. : P335X

Operational Instructions

Apply to: ColorX Series P335X

@ReolinkTech https://reolink.com

EN

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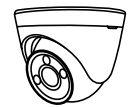
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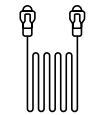
What's in the Box



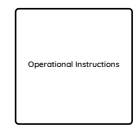
Camera



Waterproof Lid



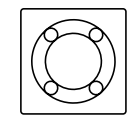
Ethernet Cable



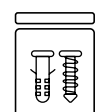
Operational Instructions



Surveillance Sign

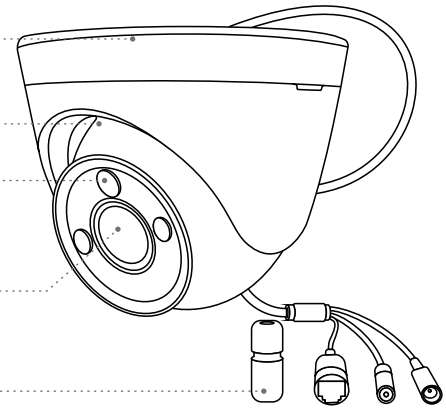


Mounting Hole Template



Pack of Screws

Camera Introduction



Mount

Metal Case

Spotlight

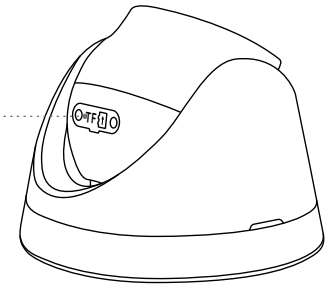
Lens

Waterproof Lid

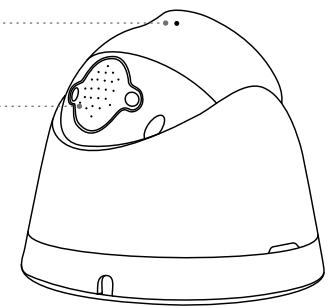
Network Cable

Reset Button
* Press and hold for 10 seconds to restore camera to factory settings.

Power Port (Optional)



microSD Card Slot



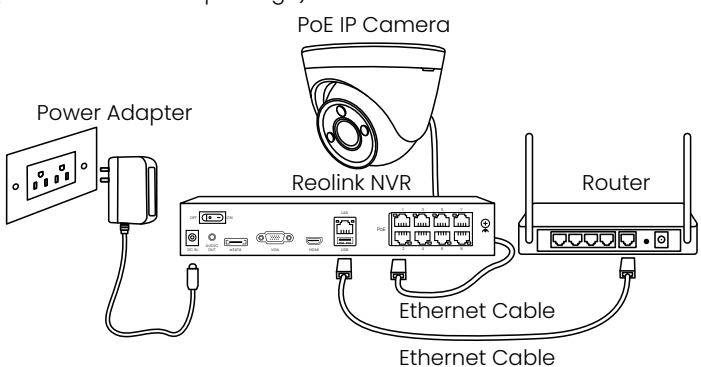
Built-in Mic

Speaker

Connection Diagram

Before using the camera, please connect your camera as instructed below to finish initial setup.
1. Connect the camera to a Reolink NVR (not included) with an Ethernet cable.
2. Connect the NVR to your router, and then power on the NVR.

NOTE: The camera should be powered with a 12V DC adapter or a PoE powering device such as PoE injector, PoE switch or Reolink NVR (not included in the package).



* You may also connect the camera to a PoE switch or PoE injector.

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.

Download 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.

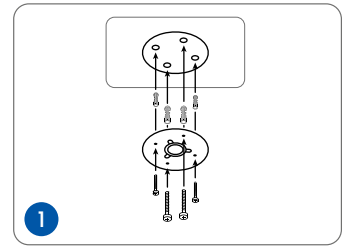
NOTE: If you are connecting the camera to a Reolink PoE NVR, please set up the camera via the NVR interface.

Mount the Camera

Installation Tips

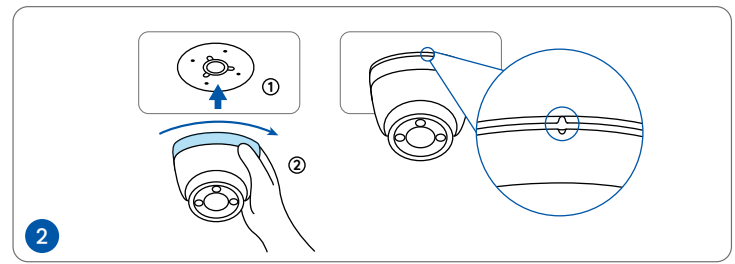
• Do not face the camera towards any light sources.
• Do not point the camera towards a glass window. Or, it may result in poor image quality because of the window glare by spotlights, ambient lights or status lights.
• Do not place the camera in a shaded area and point it towards a well-lit area. Or, 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.

Install the Camera



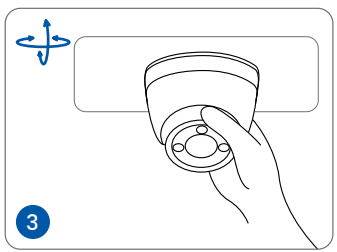
Drill holes according to the mounting hole template and screw the mounting plate to the mounting holes on the ceiling.

NOTE:
• Use the drywall anchors included in the package if needed.
• Please refer to the actual item received. If the mounting plate is separately packaged, you can skip this step.

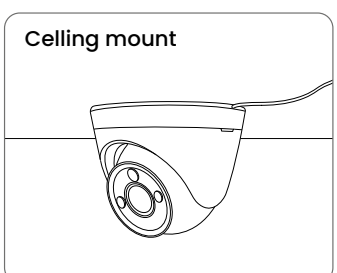


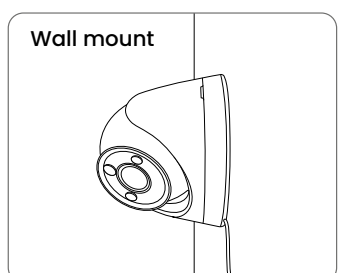
Align the camera to the mounting plate and turn the camera clockwise to lock it tightly. Pay attention that these two points should be aligned, which means the camera has been locked correctly.

NOTE: Run the cable through the cable notch on the mount base.



Once the camera is installed, you may rotate the camera body manually to adjust the camera's surveillance angle.





Troubleshooting

Camera is not Powering on

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

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

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.

If these won't work, contact Reolink Support.

Spotlight is not on

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

• Ensure the spotlight is enabled under Device Settings page via Reolink App/Client.
• Upgrade the firmware of your camera to the latest version.
• Restore the camera to factory settings and check out the spotlight settings again.

If these won't work, contact Reolink Support.

Specifications

Hardware Features

Power: DC12V/PoE(802.3af)

General

Operating Temperature: -10°C to 55°C (14°F to 131°F)
Operating Humidity: 10%-90%

For more specifications, visit the Reolink official website.

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.

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.

Notification of Compliance

ISED Compliance Statements

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.

SIMPLIFIED EU AND UK DECLARATION OF CONFORMITY

Hereby, REOLINK INNOVATION LIMITED declares that the equipment [refer to the cover of the Operational Instructions] is in compliance with Directive 2014/30/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/

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

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.

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