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

August 2024
QSG1_A_EN
58.03.008.0156

Reolink

EN/DE/FR/IT/ES
Item No. : P737/P757

Operational Instructions

Apply to: Duo Series P737/Duo Series P757

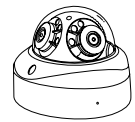
@ReolinkTech https://reolink.com

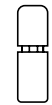
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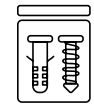
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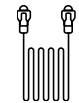
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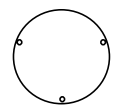
What's in the Box


Camera


Waterproof Lid


Pack of Screws


1M Ethernet Cable


Mounting Template



Operational Instructions

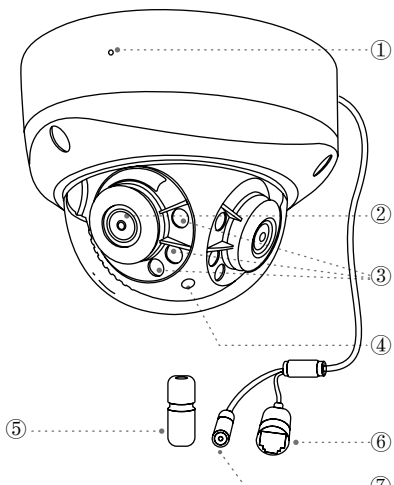


Surveillance Sticker

NOTE: Quantity of accessories varies with the camera model you purchase.

Camera Introduction

PoE Camera



① Built in Mic

② Lens

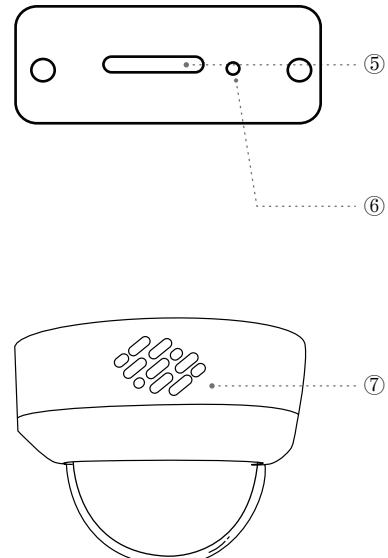
③ Spotights

④ Daylight Sensor

⑤ Waterproof Lid

⑥ Network Cable

⑦ Power Port



⑤ microSD Card Slot

*Loosen the screws with a screwdriver (not included) to access the microSD card slot

⑥ Reset Button

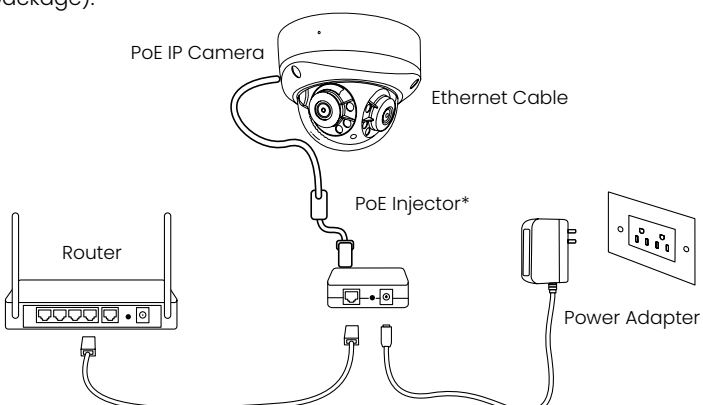
* Press and hold the reset button for 5s with a pin to restore factory settings.

⑦ Speaker

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: You can power the camera with a PoE switch, PoE 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.

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.

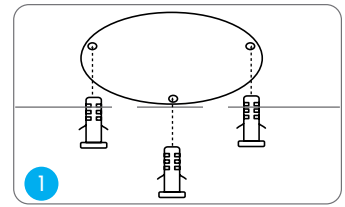
NOTE:
• If you are connecting the PoE camera to a Reolink PoE NVR, please set up the camera via the NVR interface.

Mount the Camera

Installation Tips

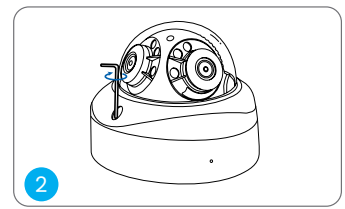
• Do not face the camera towards any light sources.
• Do not remove the protective film from the dome cover until the installation is complete.
• Do not point the camera towards a glass window. Or, it may result in poor image quality because of the window glare by infrared LEDs,ambient lights or status 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 the 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 dome cover 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.

Install the Camera



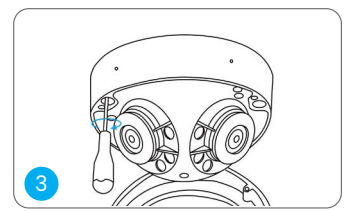
Drill holes in accordance with the mounting hole template.

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

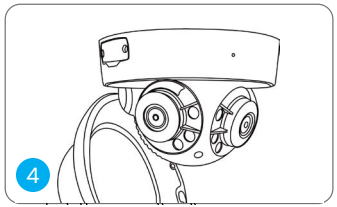


Screw the dome cover off the camera base with the hex key.

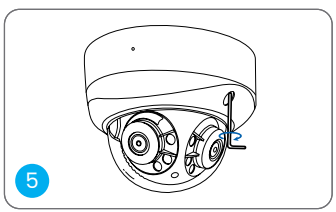
NOTE: Keep the protective film on the dome cover until the installation is complete.



Screw the camera base to the ceiling.



Adjust the camera's viewing angle as needed.



Attach the dome cover to the camera base by tightening the screws.

NOTE: Remove the protective film from the dome cover after the installation.

Troubleshooting

Camera is not Powering on

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

• 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.

Picture is not Clear

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

• Check the camera dome cover for dirt, dust or spiderwebs, and clean the dome cover with a soft, clean cloth. The dust-absorber included in the package is recommended.
• 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.

Specifications

Operating Temperature: -15°C~+45°C
For more Specifcations,visit https://reolink.com/.

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 Best conforme à la norme NMB-003 du Canada.

CE 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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