

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 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: <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>.

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 <https://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 <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

Reolink

EN/DE/FR/IT/ES

Item No. : E450

Operational Instruction

Apply to: Lumus Series E450

July 2024
QSG1_A
58.03.008.0069



@ReolinkTech

<https://reolink.com>

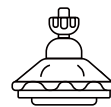
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What's in the Box



Camera



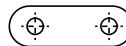
Security Bracket



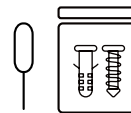
Power Adapter



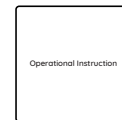
Surveillance Sign



Mounting Hole
Template

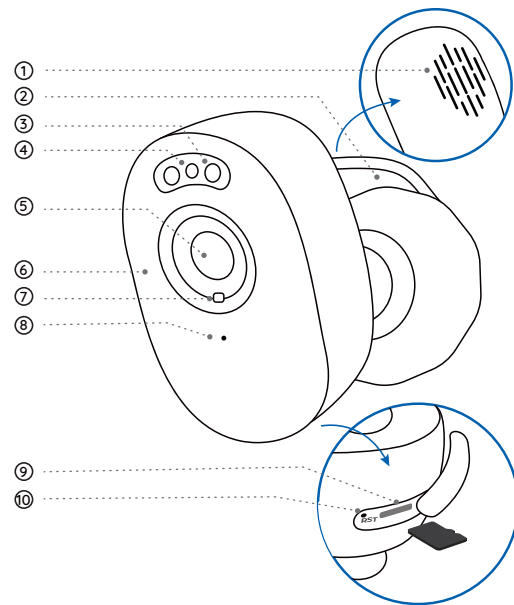


Pack of Screws



Operational
Instruction

Camera Introduction



① Speaker

② Power Cable

③ Spotlight

④ Status LED

Blinking: Wi-Fi connection failed

On: Camera is starting up/Wi-Fi connection succeeded

⑤ Lens

⑥ IR LEDs

⑦ Daylight Sensor

⑧ Built-in Mic

⑨ microSD Card Slot

⑩ Reset Button

* Press for more than five seconds to restore the device to default settings.

* Always keep the rubber plug closed firmly.

Set up the Camera

Set up the Camera via Phone

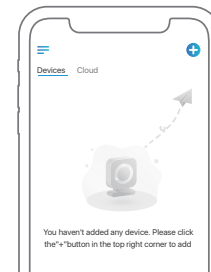
Step 1 Scan to download the Reolink App from the App Store or Google Play Store.



Step 2 Power on the camera.

NOTE: Please enable your phone's Bluetooth settings before connecting the camera.

Step 3 Launch the Reolink App, click the “+” button in the top right corner to add the camera.



Step 4 Follow the onscreen instructions to finish the initial setup.

Set up the Camera via PC (Optional)

Step 1 Download and install the Reolink Client. Go to <https://reolink.com> > Support > App & Client

Step 2 Power on the camera.

Step 3 Launch the Reolink Client. Click the “+” button and input the UID number of the camera to add it.

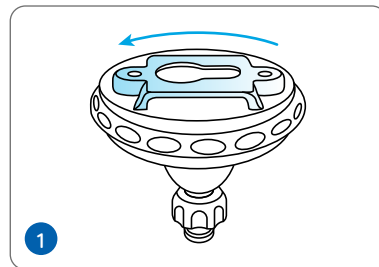
Step 4 Follow the onscreen instructions to finish the initial setup.

Mount the Camera

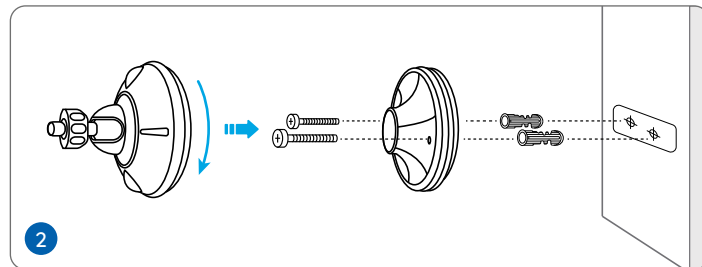
Installation Tips

- 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 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.
- Do not install the camera at places where rain and snow can hit the lens directly.

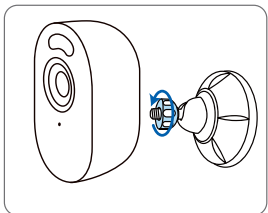
Mount the Camera



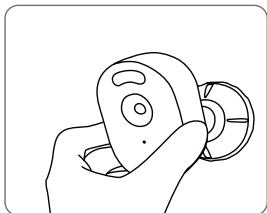
Rotate to separate parts from the bracket.



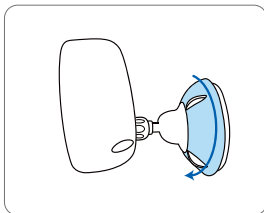
Drill holes in accordance with the mounting hole template and screw the base of the bracket onto the wall. Next, attach the other part of the bracket onto the base.



Fasten the camera to the bracket by turning the screw identified in the chart anticlockwise.



Adjust the camera angle to get the best field of view.



Secure the camera by turning the part on the bracket identified in the chart clockwise.

NOTE: To adjust the camera angle, please loosen the bracket by turning the upper part anticlockwise.

Troubleshooting

Infrared LEDs Stop Working

If the Infrared LEDs of your camera stop working, please try the following solutions:

- Enable infrared lights on Device Settings page via Reolink App/Client.
- Check if the Day/Night mode is enabled and set up auto infrared lights at night on Live View 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 infrared light settings again.

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

Failed to Upgrade the Firmware

If you fail to upgrade the firmware for the camera, try the following solutions:

- Check out the current camera firmware and see if it is the latest one.

- Make sure that you download the correct firmware from Download Center.
- Make sure that your PC is working on a stable network.

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

Failed to Scan the QR code on the Smartphone

If you fail to scan the QR code on your smartphone, please try the following solutions:

- Check if the protective film on the camera has been removed.
- Face the camera towards the QR code and keep a scan distance of about 20-30 cm.
- Make sure the QR code is well-lit.

Specifications

Operating Temperature: -10°C~+55°C (14°F to 131°F)

Operating Humidity: 20%~85%

Size: 99*191*60mm

Weight: 168g

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.

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.
L'utilisateur à utiliser l'appareil.

CE Declaration of Conformity

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.

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

Wi-Fi Operating Frequency

OPERATING FREQUENCY

2402~2480MHz RF Power:≤10dBm(EIRP)

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)



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

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>.