

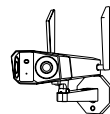
Operational Instructions

Apply to: Reolink Duo 3 WiFi

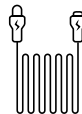
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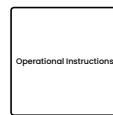
What's in the Box



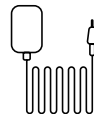
Camera



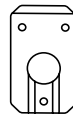
Power
Extension Cable



Operational Instructions



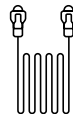
Power Adapter



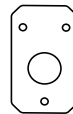
Mounting Plate



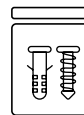
Surveillance Sign



IM Ethernet Cable

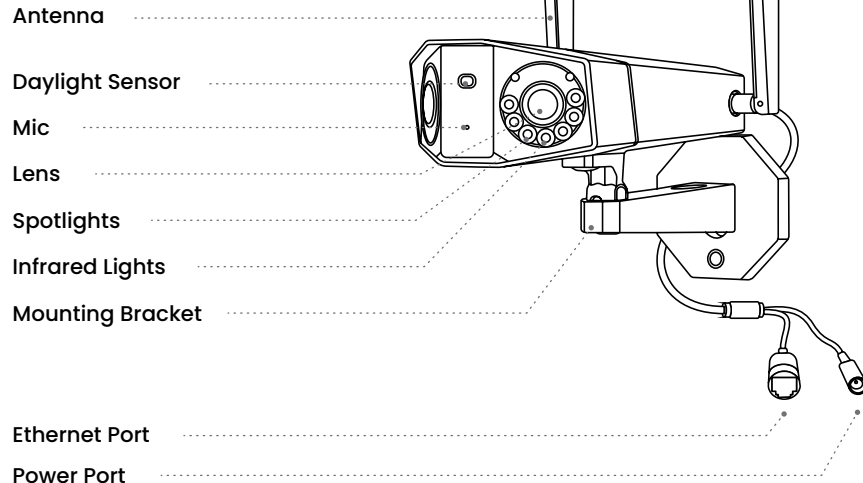


Mounting Hole
Template



Pack of Screws

Camera Introduction

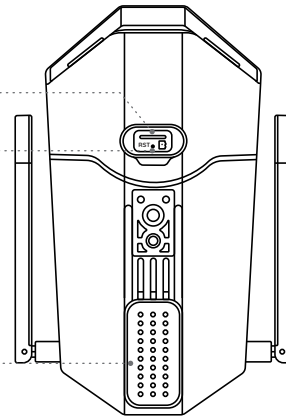


microSD Card Slot

Reset Button

*Press the reset button with a pin to restore factory settings.

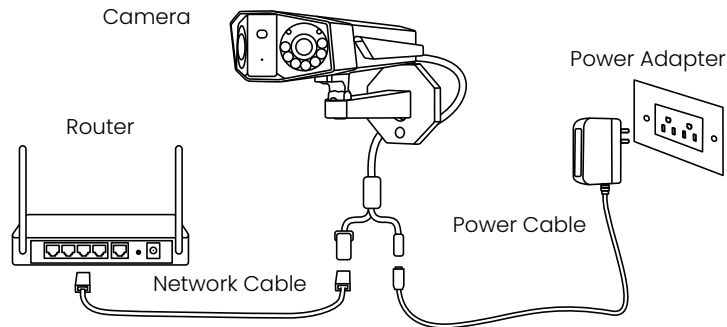
Speaker



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.



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

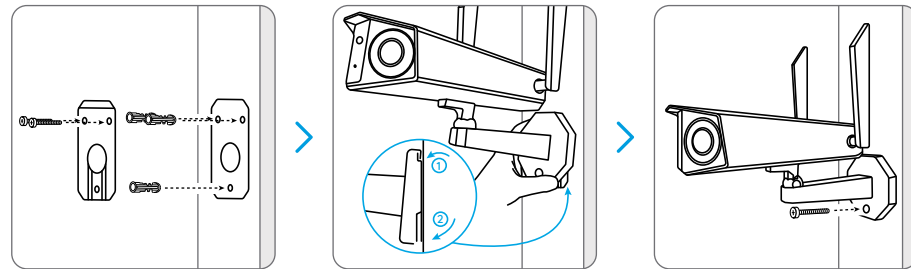
Download path of the Reolink Client: Go to <https://reolink.com> > Support > App & Client.

Mount the Camera

Installation Tips

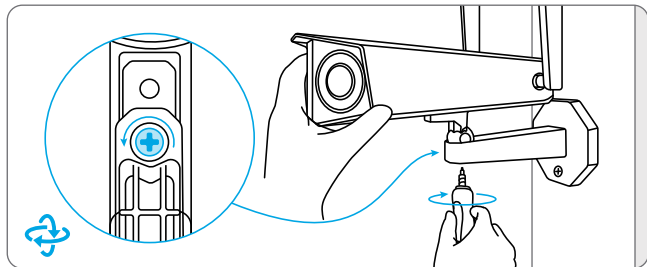
- Do not face the camera towards any light sources.
- Do not point the camera towards a glass window. Or, it may result in poor image quality because of the window glare by infrared LEDs, ambient lights or status lights.
- Do not place the camera in a shaded area and point it towards a well-lit area. 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.
- 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.
- Try to keep the left lens level with the right lens.

Mount the Camera to the Wall

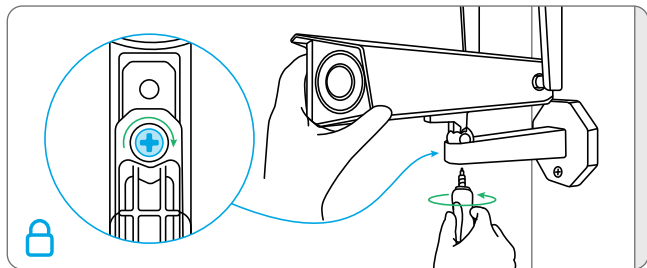


Drill holes in accordance with the mounting template, use the mounting plate to the wall with the upper two screws and hang the camera on it. Then lock the camera in position with the lower screw.

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

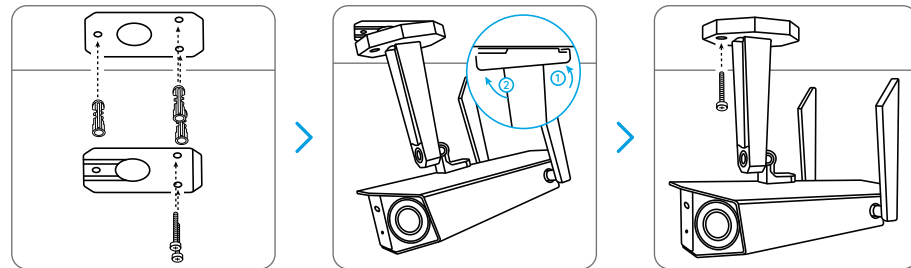


To get the best field of view, loosen the adjustment screw on security mount and turn the camera.

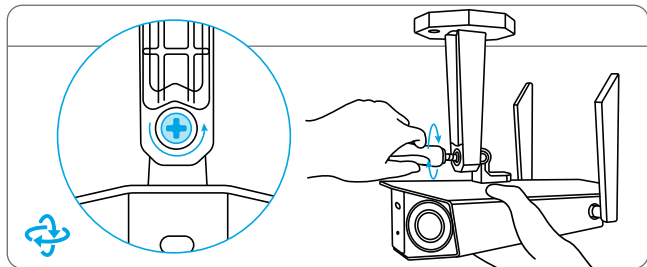


Stiffen the adjustment screw to lock the camera.

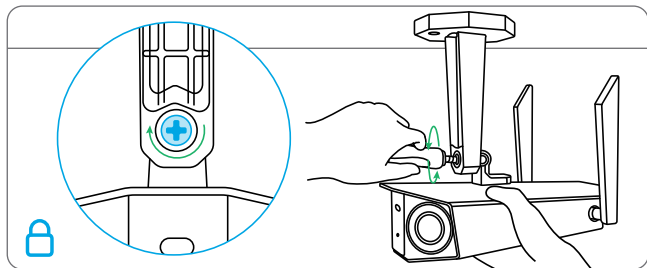
Mount the Camera to Ceiling



Drill holes in accordance with the mounting template, Secure the mounting plate to the wall with the upper two screws and hang the camera on it. Then lock the camera in position with the lower screw.



To get the best field of view, loosen the adjustment screw on security mount and turn the camera.



Stiffen the adjustment screw to lock the camera.

Troubleshooting

Camera is not Powering on

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

- Plug the camera into a different outlet and see if it works.
- Power on the camera with another working 12V 2A DC adapter and see if it works.

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.

Specifications

Dimension: 195 x 103 x 56 mm
Weight: 622 g
Operating Temperature:
-10°C~+55°C (14°F~131°F)
Operating Humidity: 10% ~ 90%

For more specifications, 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.

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.

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 d'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.

SIMPLIFIED EU AND UK DECLARATION OF CONFORMITY

Hereby, REOLINK INNOVATION LIMITED declares that the radio equipment type [refer to the cover of the Operational Instructions] is in compliance with Directive 2014/53/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/>

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.

WiFi Operating Frequency

OPERATING FREQUENCY :
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>.

Trademarks Acknowledgement

"Reolink" and other Reolink's trademarks and logos are the properties of Reolink. Other trademarks and logos mentioned are the properties of their respective owners.

REOLINK TECHNOLOGY PTE. LTD.
31 KAKI BUKIT ROAD 3, #06-02,
TECHLINK, SINGAPORE 417818

WARNING

This product can expose you to the chemical lead, which is known to the state of California to cause cancer.

For more information, go to www.P65Warnings.ca.gov