Reolink

July 2024
QSG1_A_EN
Item No.: G330,G340

Operational Instruction

Apply to: Reolink Go Ultra, Reolink Go Plus

58.03.001.0483

@ReolinkTech https://reolink.com

EN

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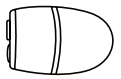
What's in the Box


Camera

Outdoor Security Mount

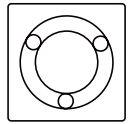
Rechargeable Battery

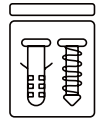
Skin *

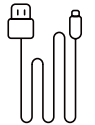
Reset Needle

Surveillance Sign

Operational Instruction

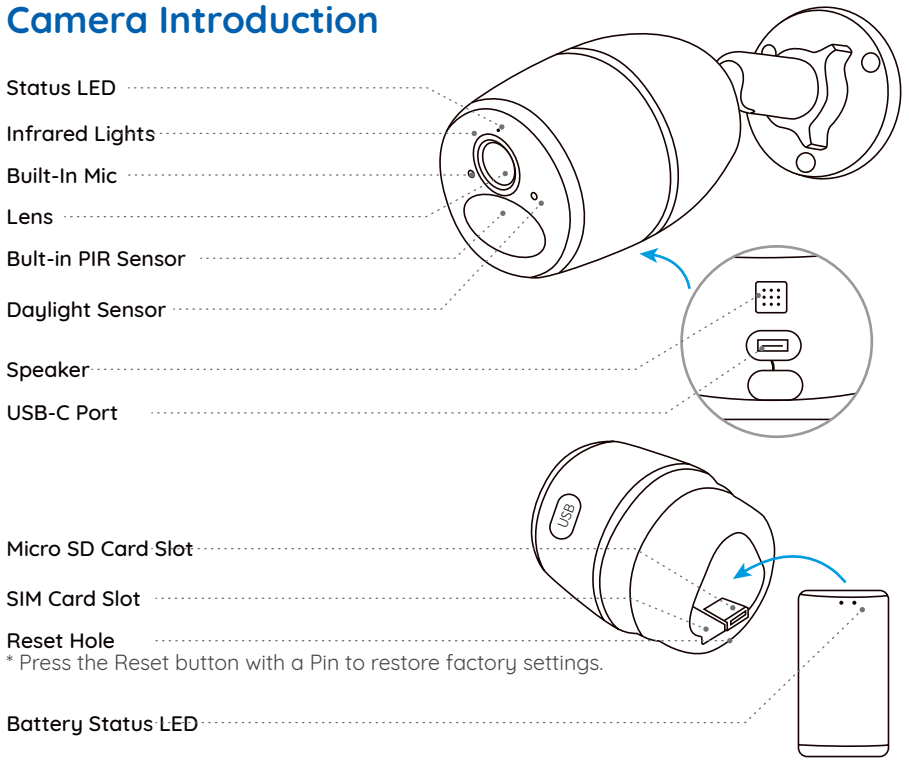

Mounting Hole Template


Pack of Screws


USB-C cable

* Please dress the camera with the skin for better weatherproof performance when you install the camera outdoors.

Camera Introduction



Set up the Camera

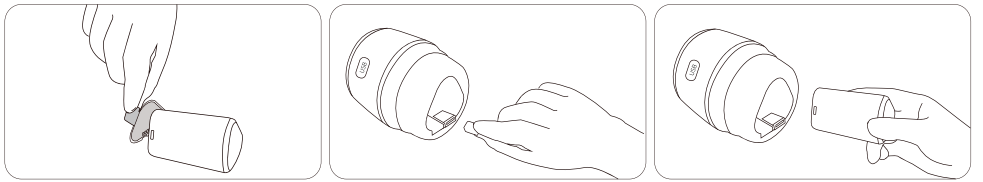
Activated the SIM Card for the Camera

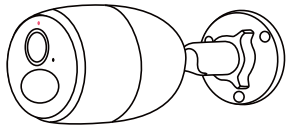
• Choose a Nano SIM card that supports WCDMA and FDD LTE.
• Activate the card on your smartphone or with your network carrier before inserting it into the camera.

NOTE:
• Some SIM cards have a PIN code, please use your smartphone to disable the PIN first.
• Do not insert the IoT or M2M SIM into your smartphone.

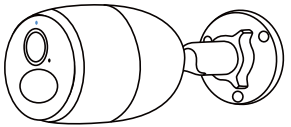
Register on Network

1. Remove the back cover by rotating counterclockwise and take the battery out of the camera.
2. Peel off the insulation film on the battery.
3. Insert the SIM card into the slot.
4. Insert the battery into the camera and tighten the back cover to power on the camera.





5. A red LED will be on and solid for a couple of seconds, then it will go out.



6. **“Network connection succeeded”**
A blue LED will flash for a few seconds and then go solid before going out, which means the camera has been successfully connected to the network.

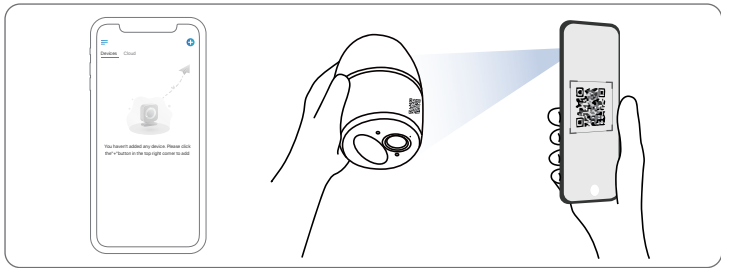
Set up the Camera on the Phone

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

Available on the App Store

GET IT ON Google Play

Step 2
Launch the Reolink App, click the “⊕” button in the top right corner to add the camera. Scan the QR code on the device and follow the onscreen instructions to finish initial setup.



Set up the Camera on PC (Optional)

Step 1 Download and install the Reolink Client: Go to https://reolink.com > Support > App & Client.
Step 2 Launch the Reolink Client, click the “ ⊕ ” button, input the UID code of the camera to add it and follow the onscreen instructions to finish initial setup.

NOTE: You may also run into the following situations:

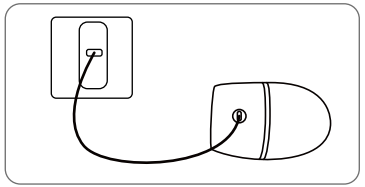
	Voice Prompt	Camera Status	Solutions
1	“SIM card cannot be recognized”	Camera cannot recognize this SIM card.	1. Check if the SIM card is facing the reverse direction. 2. Check if the SIM card is not fully inserted and insert it again
2	“The SIM card is locked with a PIN. Please disable it”	Your SIM card has a PIN.	Put the SIM card into your mobile phone and disable the PIN.
3	“Not registered on network. Please activate your SIM cardand check the signal strength”	Camera fails to register to the operator network.	1. Check whether your card is activated or not. If not, please call your operator to activate the SIM card. 2. The signal is weak at the current position. Please move the camera to a location with better signal. 3. Check if you are using the correctversion of the camera.
4	“Network connection failed”	Camera fails to connect to the server.	The camera will be in Standby mode and reconnect later.
5	“Data call failed. Please confirm your cellular data plan is available or import the APN settings”	The SIM card has run out of data or APN settings are not correct.	1. Please check whether the data plan for the SIM card is still available. 2. Import the correct APN settings to the camera.

Charge the Battery

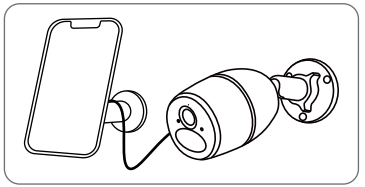
It’s recommended to fully charge the camera before installing it.

Charging Indicator:

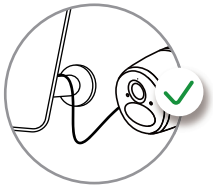
- Orange LED: Charging
- Green LED: Fully charged



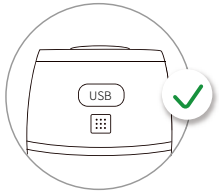
Charge the camera with a 5V power adapter (not included).



Charge the camera with the Reolink Solar Panel (not included if you only purchase the camera).



For optimal waterproofing, ensure the cable’s low point hangs below the charging ports of the solar panel and device, utilizing gravity to direct water away from the charging area.



For better weatherproof performance, please always cover the charging port with the rubber plug after charging the camera.

Install the Camera

• Dress the camera with the skin for better weatherproof performance when you install the camera outdoors.

• Install the camera 2-3 meters (7-10 ft) above ground. The detection range of the PIR sensor would be maximized at such a height.

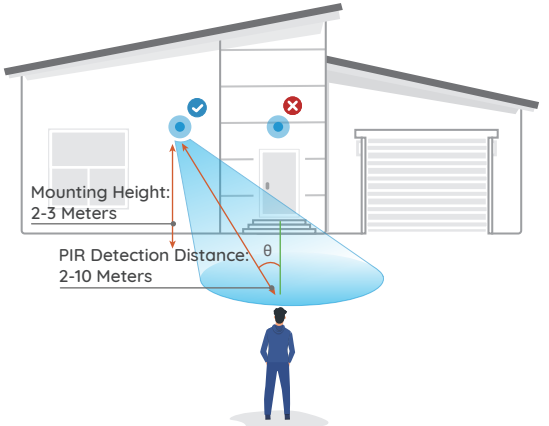
• For effective motion detection, please install the camera angularly.

Installation Tips

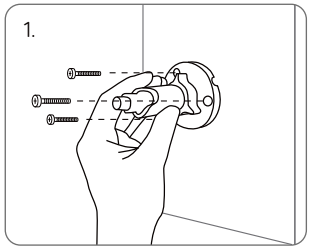
• Do not face the camera towards any light sources.

• Do not point the camera towards a glass window. Otherwise, it may result in poor image quality because of the window glare caused by infrared LEDs, ambient lights or status lights.

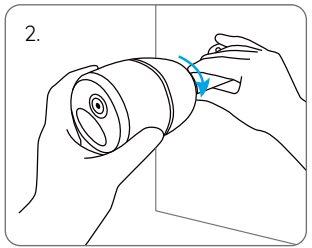
NOTE: If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.



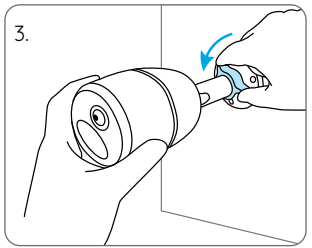
Mount the Camera to Wall



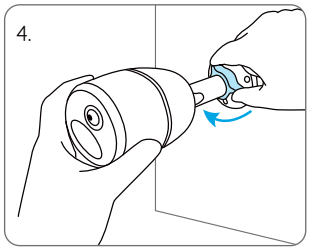
Drill holes in accordance with a mounting hole template and screw the security mount into the wall. If you are mounting the camera on any hard surface, insert plastic anchors into the holes first.



Install the camera on the security mount.

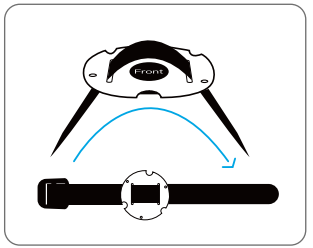


To get the best field of view, loosen the adjustment knob on security mount and turn the camera.

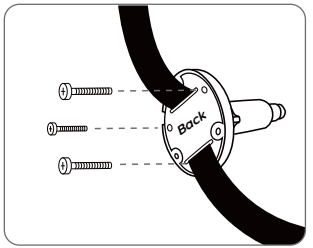


Stiffen the adjustment knob to lock the camera.

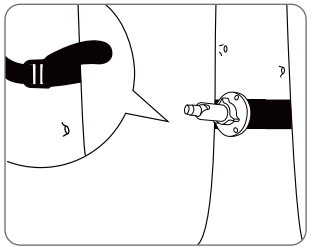
Mount the Camera to Tree



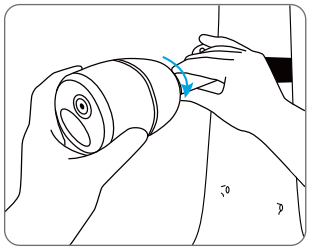
Thread the provided strap to the mounting plate.



Attach the plate to the security mount with the smaller screws.



Fasten the security mount to a tree.



Install the camera and adjust the camera angles as instructed in step 2 & 4 in the previous installation guide.

Troubleshooting

Camera is Not Powering on

If your camera is not powering on, please apply the following solutions:
• Make sure the insulation film is peeled off from the battery before first use.
• Make sure the battery is correctly inserted into the compartment.
• Charge the battery with a DC 5V/2A power adapter. When the green light is on, the battery is fully charged.
• If you have another spare battery, please swap the battery to have a try.
If these won't work, please contact Reolink Support.

PIR Sensor Fails to Trigger Alarm

If the PIR sensor fails to trigger any kind of alarm within the covered area, try the following solutions:

• Make sure that the PIR sensor or the camera is installed in the right direction.
• Make sure the PIR sensor is enabled or the schedule is set up properly and running.
• Check the sensitivity settings and make sure it's set up properly.
• Make sure the battery is working.
• Reset the camera and try again.

If these won't work, please contact Reolink Support.

Unable to Receive Push Notifications

If you fail to receive any push notifications when motion is detected, try the following solutions:

• Make sure the push notification has been enabled.
• Make sure the PIR schedule is set up properly.
• Check the network connection on your phone and try again.
• Make sure the camera is connected to the Internet. If the LED indicator under the camera lens is solid red or flickering red, it means that your device disconnects from the Internet.
• Make sure you've enabled Allow Notifications on your phone. Go to the System Settings on your phone and allow Reolink App to send push notifications.

If these won't work, please contact Reolink Support.

Specifications

Operating Temperature: -10°C to 55°C
(14°F to 131° F)
Size: 75 x 194 mm
Weight (Battery included): 450g

For more specifications, visit https://reolink.com/.

Important Safety Instructions (For Battery-Powered Cameras)

Please read the instructions carefully before using the camera. For tips on extending battery life, visit our support post:
https://support.reolink.com/hc/en-us/articles/360006991893

1. Charge the battery with a standard and high-quality DC 5V battery charger or Reolink solar panel. It is not compatible with solar panels from any other brands.

2. Replace only with the same or equivalent type of equipment and accessories recommended by the manufacturer. Using an incorrect type poses an explosion risk.

3. Do not remove a built-in battery from the camera.

4. Charge the battery only in temperatures between 0℃ and 45℃ . And use it only in temperatures ranging from -10℃ and 55℃ .

5. Do not charge, use or store a battery camera near heat sources, such as space heaters, cooking surfaces, cooking appliances, irons, radiators, or fireplaces. Extreme heat may cause an explosion.

6. Do not expose the camera with a battery to extremely low air pressure environments, as this may cause an explosion.

7. Do not place the camera with a battery in hot wilderness areas or expose it to lightning, as this poses a risk of fire.

8. Do not hit or heavily compress the camera with a battery, as this poses a risk of fire or explosion.

9. Do not use the battery if it appears damaged, swollen, or compromised in any way (e.g., leaking, emitting odors, dented, corroded, rusted, cracked, swollen, melted, or scratched).

10. Keep the camera and battery away from children.

11. Do not ingest or swallow battery. If the battery is ingested or swallowed, it can cause severe internal burns and damage. Seek immediate medical attention if you suspect the battery has been ingested or placed inside any part of the body.

12. Do not attempt to disassemble, repair, or alter the camera or battery by yourself.

13. Keep the charging port dry, clean and free of any debris. Cover it with the rubber plug after the battery is fully charged.

14. Always follow the local safety laws and regulations when using the camera.

15. Always follow the local waste and recycling laws to dispose of used batteries.

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 televisionreception, 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 RF warning statement

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

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 minumum 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 nedoit 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 approuvé 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

Simplifed EU 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.

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.

Operating Frequency

•Europe
LTE-FDD:
Band 1: 1920~1980MHz ≤23 dBm(EIRP)
Band 3: 1710~1785MHz ≤23.5 dBm(EIRP)
Band 7: 250~2570MHz ≤23.5 dBm(EIRP)
Band 8: 880~915MHz ≤23.5 dBm(EIRP)
Band 20: 832~862MHz ≤23.5 dBm(EIRP)
Band 28A: 703~733MHz ≤23 dBm(EIRP)

WCDMA:
Band 1: 1920~1980MHz ≤23 dBm(EIRP)
Band 8: 880~915MHz ≤23 dBm(EIRP)

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.

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

⚠ 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