

# Operational Instructions

Apply to: Reolink PoE Security Camera Systems

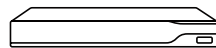


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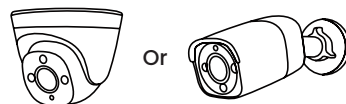
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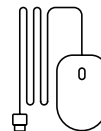
## What's in the Box



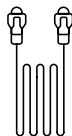
NVR



Bullet or Dome Camera



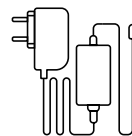
USB Mouse



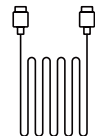
1m Ethernet Cable



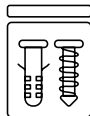
18m Ethernet Cable



NVR Power Adapter



HDMI Cable



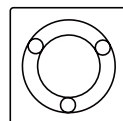
Pack of Screws



Surveillance Sign



Quick Start Guide

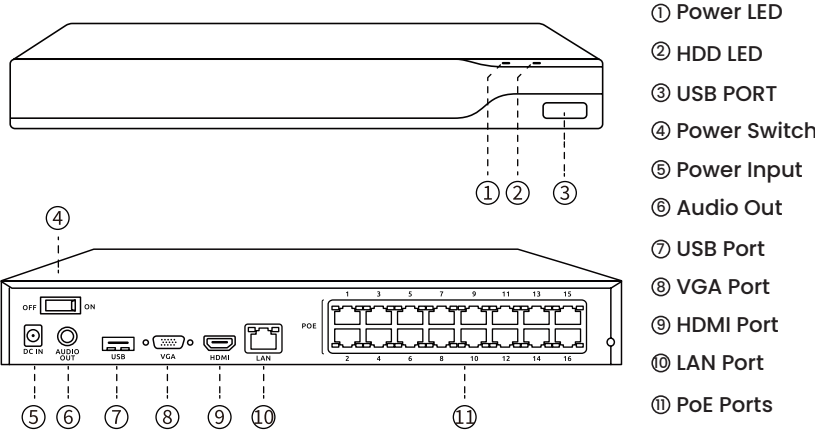


Mounting Hole Template

**NOTE:** Quantity of devices and accessories vary by different models that you purchase.

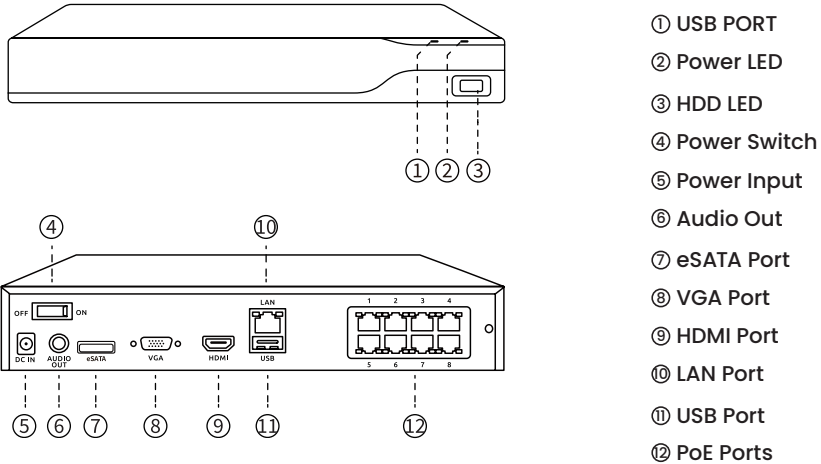
# NVR Introduction

Model: NVS16



Different states of the status LEDs:  
Power LED: Solid green to indicate the NVR is powered on.  
HDD LED: Flashing red to indicate the hard drive is operating properly.

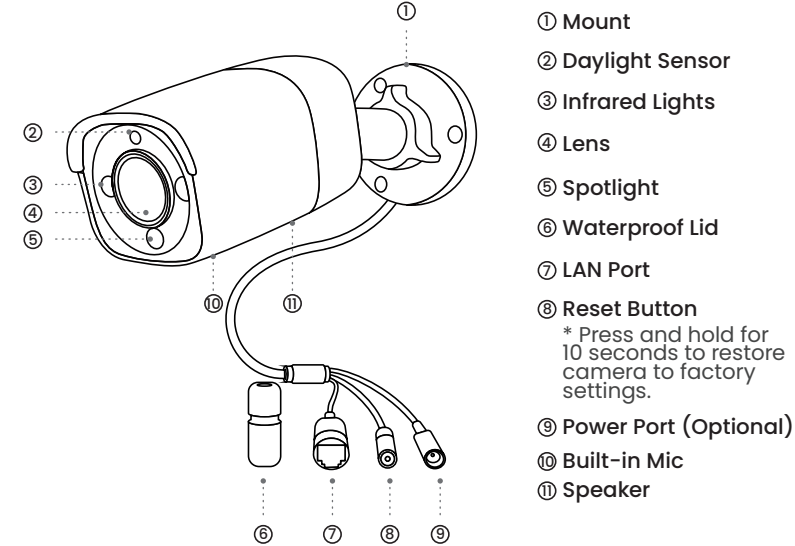
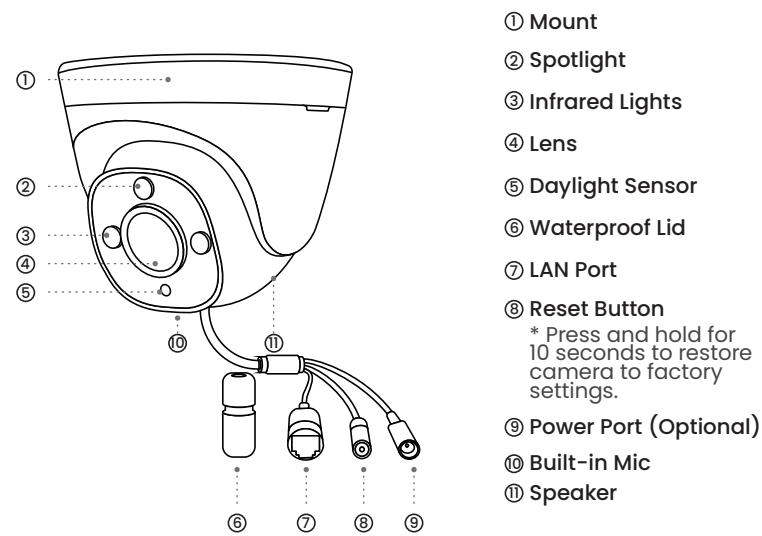
Model: NVS8



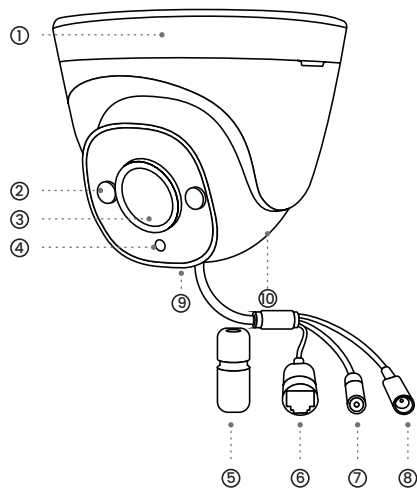
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**NOTE:** Quantity of devices and accessories vary by different models that you purchase.

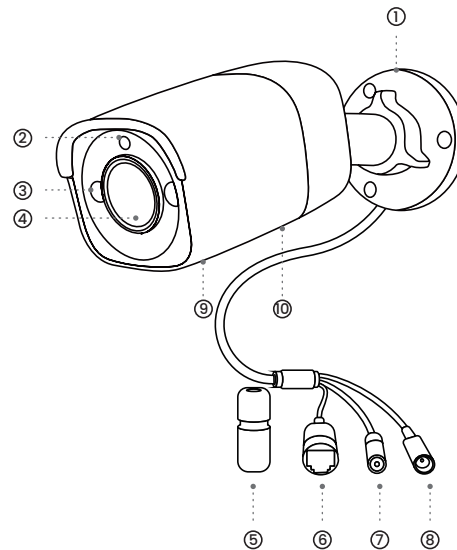
# Camera Introduction



NOTE: Quantity of devices and accessories vary by different models that you purchase.



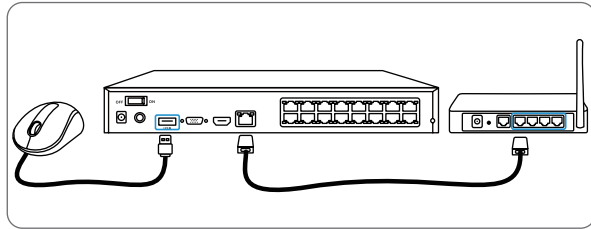
- ① Mount
- ② Infrared Lights
- ③ Lens
- ④ Daylight Sensor
- ⑤ Waterproof Lid
- ⑥ LAN Port
- ⑦ Reset Button  
\* Press and hold for 10 seconds to restore camera to factory settings.
- ⑧ Power Port (Optional)
- ⑨ Built-in Mic
- ⑩ Speaker



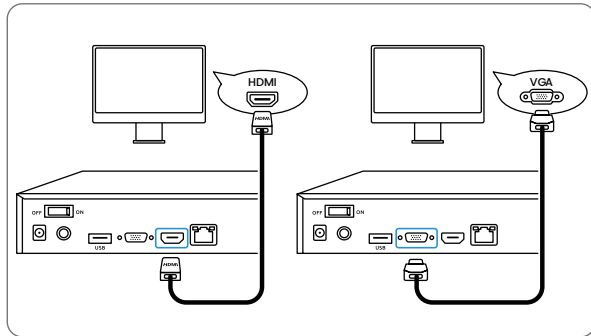
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**NOTE:** Quantity of devices and accessories vary by different models that you purchase.

## Connection Diagram

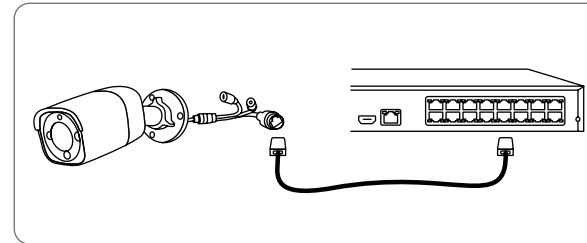


Connect the NVR (LAN port) to your router with an Ethernet cable. Next, connect the mouse to the USB port of the NVR.

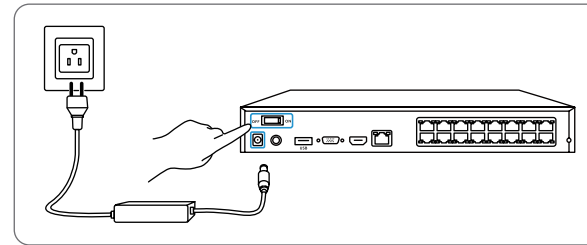


Connect the NVR to the monitor with a VGA or HDMI cable.

**NOTE:** There is no VGA cable and monitor included in the package.



Connect cameras to PoE ports on the NVR via Ethernet cable.



Connect the NVR to a power outlet and turn on power switch.

**NOTE:** Some Reolink WiFi cameras also work with Reolink PoE NVR. For more information, visit <https://support.reolink.com> and search Make Reolink WiFi Cameras Work with Reolink PoE-NVRs.

## Set up PoE NVR System

A setup wizard will guide you through the NVR system configuration process. Please set a password for your NVR (for the initial access) and follow the wizard to configure the system.

**NOTE:** The password should be at least 6 characters. It is recommended that you note down the password and keep it in a secure place.

### Access the NVR via Smartphone or PC

Download and launch the Reolink App or Client software and follow the instructions to access the NVR.

- On Smartphone  
Scan to download the Reolink App.



- On PC  
Download path: Go to <https://reolink.com> > Support > App & Client.

## Mount Tips for the Cameras

- 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.

## Troubleshooting

### Camera Not Displaying Images on the Monitor

#### Cause 1: Camera is not Powering on

Solutions:

- Cover the camera's IR LEDs to see if they light up.
- Plug the camera into another POE port on the NVR.
- Try with another Ethernet cable.
- If you have a 12V power adapter, power up the camera with the power adapter.

#### Cause 2: Incorrect Account Name or Password

Solution:

Login to the NVR, go to Settings > Channel page and click Modify to input the correct password for the camera. If you forget your password, please reset your camera to reset the password to default (blank).

#### Cause 3: Camera is not Assigned to a Channel

Solution:

Go to Settings > Channel page, click the channel you want, and then select your camera for that channel. If all channels are already in use, please delete the offline camera from the NVR. Then the channel this camera was taken is free now.

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

## Specifications

### NVR

Operating Temperature: -10°C to 45°C  
NVS8 Size: 255 x 50 x 232mm,  
NVS16 Size: 330 x 45 x 314mm.  
Weight: 1.4kg, for NVS8  
Weight: 2.4kg, for NVS16

### Camera

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

Operating Humidity: 10%–90%

Bullet 12/8/5M Size: 68 x 63 x 188mm

Dome 12/8/5M Size: Φ117 x 104mm

Weight: 452g, for Bullet 12/8/5M

Weight: 526g, for Dome 12/8/5M

For more Specifications, 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 Disclamier

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 Compliance 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.

### 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.

## 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](https://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>.



### **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](http://www.P65Warnings.ca.gov)