



# reolink E1 Zoom PTZ Indoor WiFi Camera User Guide

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## reolink E1 Zoom PTZ Indoor WiFi Camera



### What's in the Box



Reolink E1  
Series Camera



Mounting Plate



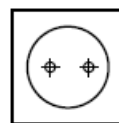
Power Adapter



Reset Needle  
(For E1 Zoom only)



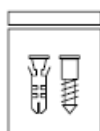
Surveillance  
Sign



Mounting  
Hole Template

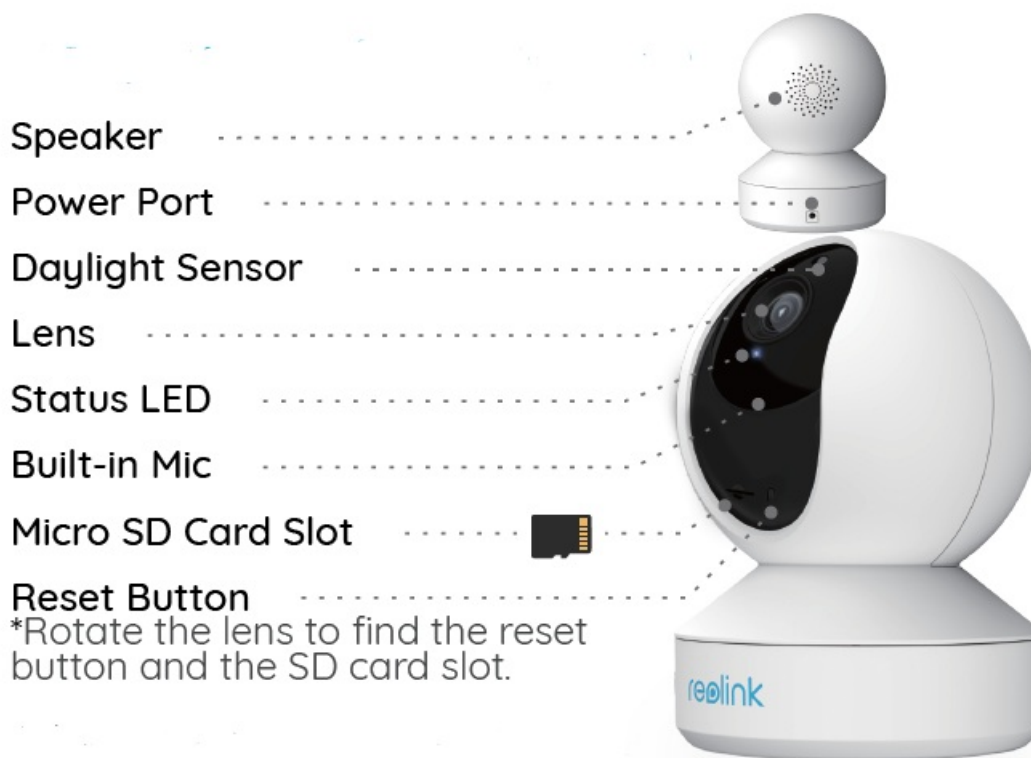


Quick  
Start Guide



Pack of Screws

## Camera Introduction



### Meaning of the Status LED:

Status/LED	LED in Blue
Blinking	WiFi connection failed
	WiFi is not configured
On	Camera is starting up
	WiFi connection succeeded

### Set up the Camera

Download and Launch the Reolink App or Client software and follow the onscreen instructions to finish initial setup.

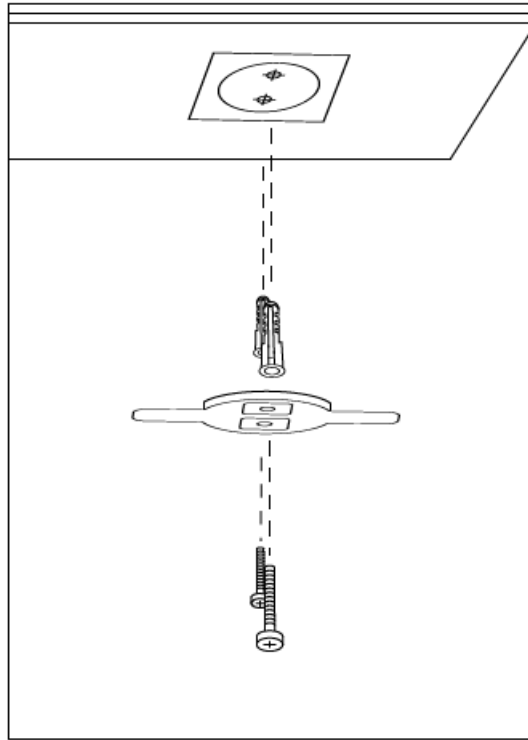
- **On Smartphone**

Scan to download the Reolink App.

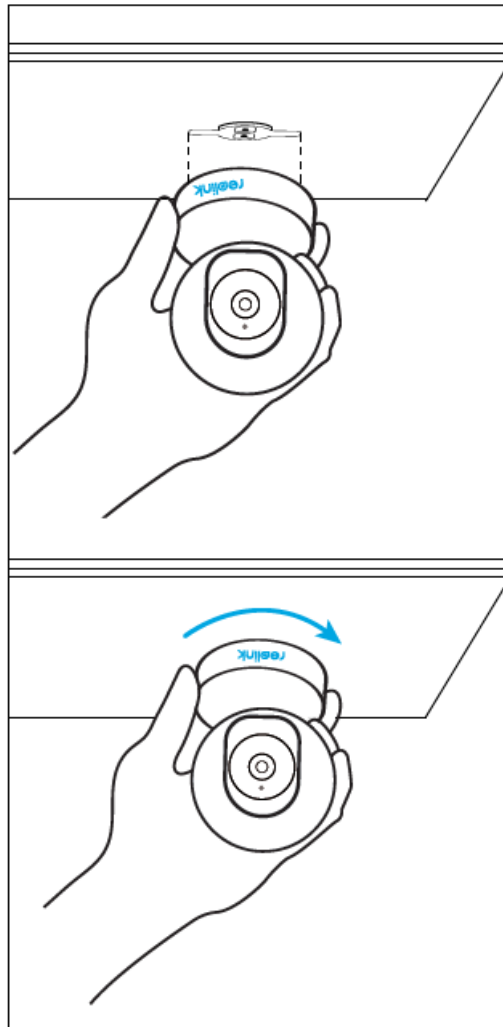
- **On PC**

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

## Mount the Camera



- Step 1  
Drill two holes on the wall according to the mounting hole template.
- Step 2  
Insert the two plastic anchors into the holes.
- Step 3  
Secure the base unit in place by tightening the screws into the plastic anchors.
- Step 4  
Align the camera with the bracket and turn the camera unit clockwise to lock it in position.



#### **NOTE:**

1. To remove it from the wall, turn the camera anticlockwise.
2. In case your camera is mounted upside down, its picture shall be rotated as well. Please go to Device Settings -> Display on Reolink app/Client and click Rotation to adjust the image.

#### **Tips for Camera Placement**

- 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 performance 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 performance. For better image quality, please make sure that the lighting condition for both the camera and the capture object is the same.
- For 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 exposed to water or moisture or blocked by dirt or other elements.

#### **Troubleshooting**

##### **Camera Is Not Powering on**

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

- Plug the camera into another outlet.
- Use another 5V power adapter to power up the camera.

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

### **Failed to Scan QR Code on Smartphone**

If the camera failed to scan QR code on your phone, please try the following solutions:

- Remove the protective film from the camera lens.
- Wipe the camera lens with a dry paper/towel/tissue.
- Vary the distance (about 30cm) between your camera and the mobile phone, which enables the camera to focus better.
- Try scanning the QR code under a brighter atmosphere.

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

### **WiFi Connection Failed During Initial Setup Process**

If the camera fails to connect to WiFi, please try the following solutions:

- Please make sure the WiFi band meets the network requirement of the camera.
- Please ensure you have entered the correct WiFi password.
- Put your camera close to your router to ensure a strong WiFi signal.
- Change the encryption method of the WiFi network to WPA2-PSK/WPA-PSK (safer encryption) on your router interface.
- Change your WiFi SSID or password and make sure that SSID is within 31 characters and password is within 64 characters.
- Set your password using only the characters on the keyboard.

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

## **Specifications**

### **Hardware**

**Display Resolution:** 5MP(E1 Zoom)/4MP(E1 Pro)/3MP(E1)

**IR Distance:** 12 meters (40ft)

**Pan/Tilt Angle:** Horizontal: 355°/Vertical: 50°

**Power Input:** DC 5V/1A

### **Software Features**

**Frame Rate:** 15fps (default)

**Audio:** Two-way audio

**IR Cut Filter:** Yes

### **General**

**Operating Frequency:** 2.4 GHz (E1)/Dual-band (E1 Pro/E1 Zoom) **Operating Temperature:** -10°C to 55°C (14°F to 131°F) **Size:** Φ76 x 106 mm

**Weight:** 200g (E1/E1 Pro)/250g(E1 Zoom)

## Notification of Compliance

### FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- this device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC RF Exposure Warning Statements

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

### 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 environment safe recycling.

### Limited Warranty

This product comes with a 2-year limited warranty that is valid only if purchased from Reolink official stores 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). Keep out of the reach of children.

### End User License Agreement

By using the Product Software that is embedded on the Reolink product, you agree to the terms of this End User License Agreement ("EULA") between you and Reolink. Learn more: <https://reolink.com/eula/>.

### ISED Statements

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s).

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

### Radio Frequency Exposure Statement for IC

The device has been evaluated to meet general RF exposure requirements. The device can be used in mobile exposure conditions. The min separation distance is 20cm. Operation of this device is restricted to indoor use only. (5180-5240MHz)

Le fonctionnement de cet appareil est limité à une utilisation en intérieur uniquement. (5180-5240MHz)

### OPERATING FREQUENCY

2412MHz-2462MHz


5180MHz-5240MHz

5745MHz-5825MHz

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/>.

### Documents / Resources

	<a href="#">reolink E1 Zoom PTZ Indoor WiFi Camera</a> [pdf] User Guide 2201B, 2AYHE-2201B, 2AYHE2201B, E1 Zoom, PTZ Indoor WiFi Camera, E1 Zoom PTZ Indo or WiFi Camera
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### References

- [Reolink: Global Innovator in Smart Home Security and Camera Solutions](#)
- [Reolink: Global Innovator in Smart Home Security and Camera Solutions](#)
- [Warranty & Return – Reolink](#)
- [Reolink Support - Official Reolink Help Center](#)