

# Quick Start Guide

Apply to: Reolink TrackMix

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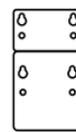
## What's in the Box



Camera



USB Cable



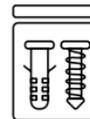
Mounting Hole  
Template



Quick Start Guide

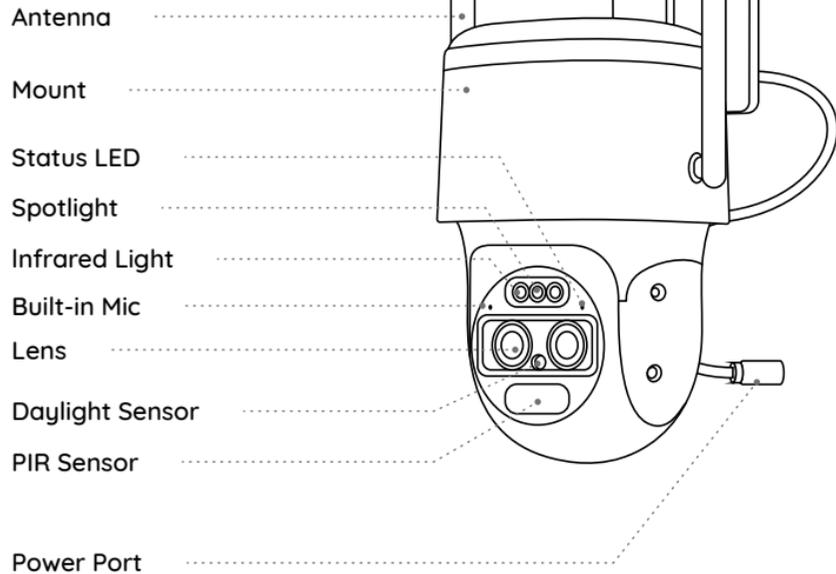


Surveillance Sign



Pack of Screws

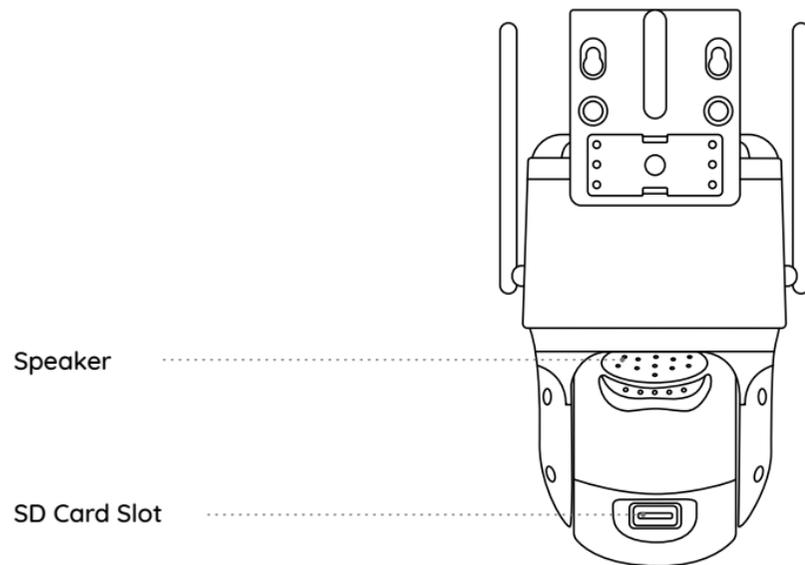
## Camera Introduction



Different states of the status LED:

- **Red Light:** WiFi connection failed
- **Blue Light:** WiFi connection succeeded

- Blinking:** Standby status
- On:** Working status

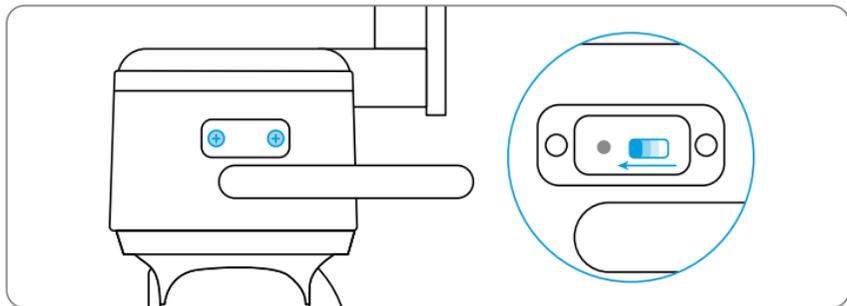


## Set up the Camera

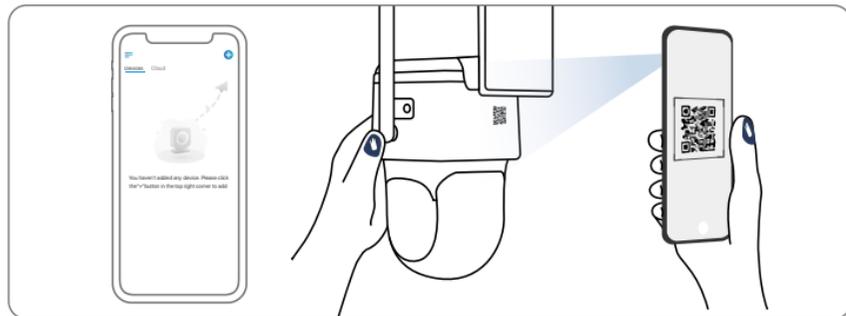
**Step 1** Scan to download the Reolink App from the App Store or Google Play store.



**Step 2** Loosen the screw and remove the cover, then turn on the power switch to power on the camera.



**Step 3** 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)

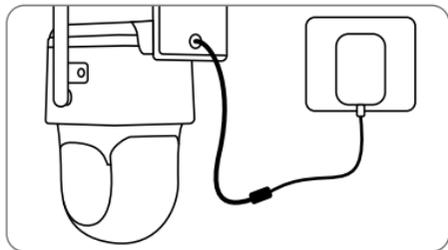
**Step 1** Download and install the Reolink Client: Go to <https://reolink.com> > Support > App & Client.

**Step 2** Loosen the screw and remove the cover, then turn on the power switch to power on the camera.

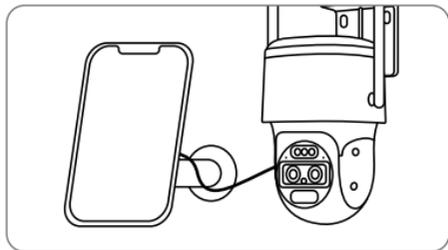
**Step 3** Launch the Reolink Client, click the “+” button, input the UID code of the camera to add it and follow the onscreen instructions to finish initial setup.

## Charge the Camera

It's recommended to fully charge the battery before mounting the camera outdoors.



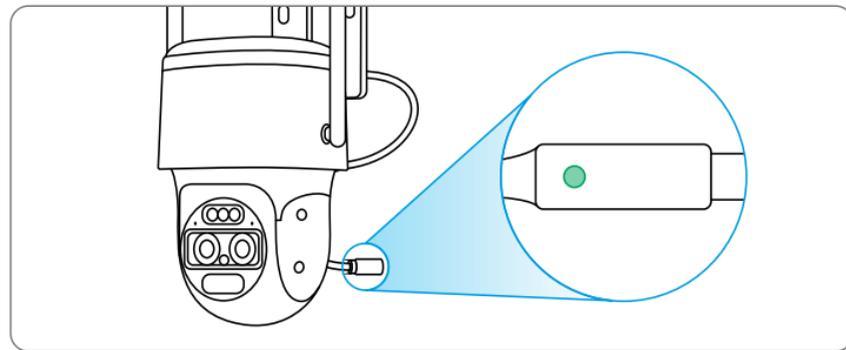
Charge the battery with a power adapter (not included).



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

## Charging Indicator LED

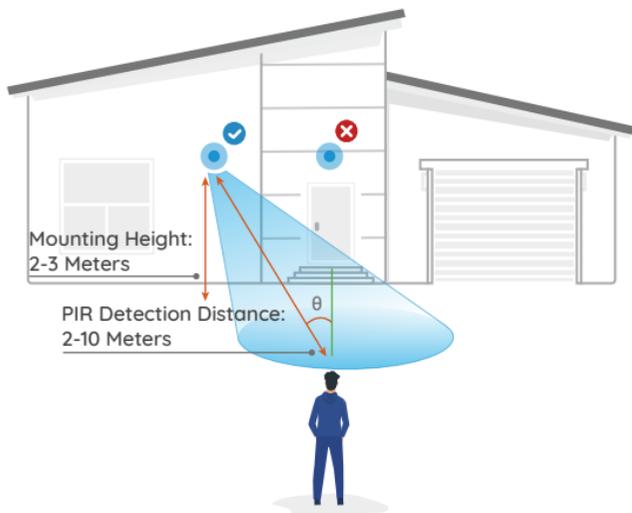
- Orange LED: Charging
- Green LED: Fully charged



## Install the Camera

- Install the camera 2-3 meters (7-10 ft) above the ground. This height maximizes the detection range of the PIR motion sensor.
- For better motion detection performance, please install the camera angularly.

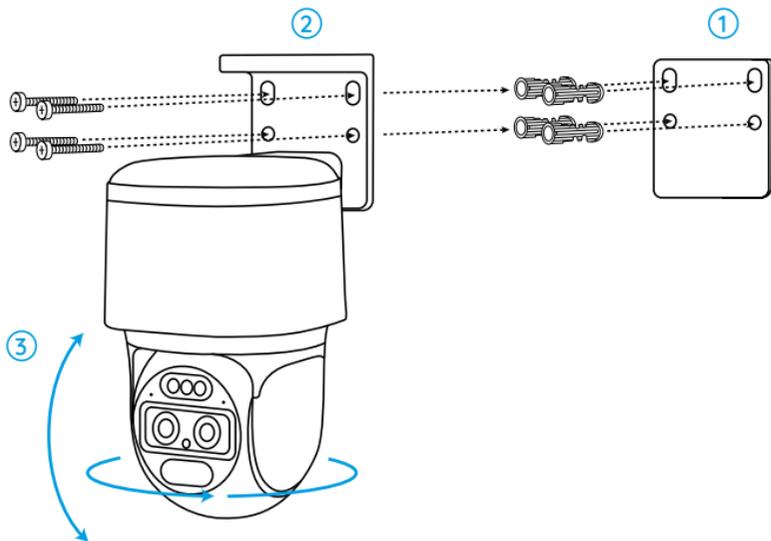
**NOTE:** If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.



## 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.
- Do not place the camera in a shaded area and point it towards a well-lit area. Otherwise, it may result in poor image quality. To ensure best image quality, the lighting condition for both the camera and the capture object should be the same.
- To ensure better image quality, it's recommended to clean the dome cover with a soft cloth from time to time.
- Make sure the power port is not directly exposed to water or moisture and not blocked by dirt or other elements.
- The waterproof 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  $-25^{\circ}\text{C}$ . 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.

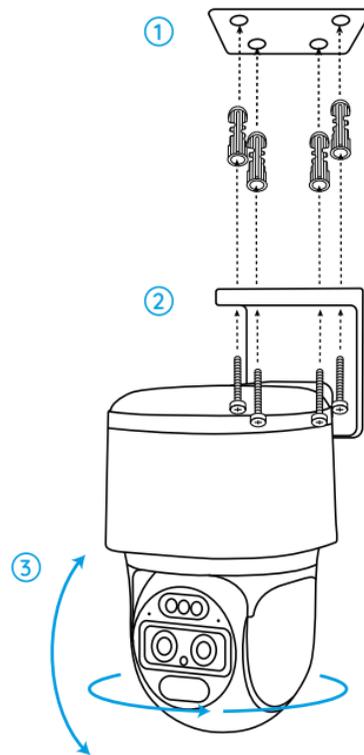
## Mount the camera to the wall



1. Drill holes in accordance with the mounting hole template.
2. Install the mount base with screws included in the package.
3. To adjust the camera direction, you may control the camera to pan and tilt via Reolink App or Client.

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

## Mount the Camera to Ceiling



1. Drill holes in accordance with the mounting hole template.
2. Install the mount base with screws included in the package.
3. To adjust the camera direction, you may control the camera to pan and tilt via Reolink App or Client.

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

## Safety Instructions of Battery Usage

Reolink TrackMix is not designed for running 24/7 at full capacity or around-the-clock live streaming. It's designed to record motion events and to live view remotely only when you need it. Learn useful tips on how to extend the battery life in this post: <https://support.reolink.com/hc/en-us/articles/360006991893>

1. The battery is built-in, so do not remove it from the camera.
2. Charge the rechargeable battery with a standard and high-quality DC 5V/9V battery charger or Reolink solar panel. Do not charge the battery with solar panels from any other brands.
3. Charge the battery when temperatures are between 0°C and 45°C and always use the battery when temperatures are between -20°C and 60°C.
4. Keep the USB charging port dry, clean and free of any debris and cover the USB charging port with the rubber plug when the battery is fully charged.
5. Do not charge, use or store the battery near any ignition sources, such as fire or heaters.
6. Do not use the battery if it gives off an odor, generates heat, becomes discolored or deformed, or appears abnormal in any ways. If the battery is being used or charged, turn off the power switch or remove the charger immediately, and stop using it.
7. Always follow the local waste and recycle laws when you get rid of the used battery.

## Troubleshooting

### Camera is not Powering on

If your camera is not turning on, please apply the following solutions:

- Make sure the power switch is turned on.
- Charge the battery with a DC 5V/2A power adapter. When the green light is on, the battery is fully charged.

If the problem is not solved, please contact Reolink Support.

### Failed to Scan QR Code on the Phone

If the camera cannot scan the QR code on your phone, please try the following solutions:

- Vary the distance between your camera and the mobile phone so that the camera can focus better.
- Try to scan the QR code under sufficient lighting.

If the problem is not solved, please contact Reolink Support.

## Failed to Connect to WiFi During Initial Setup Process

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

- Ensure that you have entered the correct WiFi password.
- Put the camera closer 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 available on the keyboard.

If the problem is not solved, please contact Reolink Support.

## Picture Is Not Clear

If the picture from the camera is not clear, please try the following solutions:

- Check the camera dome cover for dirt, dust or spiderwebs. Please clean the dome cover 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 it again.

If the problem is not solved, please contact Reolink Support.

## Specification

### Hardware Features

Infrared Night Vision: Up to 15 Meters

Day/Night Mode: Auto Switchover

Field of View: Horizontal 96°-38°; Vertical: 55°-21°

### General

Dimension: 228\*147\*129mm

Weight (Battery included): 1.4KG

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

Operating Humidity: 20%~85%

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

**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.

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.

## Simplified EU Declaration of Conformity

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 environment 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](https://reolink.com) Keep out of 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 Radiation Exposure Statement

This equipment complies with RSS-102 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.

## OPERATING FREQUENCY (the maximum transmitted power)

2.4GHz: 2412-2462MH (18dBm)  
5GHz: 5180-5240MHz (16.09dBm)  
5GHz: 5745-5825MHz (14.47dBm)

## 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>.