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.

Technische Unterstützung
Wenn Sie technische Hilfe benötigen, besuchen Sie bitte unsere offizielle Support-Website und kontaktieren Sie unser Support-Team, bevor Sie die Produkte zurückschicken, https://support.reolink.com.

Support technique
Si vous avez besoin d'aide, veuillez contacter Reolink avant de retourner votre produit. La plupart des questions peuvent être répondues via notre centre de support en ligne à l'adresse https://support.reolink.com.

Assistenza Tecnica
Se avete bisogno di assistenza tecnica, visitate il nostro sito ufficiale di Centro Assistenza e contattate il team di supporto prima di restituire i prodotti, https://support.reolink.com.

Soporte técnico
Si necesita cualquier ayuda técnica, por favor, consulte nuestro sitio oficial de soporte y póngase en contacto con nuestro equipo de soporte antes de devolver el producto: 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



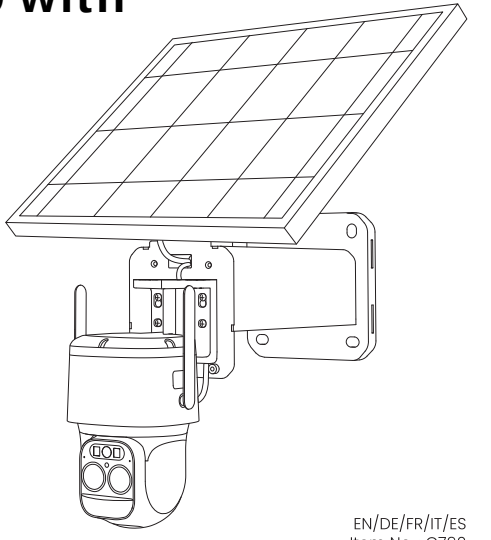
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Raccolta Carta

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Reolink

TrackMix Series G790 with Solar Panel Plus

Operational Instructions



@ReolinkTech https://reolink.com

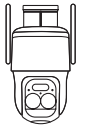
EN/DE/FR/IT/ES
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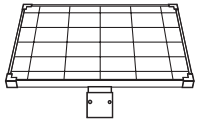
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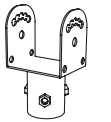
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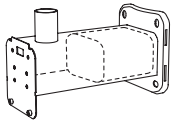
01 What's in the Box 02
02 Hardware Overview 03
03 Preparation Before Setup 07
04 Initial Setup 12
05 Installation Tips 15
06 Installation Steps 17
07 Specification 27
08 Troubleshooting 28
09 Important Safety Instructions 29
10 Legal Discalimer 30
11 Notification of Compliance 31

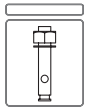
01 What's in the Box


TrackMix LTE Plus 2


Solar Panel Plus


Solar Panel Bracket


Mounting Bracket (with Pre-installed Battery Pack)

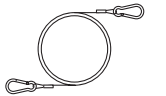

Screw Pack (for Mounting Bracket)


Screw Pack (for Solar Panel)


Screw Pack (for Solar Panel Bracket)


Screw Pack (for Camera, with SIM Ejector Tool)


Metal Hoop × 2


Metal Wire Hook


Hex Key


Wrench (**#14 & #17**)


Mounting Template

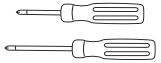


Surveillance Sign

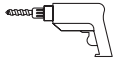


Operational Instructions

What You Also Need *Not Included.



#1, #2 Phillips Crosshead Screwdrivers



Power Drill

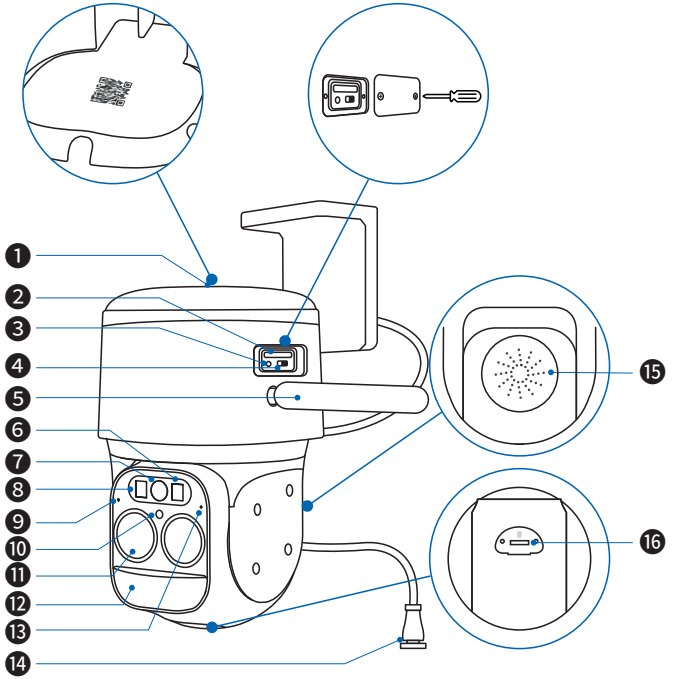


Ladder

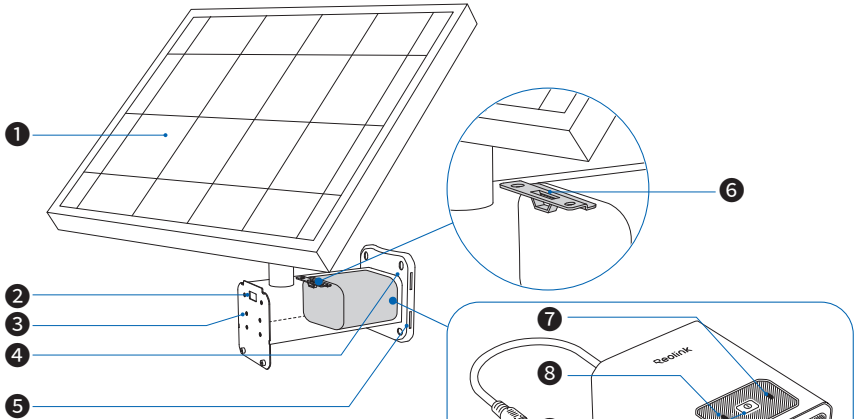
02 Hardware Overview

❶ UID Code
❷ SIM Card Slot
❸ Reset Button
** Long press with a pin to restore.*
❹ Power Switch
❺ Antenna
❻ Spotlight
❼ Infrared Light & Spotlight
❽ Infrared Light
❾ Microphone
❿ Daylight Sensor
⓫ Lens
⓬ PIR Sensor
⓭ Status LED
⓮ Power Port
⓯ Speaker
⓰ microSD Card Slot

Camera Overview



Mounting Bracket Overview



Battery Pack

❶ Solar Panel
❷ Cable Hole
❸ Camera Mounting Hole
❹ Bracket Mounting Hole
❺ Metal Hoop Hole
❻ Cable Hook
❼ Red Indicator Light
❽ Green Indicator Light
❾ Power Button
❿ Input Cable
⓫ Output Cable

• Turn On/Off the Battery Pack

Function	Operation
Power On	Long Press 1 Second
Power Off	Long Press 3 Second
Check Status	Short Press

• Different States of the Battery Pack

Battery Pack Status	LED Indicator Lights Status
Power On	Red & Green Lights Flashes and Stay On
Power Off	Red & Green Lights Flashes and Turn Off
Charging	Green Light Flashing
Fully Charged	Green Light Solid On
Low Battery	Red Light Flashing
No Power	No Light On

03 Preparation Before Setup

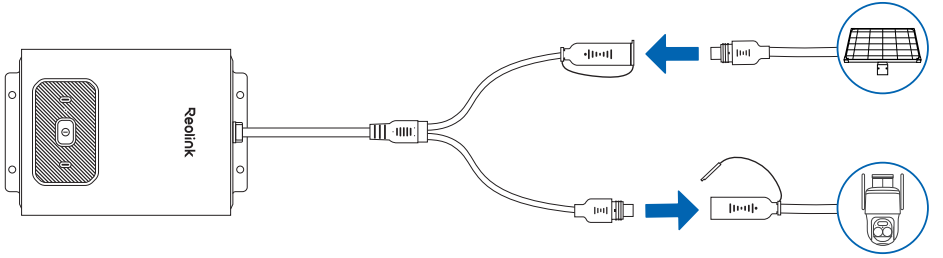
Power On the Battery Pack

Step 1. Connect the Solar Panel to the Battery Pack

Plug the solar panel's USB-C OUT port into the battery pack's USB-C IN port.

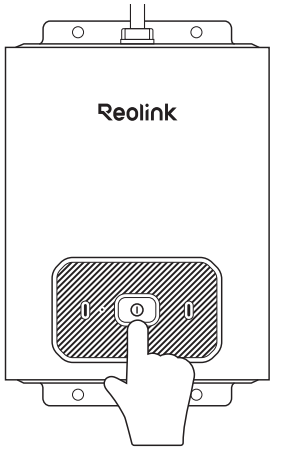
Step 2. Connect the Camera to the Battery Pack

Plug the battery pack's USB-C OUT port into the camera's USB-C IN port.



Step 3. Turn On the Battery Pack

Long press the power button for 1 second to turn on the battery pack.



NOTE:
After successful power-on, the green and red lights will flash rapidly simultaneously for 3 seconds, then stay on for 3 seconds.

Activate SIM Card

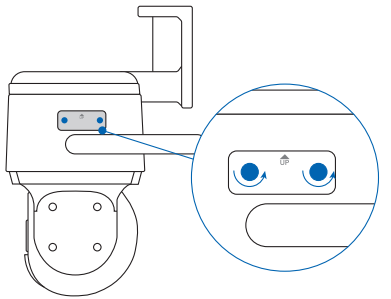
Step 1. Prepare Your SIM Card

- Choose a Nano SIM card that supports WCDMA and FDD LTE.
- Some SIM cards have a PIN code. Disable the PIN code using your smartphone first if enabled.

NOTE:
Do NOT use IoT/M2M SIM cards into your smartphone.

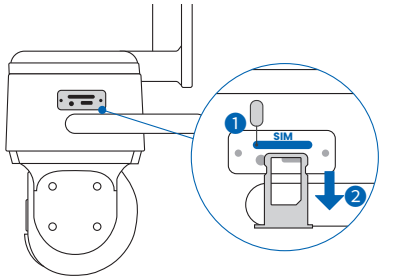
Step 2. Remove the Cover

Unscrew the cover using a #1 Phillips crosshead screwdriver.



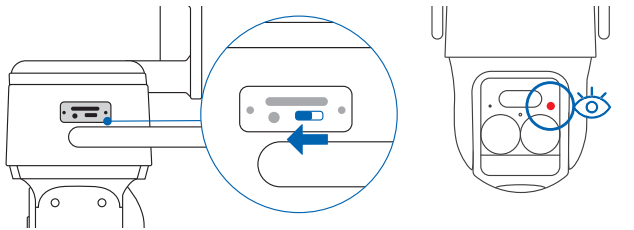
Step 3. Insert the SIM Card

Use the SIM ejector tool to open the SIM card tray. Insert the SIM card, then firmly push the tray back in until it clicks into place.



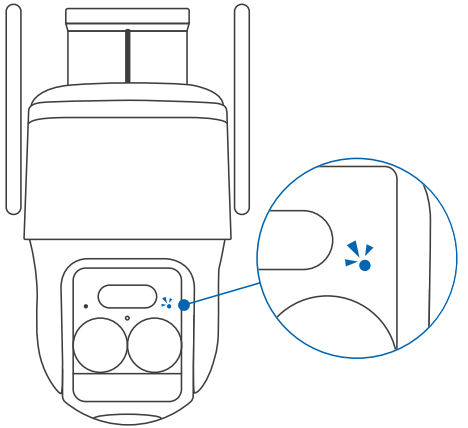
Step 4. Switch on the Camera

Turn on the power switch. The red indicator light will turn on and solid for a few seconds, then turn off automatically.



Step 5. Register the SIM Card

The blue LED will flash for 3 seconds, stay solid for 1 second, then turn off. You will hear a voice prompt "Network connection succeeded", meaning the camera has been successfully connected to the network. After registration, securely close and lock the cover.



04 Initial Setup

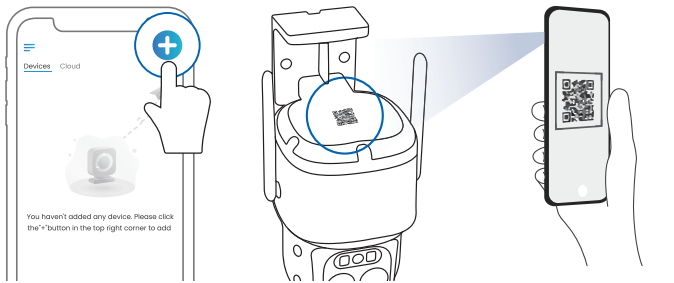
Set up the Camera on Phone

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

Download on the App Store

GET IT ON Google Play

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)

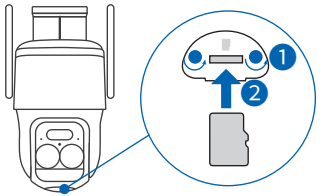
- Download and install the Reolink Client: Go to https://reolink.com > Support > App & Client.
- Launch the Reolink Client, click the "+" button, input the UID code of the camera to add it and follow the onscreen instructions to finish initial setup.

You may also run into the following situations:

Voice Prompt	Camera Status	Solutions
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.
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.
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 correct version of the camera.
Network connection failed	Camera fails to connect to the server.	The camera will be in Standby mode and reconnect later.
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.

Install microSD Card (Optional)

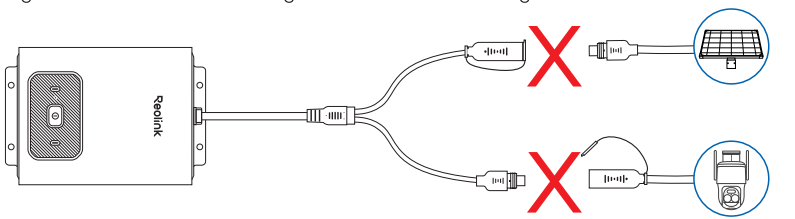
Use the #1 Phillips screwdriver to open the card slot cover. Insert a microSD card (not included) and secure the cover.



NOTE:
For optimal recording performance, use a Class 10 or higher microSD card formatted in FAT32.

Disconnect Solar Panel Before Installation

For easier installation, it is recommended to disconnect the solar panel from the camera and battery pack before starting. Reconnect them according to the instructions during installation.



05 Installation Tips

Tip 1. Choose a Solid Wall

It is recommended to install on a solid wall that can support the total weight of the camera and its accessories.

Tip 2. Choose a Sunny Location

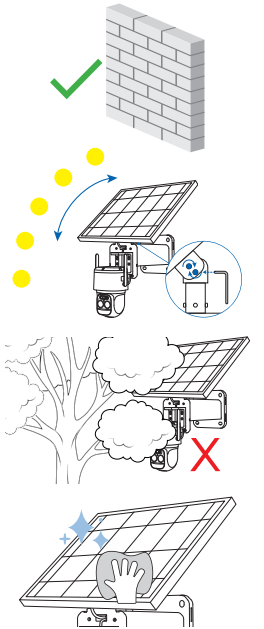
Solar panel output varies with weather, season, and geographic location. For optimal performance, install it in areas with maximum annual solar exposure.

Tip 3. Avoid Obstructions

Keep the solar panel free from shade caused by trees or nearby buildings.

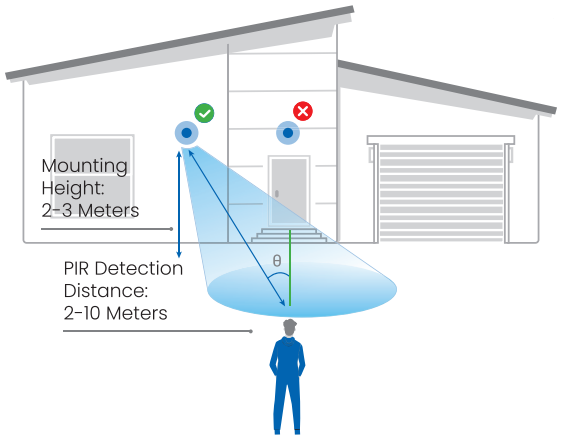
Tip 4. Regular Cleaning

Wipe the solar panel regularly to remove dust or debris.



Tip 5. Choose the Optimal Mounting Height

Install the camera 2-3 meters (7-10 feet) high to optimize PIR sensor detection range.
For effective detection, position the camera diagonally across the expected movement path of intruders.
The PIR sensor may not detect movement parallel to its facing direction.



06 Installation Steps

Install the Mounting Bracket

Option 1. Mount it on the Wall



Screw Pack
(for Mounting Bracket)



Wrench



Mounting Template



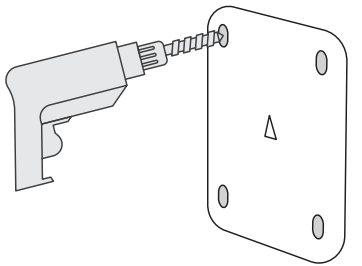
Power Drill
(Not Provided)



Ladder
(Not Provided)

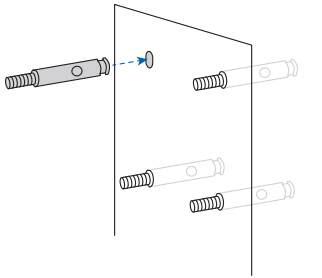
Step 1. Drill the holes

Attach the mounting plate to the mounting surface with the triangular mark facing up.
Drill 4 holes (2 inches deep, 1/2 inch in diameter) according to the template.



Step 2. Insert the Screws

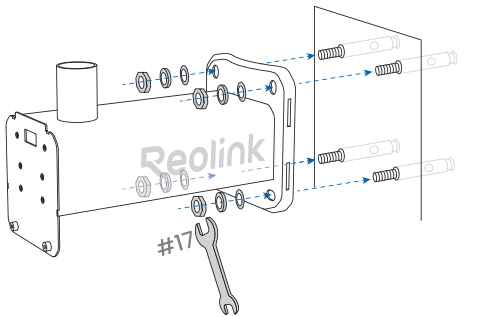
Insert the 4 screws from Screw Pack (for Mounting Bracket) and tighten them securely into the wall.



Step 3. Secure the Base

Attach the mounting bracket to the mounting surface. Use the provided open-end wrench (#17 side) to tighten the nuts and secure the bracket.

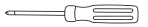
NOTE:
Make sure the Reolink logo on the mounting bracket is facing up.



Option 2. Mount it with the Hoop



Metal Hoop × 2



#2 Phillips Crosshead Screwdriver
(Not Provided)

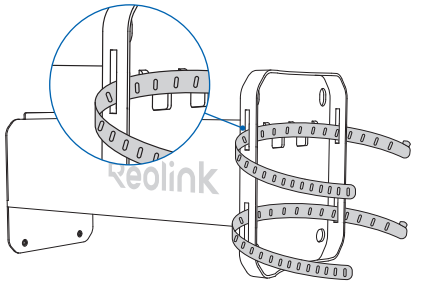


Ladder
(Not Provided)

Step 1. Thread the Metal Hoops

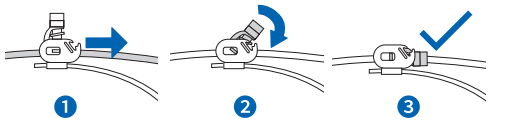
Thread the two hoops through the four holes on the base of the mounting bracket, leaving some slack on the end with the buckle.

NOTE:
Make sure the Reolink logo on the mounting bracket is facing up.



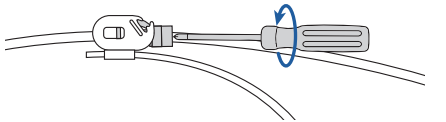
Step 2. Tighten the Hoops

Wrap the hoops tightly around the post, pull the ends through the buckle until tight. Tighten the screws at the angle shown in the diagram.



Step 3. Tighten the Nuts

Use a screwdriver to tighten the nuts on the hoops to secure them in place.



Install the Solar Panel



Screw Pack 1
(for Solar Panel)



Screw Pack 2
(for Solar Panel Bracket)



Solar Panel Bracket



Hex Key



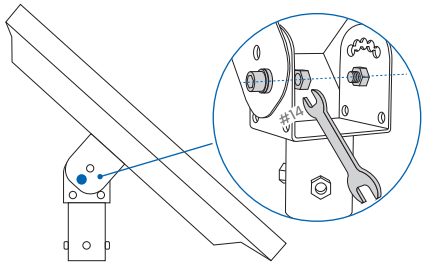
Wrench



Metal Wire Hook

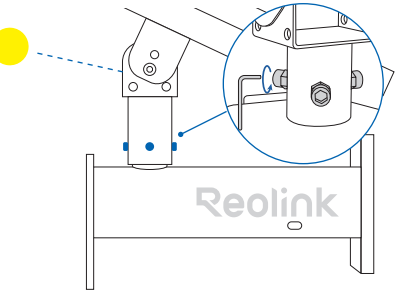
Step 1. Secure the Solar Panel

Attach the solar panel to the solar panel bracket using two screws (with washers) from the Screw Pack 1 (for Solar Panel) .
Use the provided wrench (#14 side) to tighten the nuts, ensuring the solar panel is stable but not fully tightened.



Step 2. Secure the Solar Panel Bracket

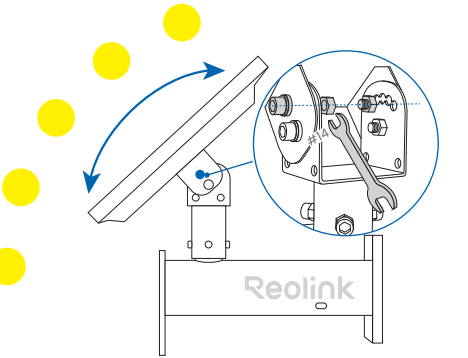
Attach the solar panel bracket to the mounting bracket using three screws from the Screw Pack 2 (for Solar Panel Bracket).



Step 3. Adjust the Solar Panel Angle

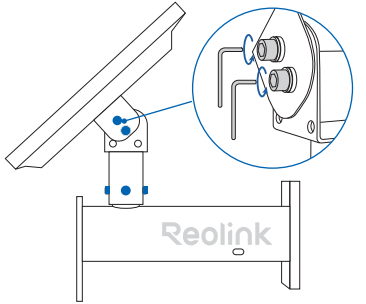
Adjust the solar panel to face the sunlight.
Secure the angle with two screws (with washers) from the Screw Pack 1 (for Solar Panel).
Use the open-end wrench (#14 side) to tighten the nuts and secure the bracket.

NOTE:
Do not install the solar panel completely horizontally, as it may collect dust and debris more easily. It's recommended to install the solar panel at an angle to receive the most direct sunlight.



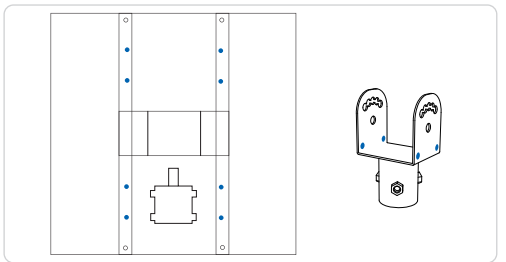
Step 4. Tighten the Nuts

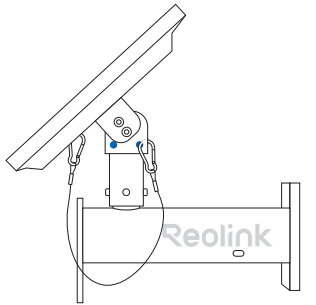
After adjusting the angle, use the hex key and wrench (#14 side) to fully tighten all the nuts from the previous steps.



Step 5. Protect the Solar Panel

For added protection, it is recommended to use the metal wire hook to secure the solar panel to the solar panel bracket.





Install the Camera



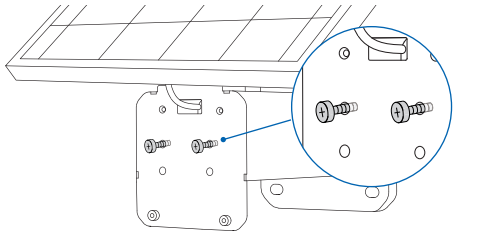
Screw Pack
(for Camera)



#2 Phillips Crosshead Screwdriver
(Not Provided)

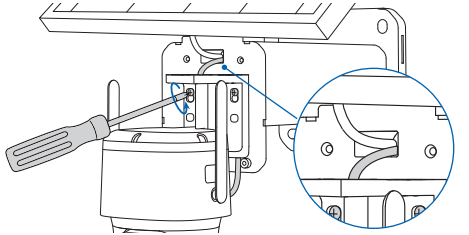
Step 1. Install Pre-Mounting Screws

Attach the camera to the mounting bracket. Insert two screws (washers not needed) from the Screw Pack (for Camera) into upper holes, leaving 1/3 inch exposed.



Step 2. Hang the Camera

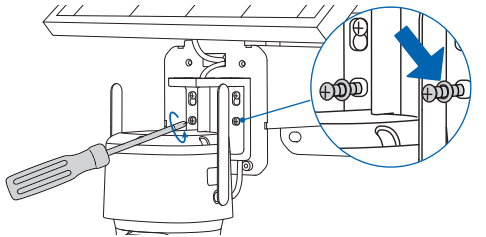
Thread the power cable through the hole above the camera. Hang the camera over the exposed screws, then slide the camera down until it locks into place. Tighten the screws.



Step 3. Insert Screws into the Lower Holes

Insert and tighten two screws (washers recommended) into the lower holes on the mounting bracket.

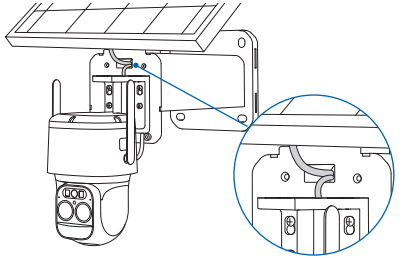
NOTE:
Ensure the camera antenna is facing upwards after installation.
Peel off the protective film from the lens before use.



Power On the Camera

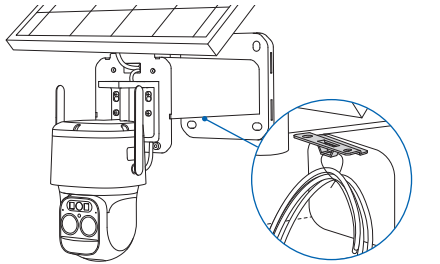
Reconnect the Power

Thread both the camera and solar panel power cables through the cable hole on the upper part of the bracket.
Reconnect the camera and solar panel to the battery pack. *(see Page 07)*
Long press the power button on the battery pack for 1 second to turn it on.



Organize the Power Cables (Optional)

Use the cable slot inside the bracket to thread a cable tie (not provided) and secure the power cable.



07 Specification

Camera:
Dimension: 229×129×147 mm
Weight: 1.2 kg
Operating Temperature: -20°C -55°C

Bracket:
Dimension: 150×277×184 mm
Weight: 3.6 kg

Solar Panel:
Dimension: 403×396×25 mm
Weight: 2.4 kg

08 Troubleshooting

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 camera is installed 2-3 meters (7-10 ft) above ground.
- 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 https://support.reolink.com

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 daylight sensor 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 https://support.reolink.com

09 Important Safety Instructions

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. The battery pack can only be charged in temperatures between 0°C and 45°C when not using a solar panel, and operates between -20°C and 58°C.
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.

10 Legal Discalimer

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.

11 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 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 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 la source de rayonnement 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.

MODIFICATION : les changements ou modifications non expressément approuvés par le fournisseur de licence de l'appareil sont susceptibles d'annuler l'autorisation accordée à l'utilisateur de se servir de l'équipement.

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.

SIMPLIFIED EU AND UK DECLARATION OF CONFORMITY

Hereby, REOLINK INNOVATION LIMITED declares that the radio equipment type [refer to the cover of the Operational Instruction] 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.

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.

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.

The equipment does not have a standby mode or other equivalent state in terms of energy efficiency requirements, power management function or the ability to deactivate wireless network connections mode.