reolink

Sept 2021
QSG1_A

User Manual

Reolink PoE Camera

contents

1. Camera Introduction....2
Device Overview....2
2. Setup and Installation....9
Power on PoE Cameras....9
Set up PoE Cameras on App....11
Install the Camera....12
3. View Your Camera....16
Live View....16
Display Settings....22
Lights and LED....29
4. Alarm and Detection....30
Set up Motion Detection....30
Set up Motion Alerts....33
Set up Motion Recording....40
5. Recording and Playback....42
Set up Recording....42
Replay and Download Recordings....45
Time Lapse....49
6. Use the Reolink App....53
Share Your Devices with Others....53
Scene Modes....56
Add or Delete a Camera....58
Register Account....62
App Settings....63
7. Camera Settings....65
SD Card Storage....65
Device Information....71
Device Password....72
Date and Time....73
Reboot and Restore....74
Firmware Upgrade....75
8. Smart Homes....76
Google Home....76
Amazon Alexa....81
9. FAQs and Troubleshooting....86
FAQs....86
Troubleshooting....88

Note:
This user manual takes a camera model that supports most features as an example. Your own model may not support certain features mentioned here. Please refer to the specifications of your camera model.

1. Camera Introduction

Device Overview

RLC-510A/RLC-410/B400
RLC-510A: Boasting a high resolution of 2560x1920 with nearly 5 million pixels, RLC-510A security IP camera can capture crystal clear video with fine details. With the built-in microphone, it also picks up ambient sound for an extra layer of security.
RLC-410: 5MP RLC-410 is with a pixel resolution of 2560x1920, that is, nearly 2.4X the resolution of 1080p Full HD, and even 1.3X the resolution of 1440p. It sees your home security more clearly, with more details.
B400: 4MP B400 with 2560x1440 high resolution to capture beautiful and smooth 4-megapixel live video streaming and video clips than 720p and 1080p cameras. No details will be missed!
Note:
B400 is an add-on camera, which cannot work independently. It works perfectly when connected to Reolink 8-channel NVR RLN8-410, 16-channel NVR RLN16-410, or in Reolink PoE surveillance systems.

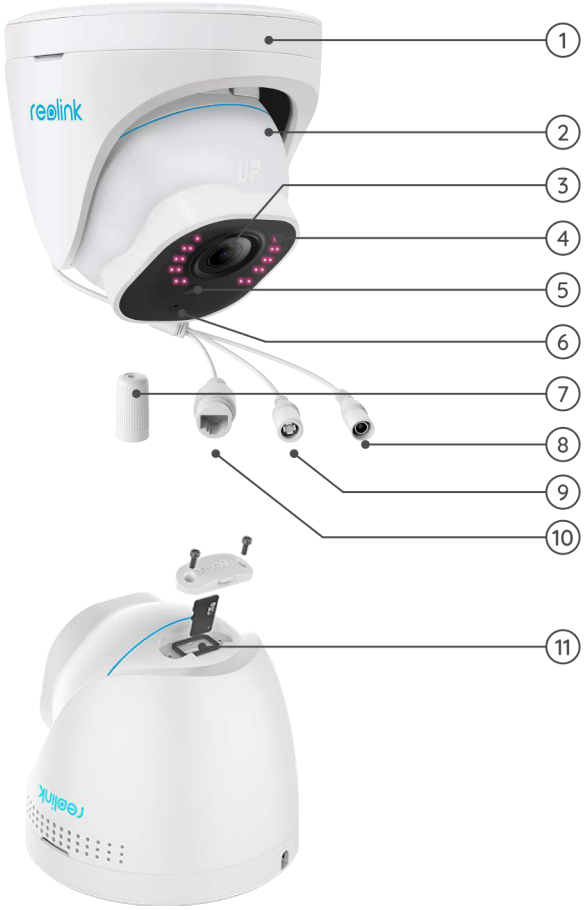
1	Mount
2	Metal Case
3	Infrared Lights
4	Lens
5	Daylight Sensor
6	Waterproof Lid
7	Network Cable
8	Reset Button
9	Power Port

Loosen the mount, adjust the cam in any directions, and twist it back to fix the camera.

RLC-520A/RLC-520/RLC-522/RLC-820A/RLC-822A/RLC-1220A/D800
RLC-520A/RLC-520/RLC-522: Boasting a high resolution of 2560x1920 with nearly 5 million pixels, the security IP camera can capture crystal clear video with epic details. With the built-in microphone, it also picks up ambient sound for an extra layer of security.
RLC-820A/RLC-822A: Equip with on-device detection technology to discern people and vehicles from other objects. With its accurate detection, you can keep a sharper eye on the true threats and release your mind from the bombardment of unnecessary notifications.
RLC-1220A: RLC-1220A brings with it the marvelous video quality of 12MP resolution, which is a leap forward from 8MP: more details, more colors, and immersive clarity. Never miss the hard-to-see details and more. Zoom in, you will discover more.
B800: This 4K 8MP IP camera B800 boasts the pixel resolution of 3840x2160, delivering the highest level of imagery like never before. More than just capturing the images, it mirrors the reality.

Notes:

RLC-520/RLC-820A/RLC-822A/RLC-1220A/D800: f=4.0mm Lens
RLC-522: f=2.7mm-12mm Lens
D800 is the same as B400, an add-on camera.



1	Mount
2	Metal Case
3	Lens
4	Infrared Lights
5	Daylight Sensor
6	Built-in Mic
7	Waterproof Lid
8	Power Port
9	Reset Button
10	Network Cable
11	Micro SD Socket

Rotate the lens, and the micro SD card socket is on the bottom of the lens.
RLC-511/RLC-810A/RLC-811A/RLC-1210A/B800

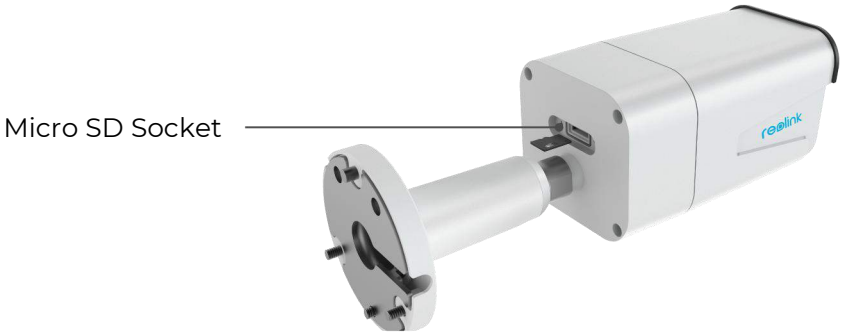
RLC-511: The higher the camera resolution is, the more image details you'll obtain. RLC-511 PoE security IP camera prides in the high resolution of 2560x1920, which is about 2.4X the resolution of 1080p, and even 1.3X the resolution of 1440p Super HD. It ensures true-color images with vivid details.
RLC-810A/RLC-811A: Unites security and intelligence. The security camera can not only capture its vision sharply, but understand what it sees. This camera notifies you of the true threats and frees you from other trifles.
RLC-1210A/RLC-1220A: 12MP Ultra HD PoE Camera with Person/Vehicle Detection.

Notes:

RLC-511: f=2.7-12mm Lens
RLC-810A/RLC-1210A/B800: f=4.00mm Lens
RLC-811A: f=2.7-13.5mm Lens
RLC-811A has 5 spotlights.
B800 is the same as B400, an add-on camera.

1	Mount
2	Metal Case
3	Infrared Lights
4	Lens
5	Daylight Sensor
6	Waterproof Lid
7	Network Cable
8	Reset Button
9	Power Port

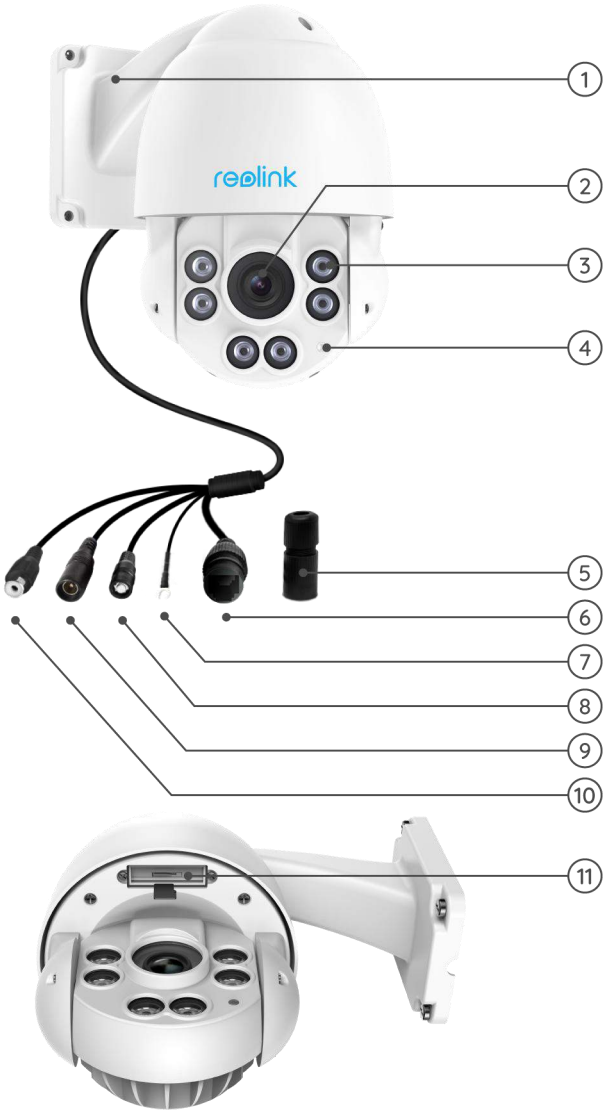
1	Mount
2	Metal Case
3	Daylight Sensor
4	Infrared Lights
5	High Definition Lens
6	Spotlight
7	Waterproof Lid
8	Network Cable
9	Reset Button
10	Power Port


Micro SD Socket
reolink

360°
reolink
reolink
90°
reolink

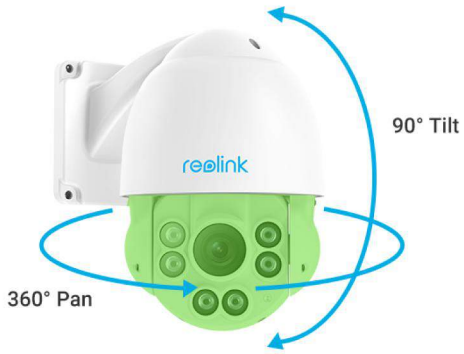
RLC-423

5MP RLC-423 is with a pixel resolution of 2560x1920, that is, 2.4X the resolution of 1080p Full HD, and even 1.3X the resolution of 1440p Super HD. You will definitely have the best chance to see every image detail as you wish.



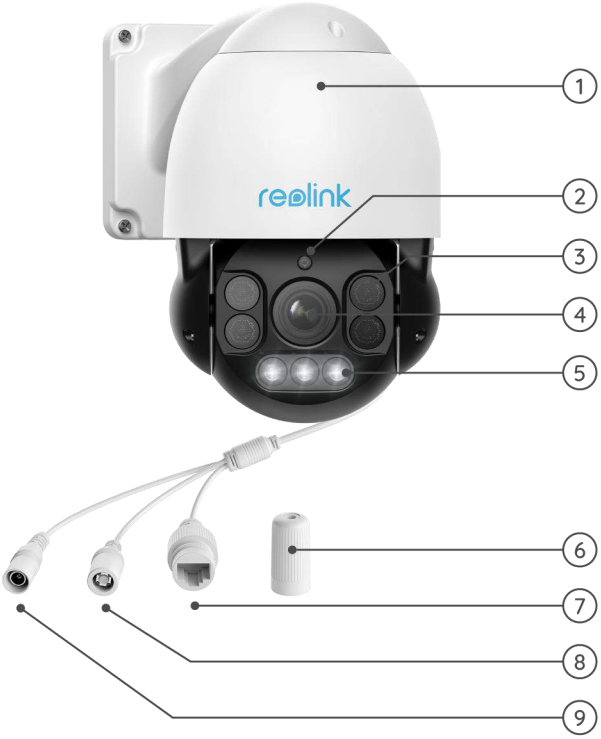
1	Mount
2	Lens
3	Infrared Lights
4	Daylight Sensor

5	Waterproof Lid
6	Network Cable
7	Earth Wire
8	Reset Button
9	Power Port
10	Audio in
11	SD Card Slot



RLC-823A

RLC-823A is smart enough to distinguish person and vehicle from other objects. It frees your mind by offering accurate detection and greatly reducing the false alarms on trivial objects' movements.



1	Mount
2	Daylight Sensor
3	Infrared Lights
4	Lens
5	Spotlight

6	Waterproof Lid
7	Network Cable
8	Reset Button
9	Power Port

10	SD Card Slot

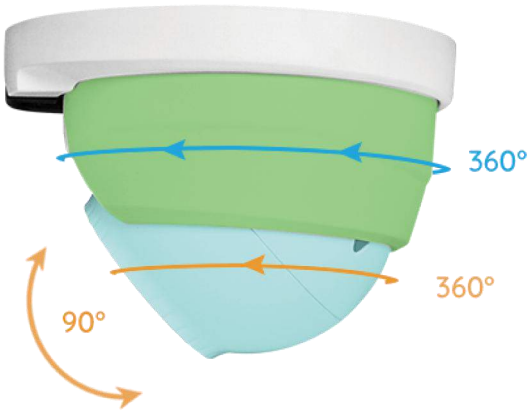
D400

With 2560x1440 high resolution, this top-notch PoE security camera can capture beautiful and smooth 4-megapixel live video streaming and video clips than 720p and 1080p cameras. It helps to see more clearly, and no details will be missed!

Note:

D400 is the same as B400, an add-on camera.

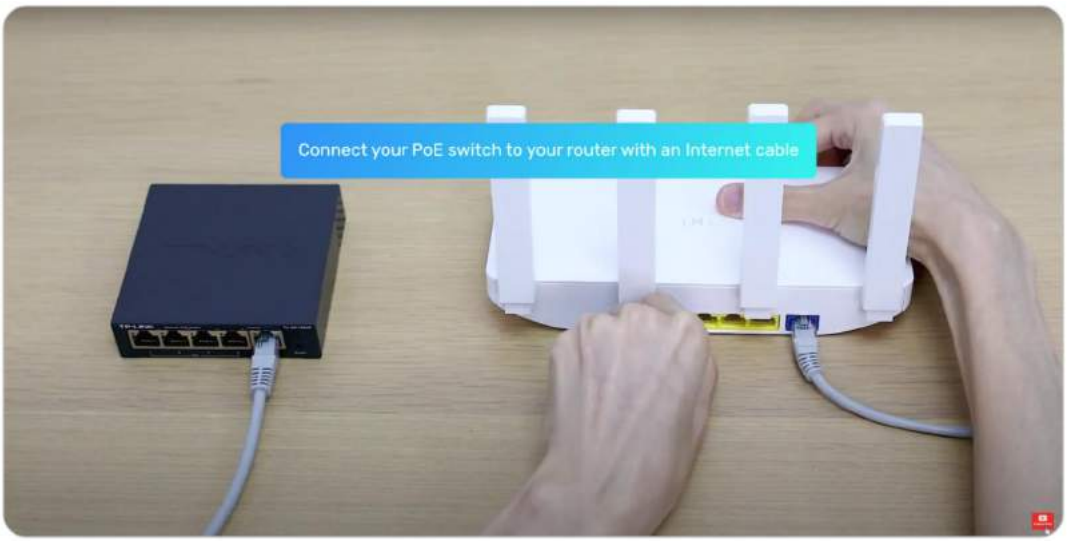
1	Mount
2	Metal Case
3	Infrared Lights
4	Lens
5	Daylight Sensor
6	Waterproof Lid
7	Network Cable
8	Reset Button
9	Power Port

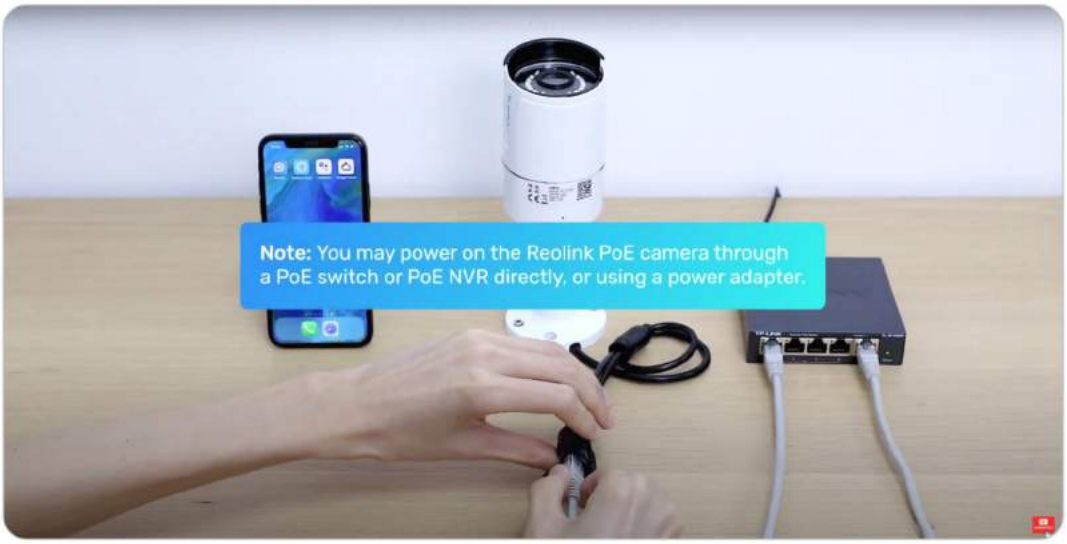


2. Setup and Installation

Power on PoE Cameras

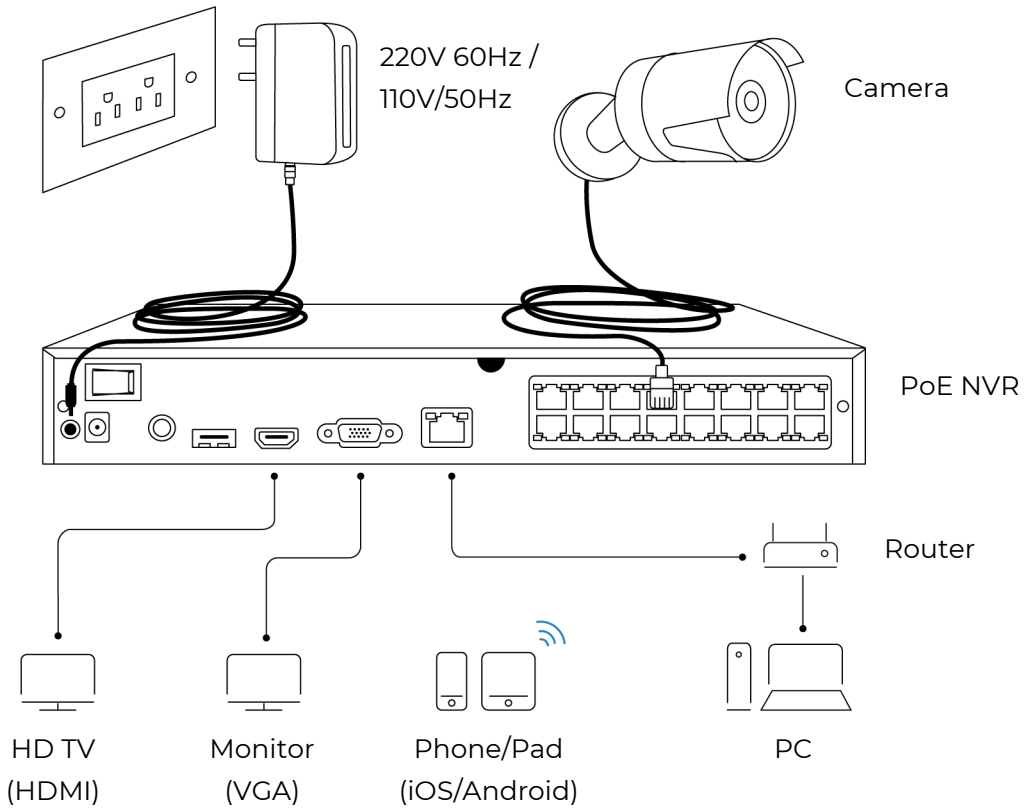
You may power on Reolink PoE cameras via PoE injector/switch or PoE NVR directly, or by using the power adapter.
Method 1: Power via PoE Injector/Switch
For Reolink RLC-423, you need to make sure that the PoE injector/switch is 802.3at compliant (48V) and supports active mode.
For other Reolink PoE cameras, please make sure that the PoE injector/switch is 802.3af compliant (48V) and supports active mode.

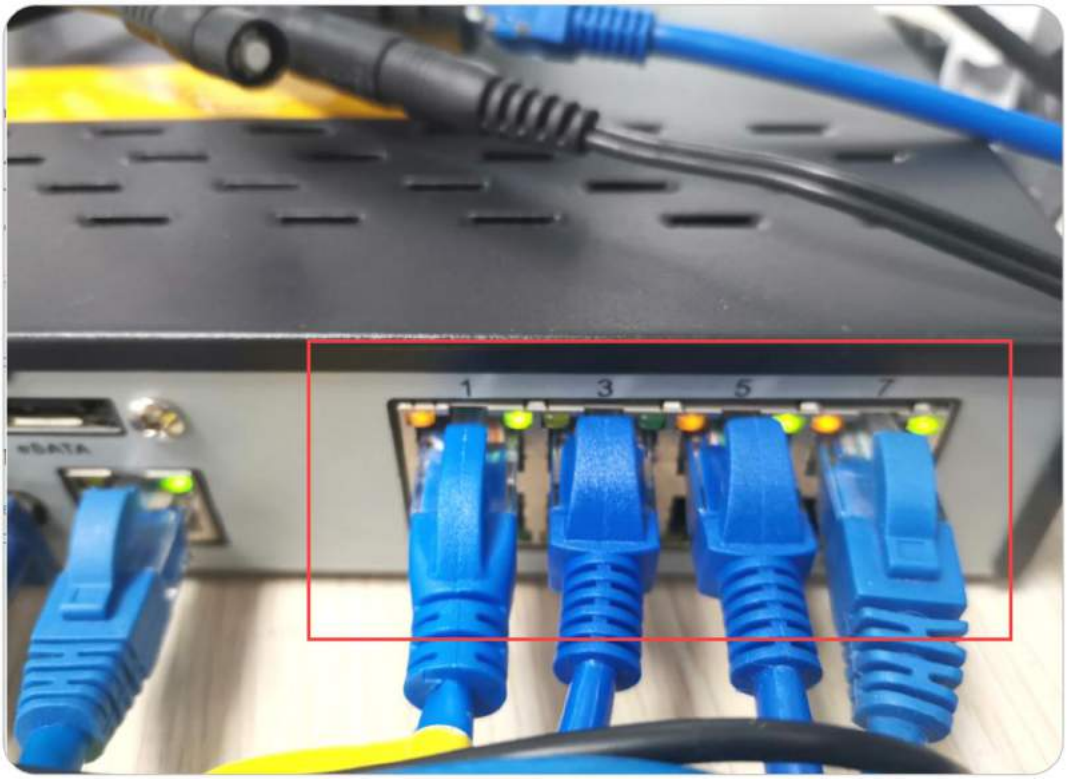




Method 2: Power by PoE NVR

Connect your PoE camera to the PoE NVR by a single network cable, then the PoE camera will get power via the PoE NVR.

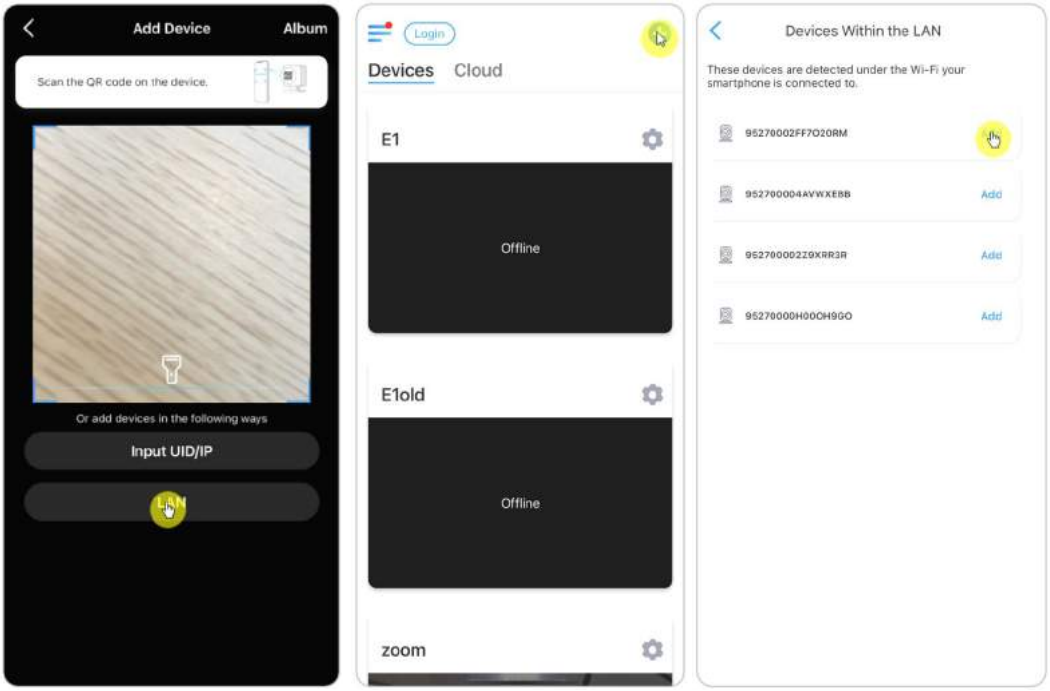




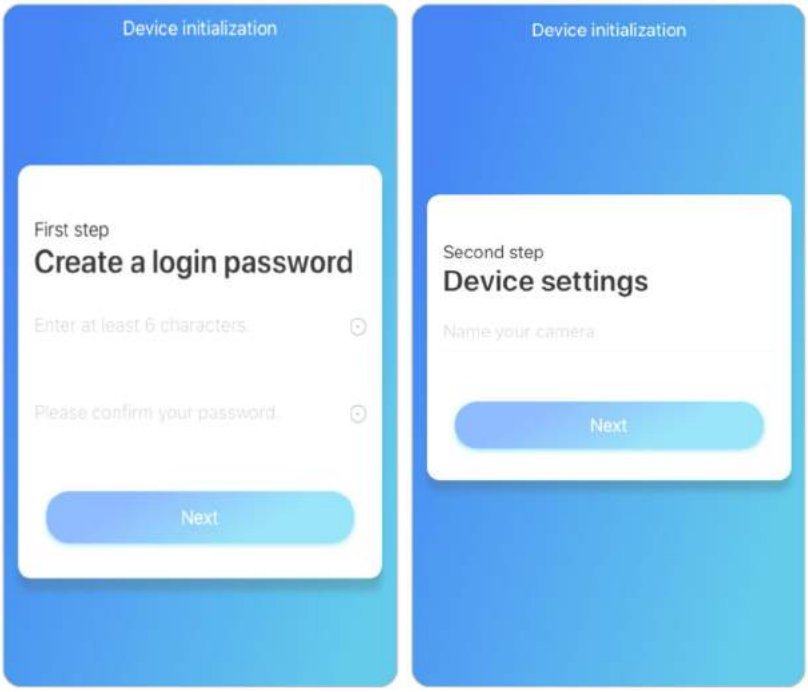
Method 3: Power by Using the Power Adapter
Alternatively, you can power on the camera in another way – by using a power adapter.
For Reolink RLC-423, the ratings of power adapter should be DC 12V 2A.
For other Reolink PoE camera models, the ratings of power adapter should be DC 12V 2/1A.
Notes:
Do not purchase passive PoE injectors as they won't work with Reolink PoE cameras.
It's better to use high-quality PoE injectors/switches.
We recommend that you purchase the Ethernet cable with Cat5 and above.
Please install the waterproof lid at the junction of the Ethernet cable and the camera to protect the junction from water.
Please note that the optimum distance between the camera and the PoE switch/Reolink NVR is 300 feet.

Set up PoE Cameras on App

Please power on your camera properly before the initial setup, and refer to the steps below.
Step 1. If you've opened the Add Device Automatically option in the Settings page, you can click this device in the Devices page and turn to step 2 directly. If you don't enable that option, you can click + on the upper right corner, scan the QR code on the camera to add this device.



Step 2. Create the password, name the device, and then start live view.



Note:
There are four ways to set up the camera on Reolink App: scan QR code on the camera, scan device in LAN, enter UID, enter IP address.
For the other three ways, please refer to this video.

Install the Camera

Install Dome Cameras

RLC-520A/RLC-520/RLC-522/RLC-820A/RLC-822A/RLC-1220A/D800
Step 1. Use the mounting hole template to drill mounting holes on the ceiling, and plant the rubber anchors into the mounting holes.
Step 2. Screw the base panel to the mounting holes on the ceiling or wall. It's generally suggested to install dome cameras on the ceiling.

Step 3. Fit the concave at the bottom of the camera (marked as 4, 5, 6 in the picture below) to the convex on the base panel (marked as 1, 2, 3 in the picture below), and then rotate the camera seating (marked as Part A) clockwise to lock the camera tightly with the base panel.
Note: To take down the camera, please rotate part A anti-clockwise.

Step 4. Once the camera is installed, you can adjust the angle up & down 70 degrees or 360 degrees horizontally.

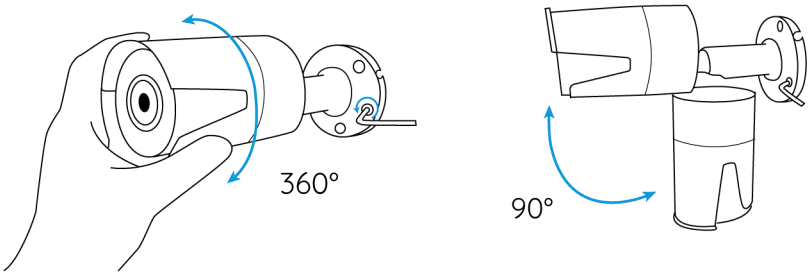
Manually rotate the camera body to adjust the surveillance angle.

Install Bullet Cameras
RLC-510A/RLC-410/B400/RLC-511/RLC-810A/RLC-811A/RLC-1210A/B800

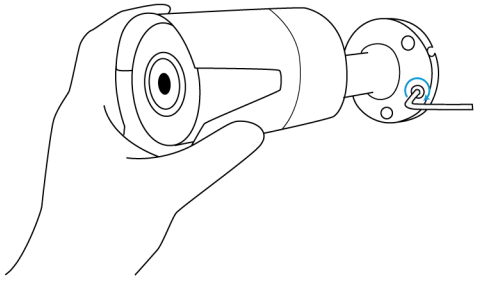
Note:

It is not recommended to install Reolink bullet cameras in the open air in this way. You can follow these steps to install Reolink bullet cameras to the ceiling.

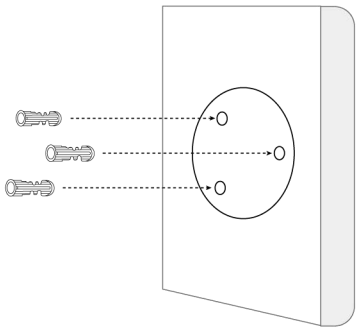
Step 1. Take out the mounting wrench, adjust the camera to any angle you want.



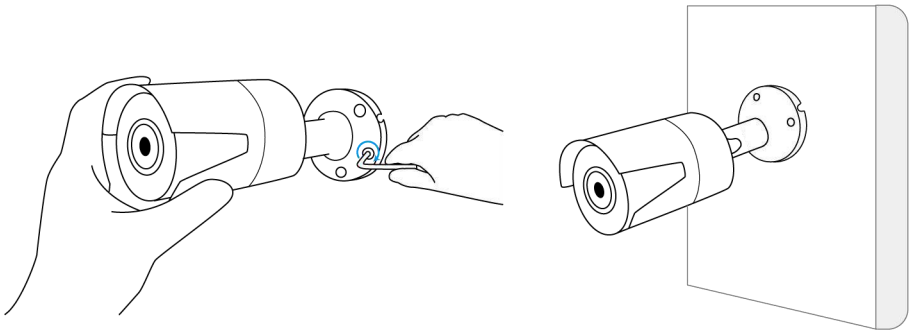
Step 2. Tighten the screw toward the direction of the Lock symbol after you adjust the camera to a suitable angle.



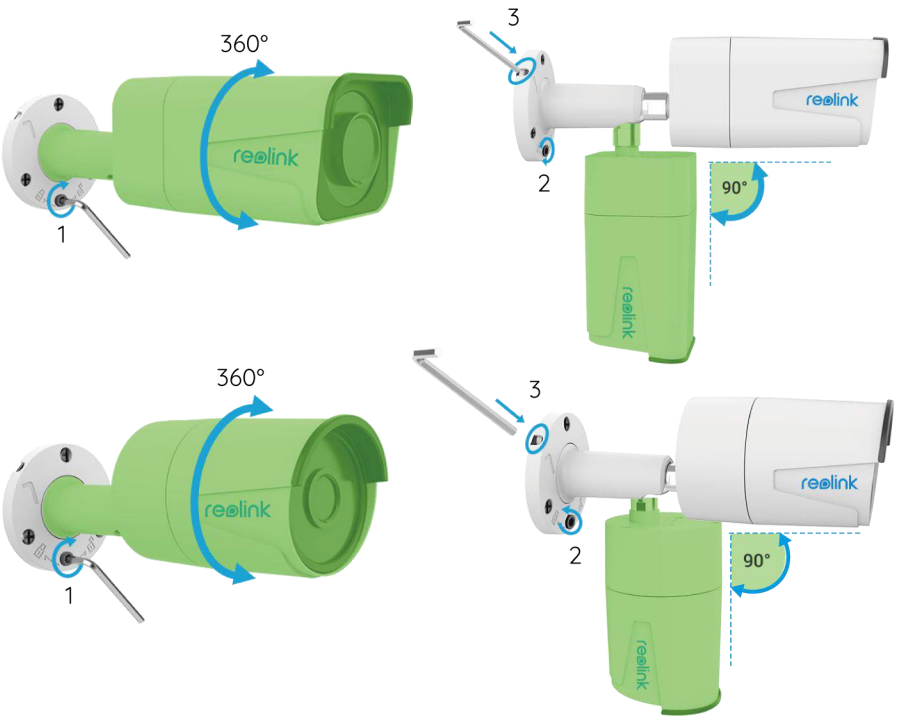
Step 3. Drill three screw holes on the wall according to the mounting hole template.



Step 4. Secure the camera in place by tightening the screws.



Step 5. If you want to adjust the angle of this camera, you can loosen the screw toward the direction of Unlock symbol.



Notes:

1. Twist it with the wrench to unlock, and adjust the cam (green part) in any directions.
2. After adjustment, twist it back to lock it.
3. Store the wrench here for later use.

3. View Your Camera

Live View

Note:

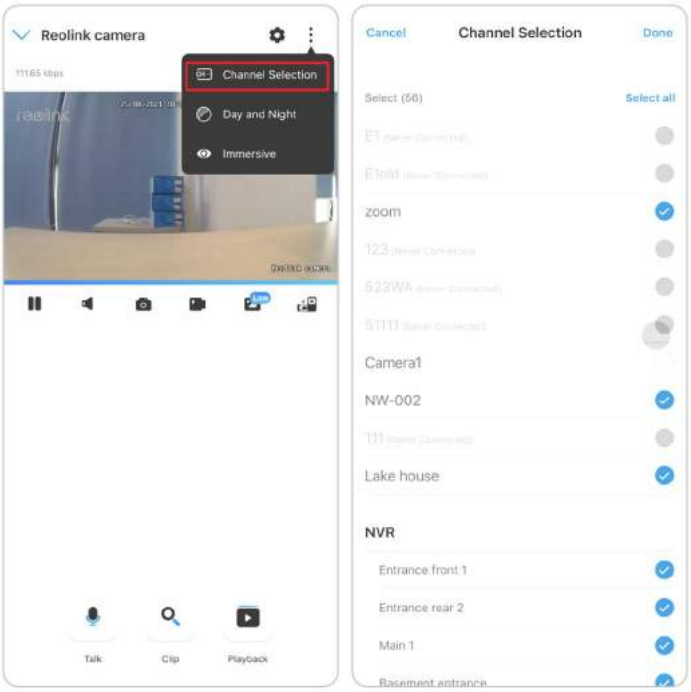
The live view screen may vary for different models.

Icon	Meaning		
	Settings: Provide access to a camera's settings such as system information, detection alarm and camera recording.		
	More options of live view: Channel Selection, Day and Night, Immersive.		
	Spotlight		Turn on the spotlight
	Multiple views		
	Display		Pause

	Audio			Enable audio
	Manually capture			
	Manually record		REC	Manually recording
	Low	Live view in sub-stream mode	High	Live view in main stream mode
	View your camera in a full-screen mode.			
	Talk: Tap to talk (two-way audio).			
	Clip: Drag the rectangle to the position you want to see.			
	PTZ: Control pan,tilt or zoom.			
	Playback: Replay the recordings saved to the SD card.			

Channel Selection

You can choose the devices you want on the device list.



Day and Night

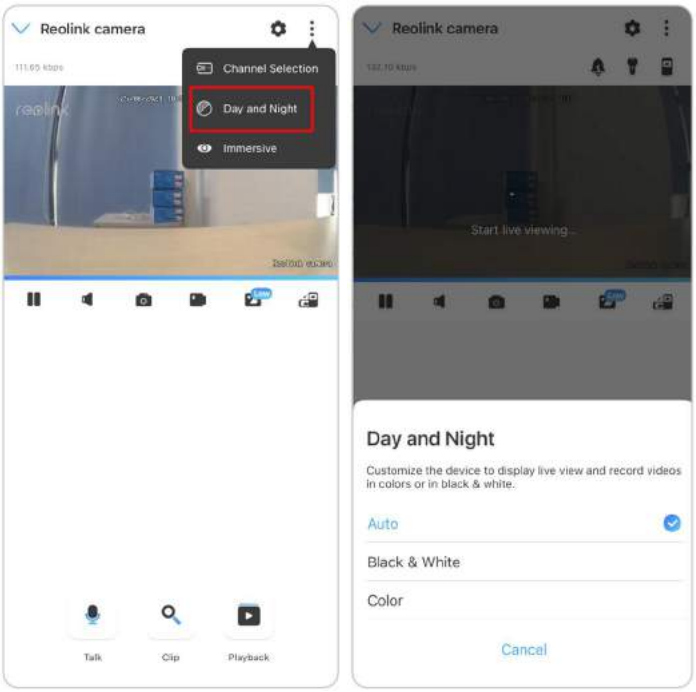
Set the camera's color mode during different times of the day and night.

Set the camera's color mode during different times of the day and night.

-**Color:** The camera will capture color images that usually appear during the day.

-**Black & White:** The camera will capture black-and-white images that usually appear during the night with the IR LEDs on.

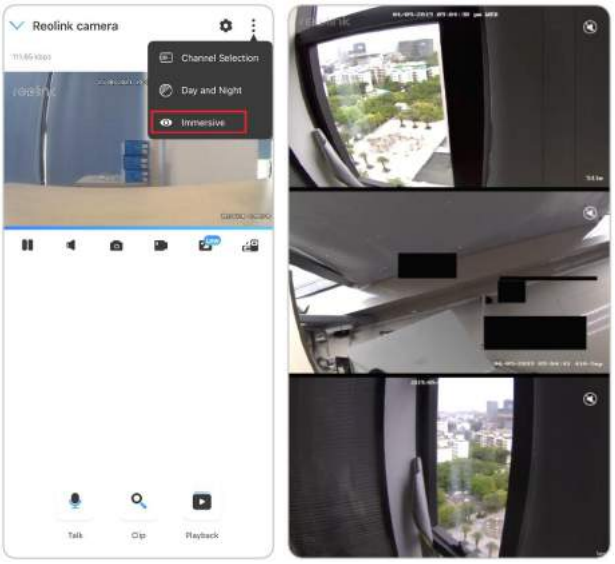
-**Auto:** The camera will automatically switch between **Color** and **Black & White** modes according to the light conditions.



Immersive

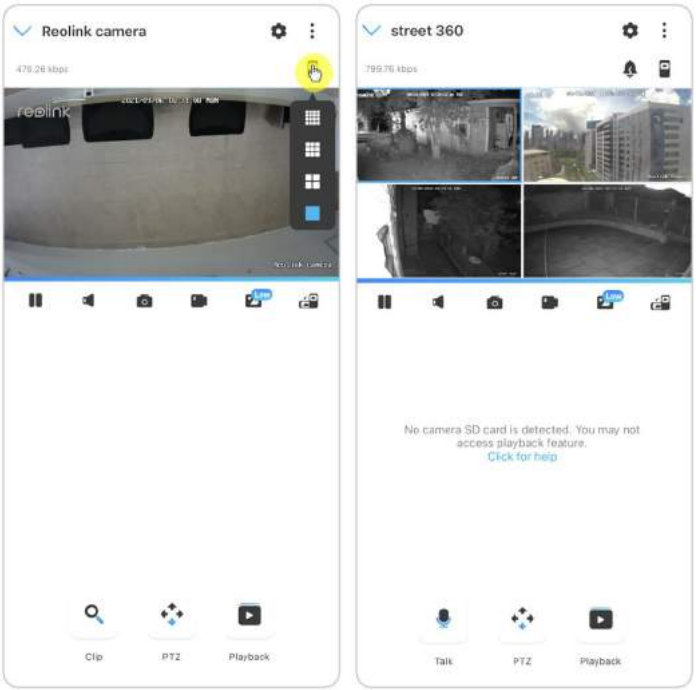
The immersive mode has a larger viewing area with less interference and focuses on previewing. It is suitable for viewing 2 or 3 cameras on one screen.

Note: One screen can accommodate up to three cameras. You could slip the screen to preview other cameras.



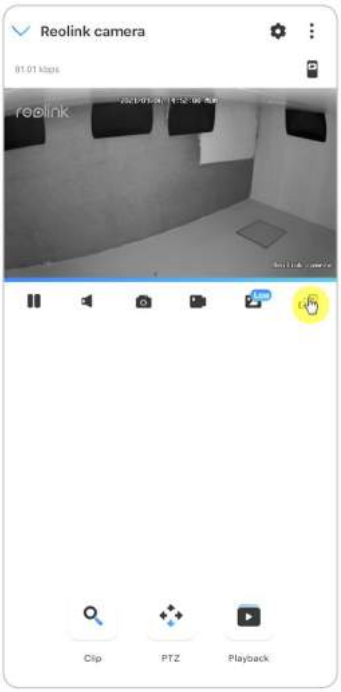
Multiple Views

If you have several cameras added in your Reolink App, you can view multiple streams at the same time on Reolink App.

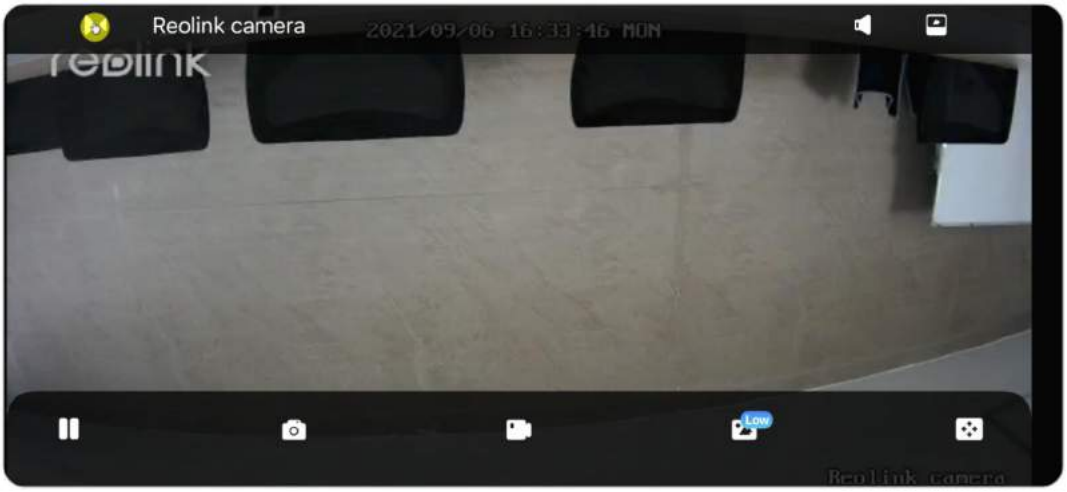


Full-Screen View

Click to enter the full-screen mode.



Click to return back.



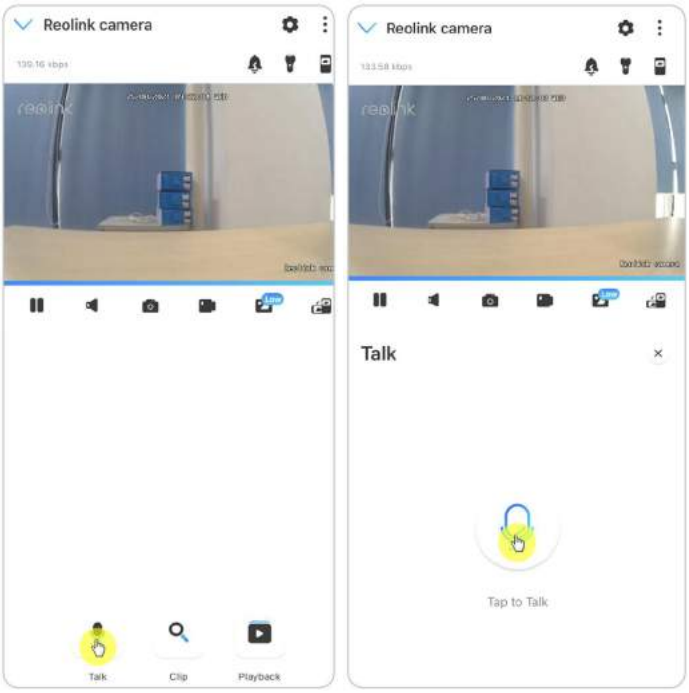
Two-Way Audio

Note:

Two-way audio is only available for RLC-811A and RLC-823A.

Step 1. Click to enter into the two-way audio page;

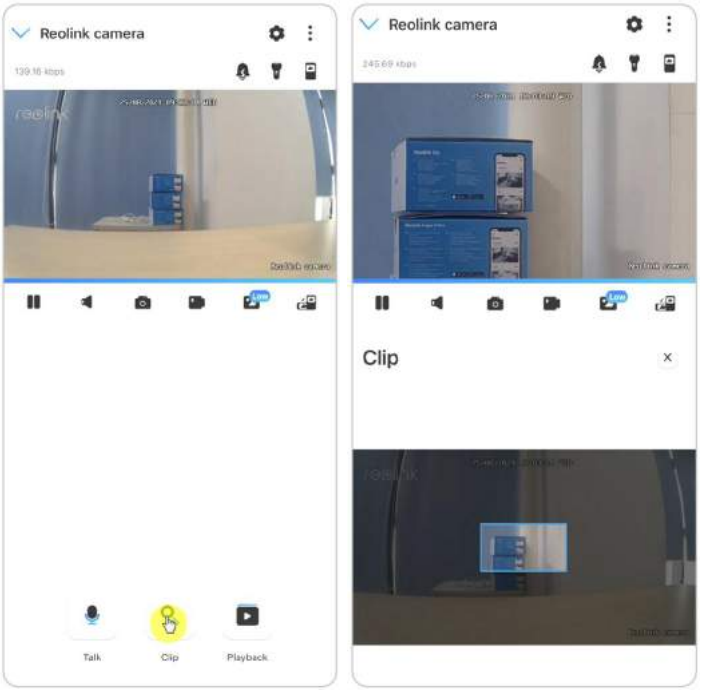
Step 2. Click to talk.



Clip

Step 1. Click to enter into the clip page;

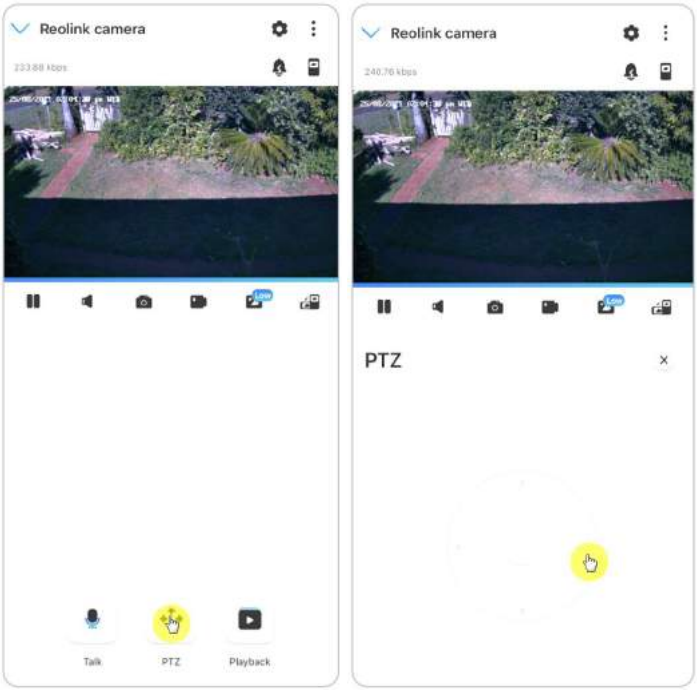
Step 2. Drag the rectangle to the position you want to see.



PTZ

Step 1. Click to enter into the PTZ page;

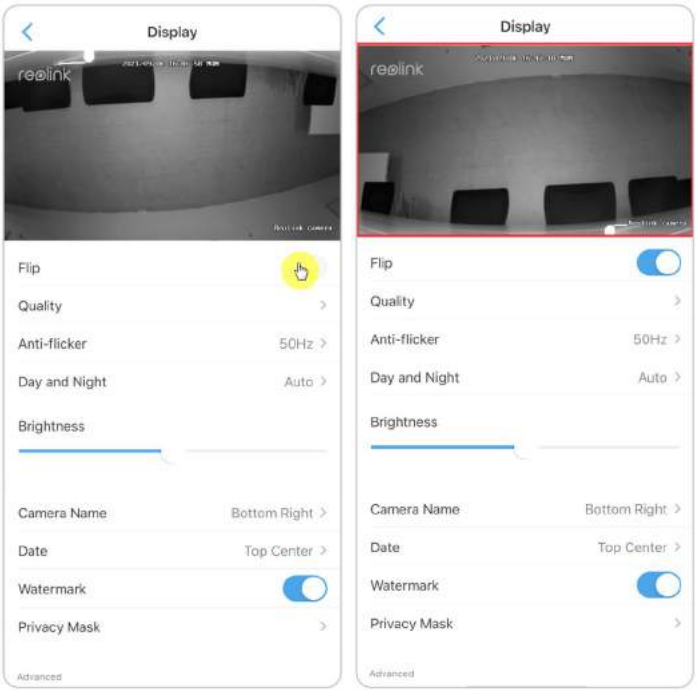
Step 2. Choose the direction you want the camera to pan and tilt.



Display Settings

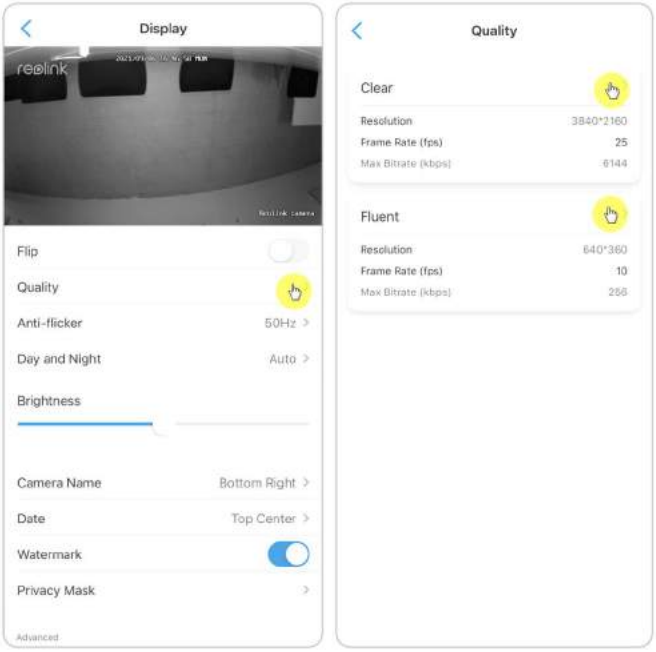
Flip

Click , then the image will be turned upside down.

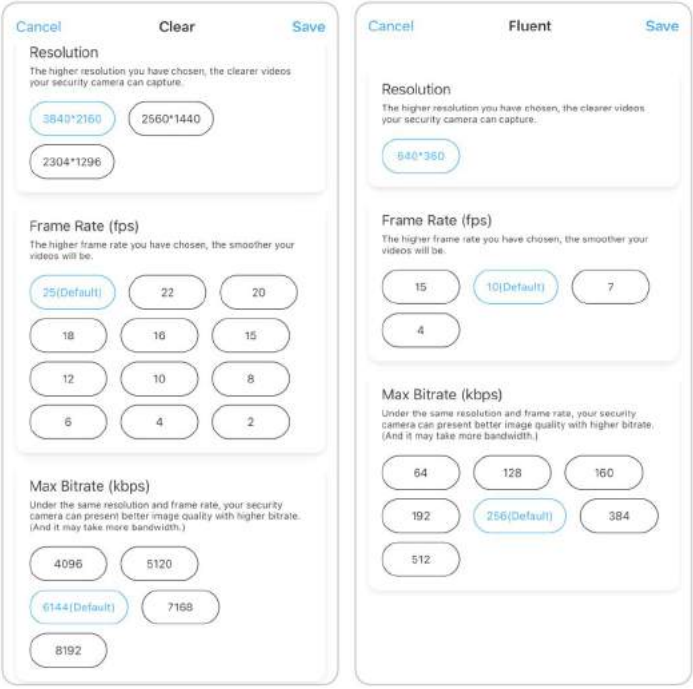


Quality

Step 1. Click **Quality** to enter into the **Quality** page;
Step 2. Click **Clear** mode or **Fluent** mode to enter into the settings page for **Clear** mode or **Fluen**t mode;



Step 3. Click **Save** to save the settings.

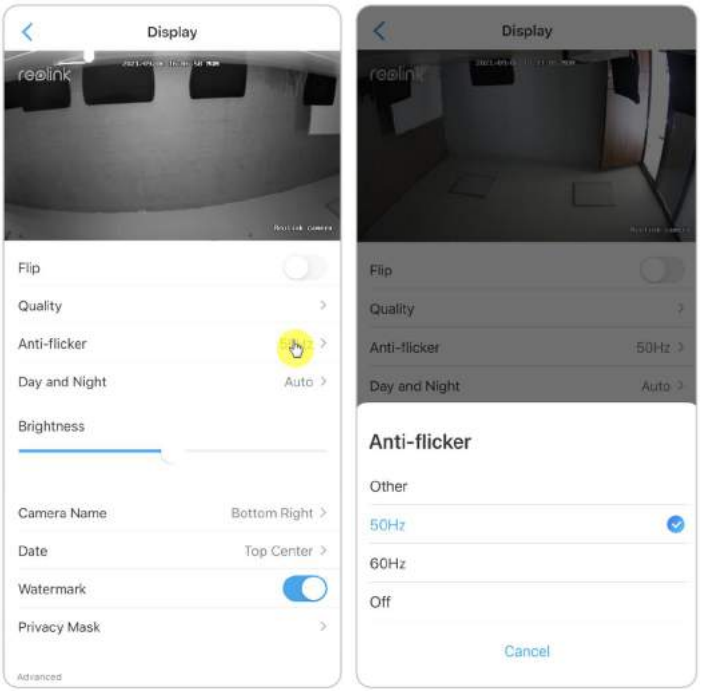


Anti-flicker

Use this feature if some devices such as TV screens and lights are flickering.
- 50GHz: Used for Australia and the UK.
- 60GHz: Used for the USA and Canada.

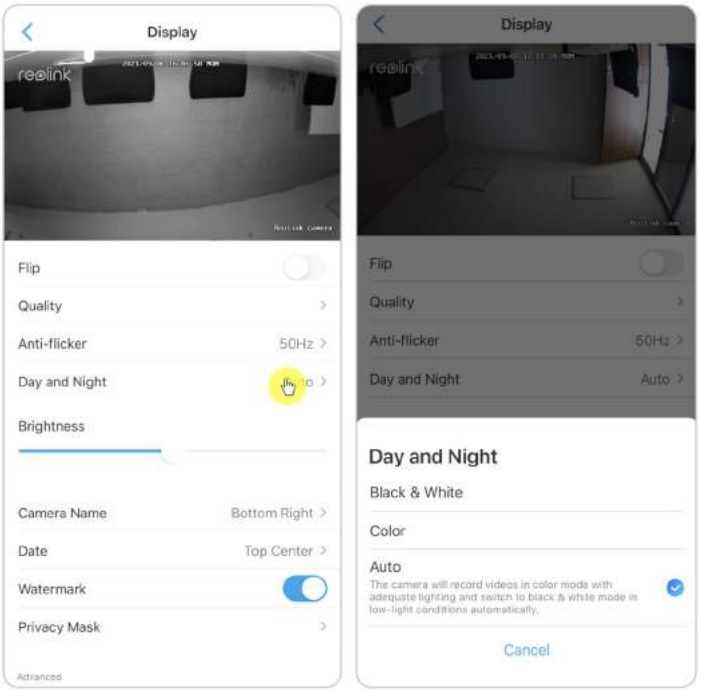
Step 1. Click **Anti-flicker**;

Step 2. Choose a proper setting.



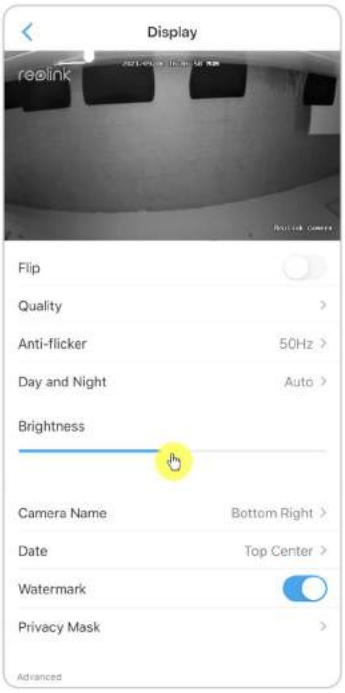
Day and Night

Click **Day and Night** to enter into the settings page.
Note: It is the same as the settings on the **Live View** part.



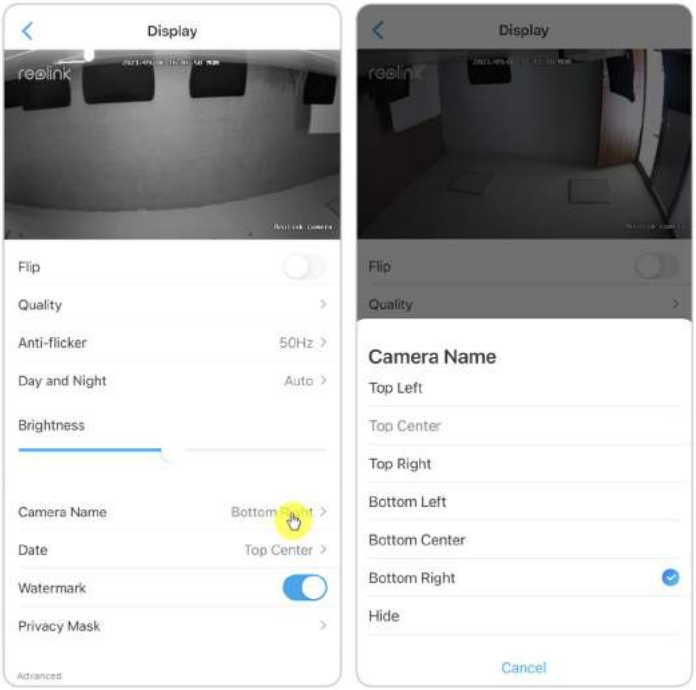
Brightness

Drag the circle in the progress bar to adjust the brightness of the image.



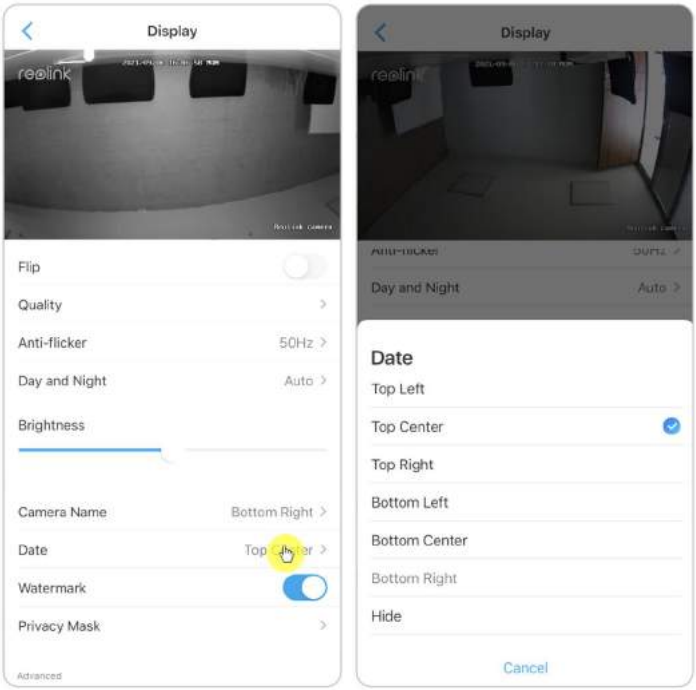
Camera Name

You can set the position of the camera name on the screen.



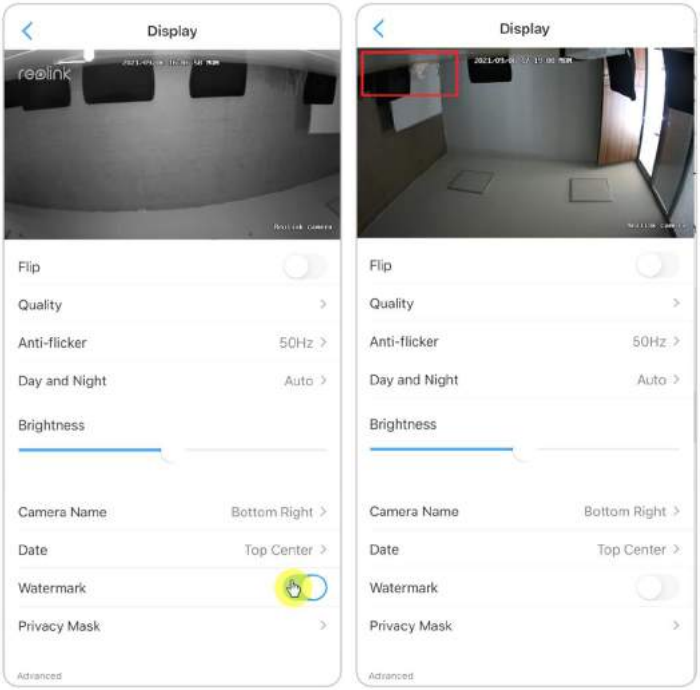
Date

You can set the position of the date on the screen.



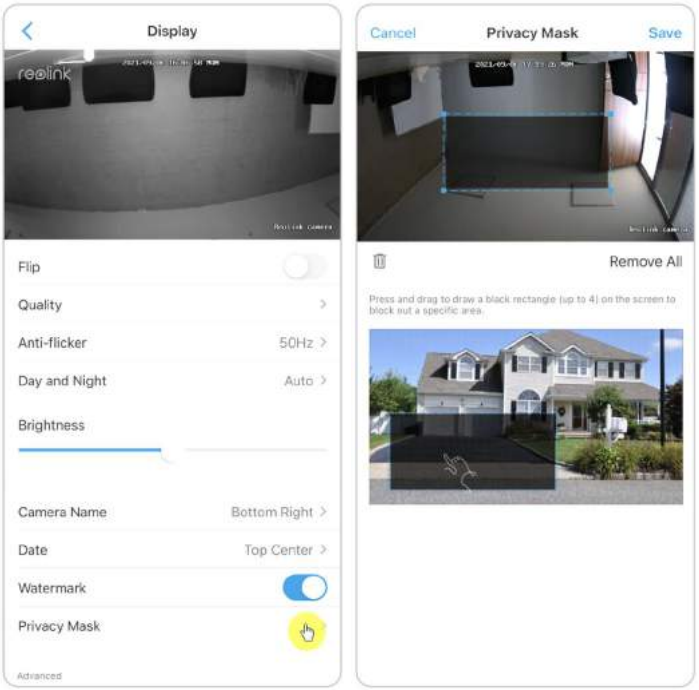
Watermark

Click to disable the watermark shown on the screen.



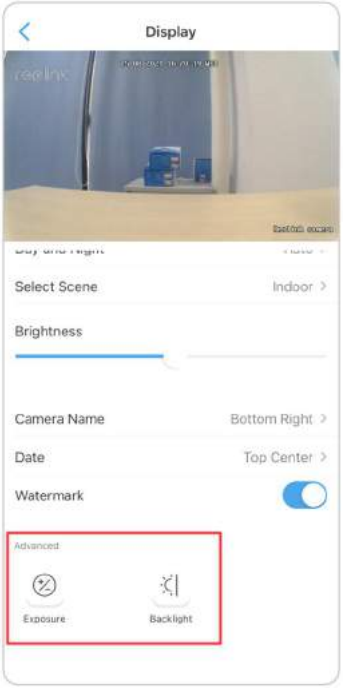
Privacy

If you don't want others to view some parts in the image, you can set the privacy mask to protect your privacy. Press and drag to draw a black rectangle (up to 4 rectangles) on the screen to block out a specific area.

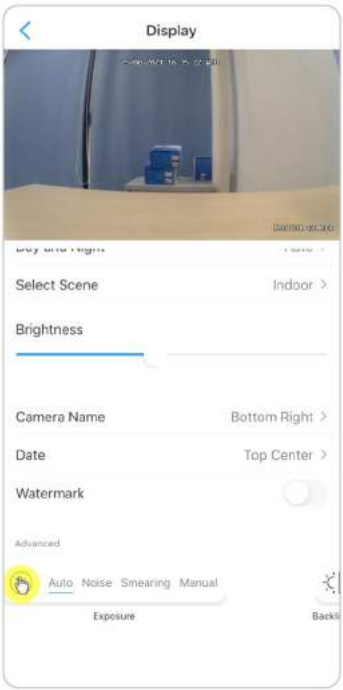


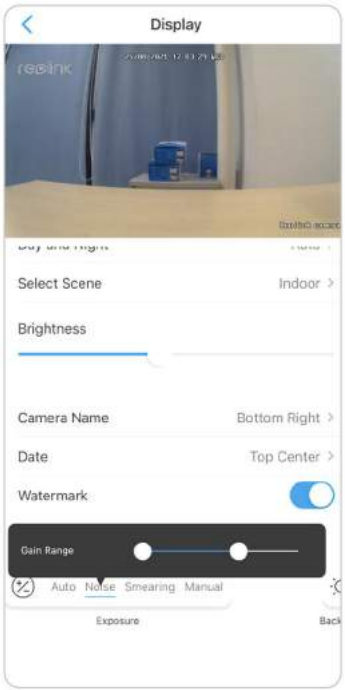
Advanced

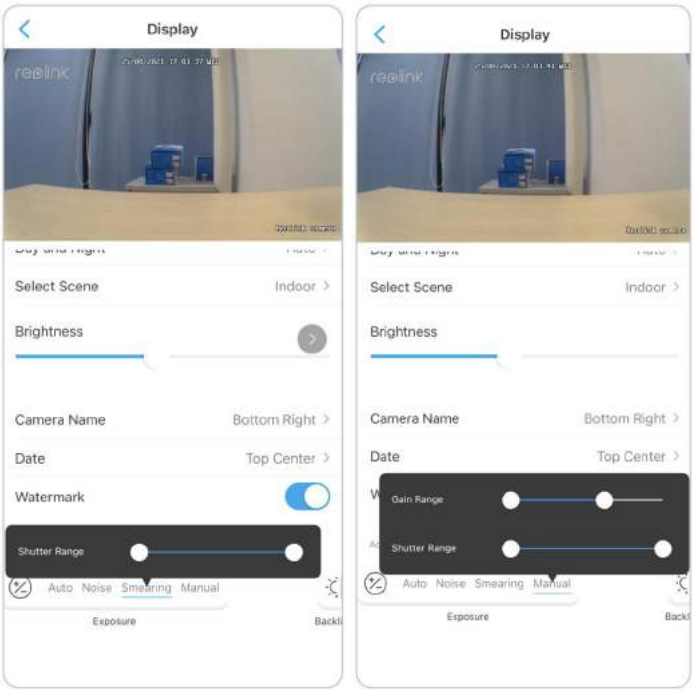
It includes **Exposure** and **Backlight**.



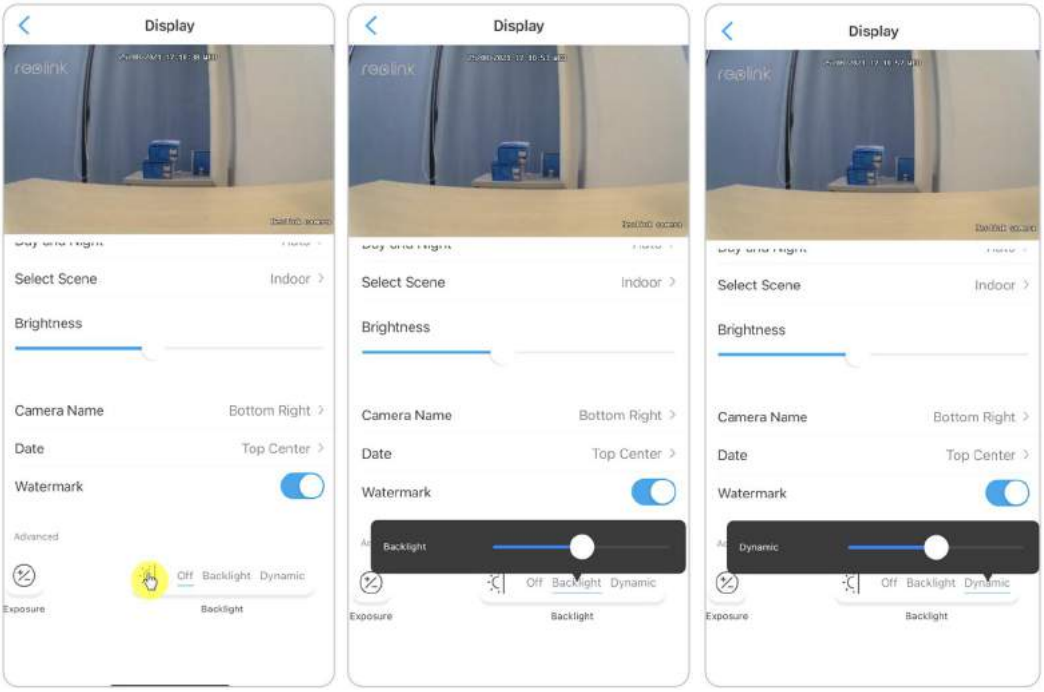
Exposure: Select the exposure level of the camera based on pre-defined conditions. Select **Manual** to adjust the shutter range and gain range of the camera manually.







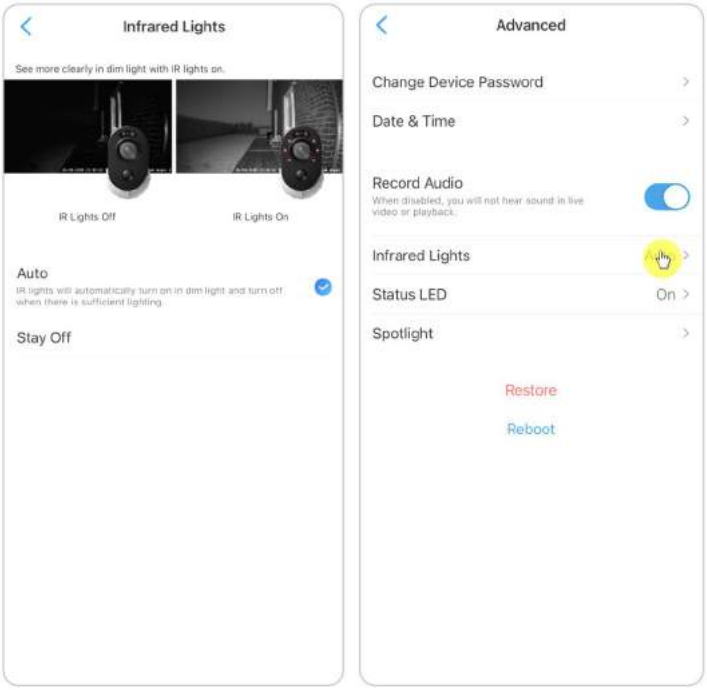
Backlight: Optimize brightness and contrast levels to compensate for differences between dark and bright objects. This may improve image clarity in high contrast situations but should be tested at different times of the day and night to ensure there is no negative effect.



Lights and LED

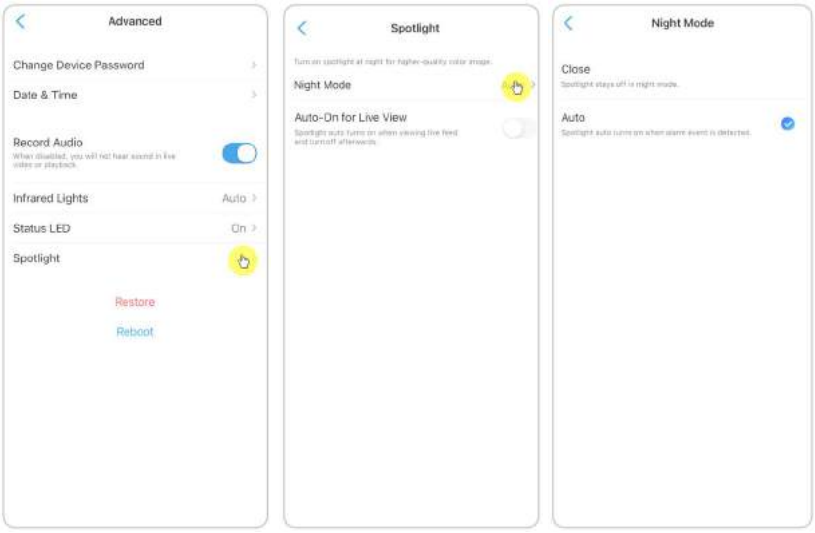
Infrared Lights

By default, the infrared lights on the cameras are set to **Auto**. They will be automatically turned on in dim environment. If there is enough illumination, you may choose to turn off the infrared lights.



Spotlight

When an alarm event is detected, it will be automatically turned on, and the spotlight can also add light sources to produce full-color images.
By default, the **Night Mode** is set as **Auto**.



And you can also enable the **Auto-On for Live View**, which means the spotlight will automatically turn on when viewing the live feed and turn off afterwards.

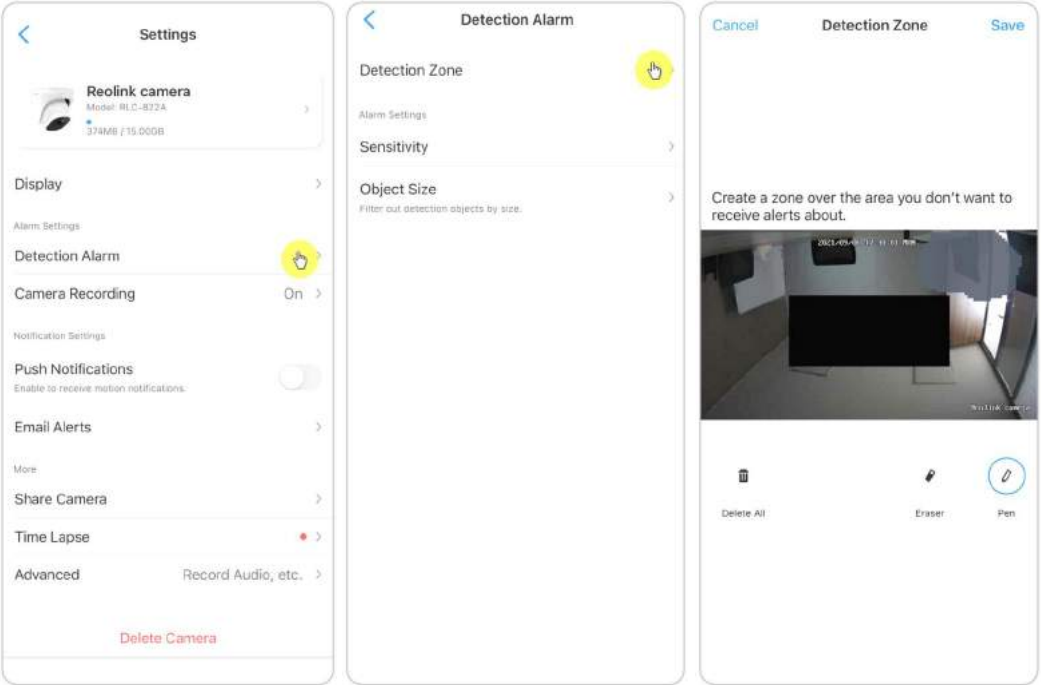
4. Alarm and Detection

Set up Motion Detection

Reolink camera judges whether each macroblock has moved by dividing the grid. When the number of moved blocks reaches a certain proportion of the number of armed blocks, the alarm will start.
The working principle of motion detection is that a camera will judge it as a motion when differences in 2 frames reach 0.5%-10% (customize by adjusting motion sensitivity) of the image. When the picture changes, the number calculated and compared will exceed the threshold and instruct the system to automatically make corresponding process.

Detection Zone

Detection Alarm > **Detection Zone** > Create a zone over the area you don't want to receive alerts about.

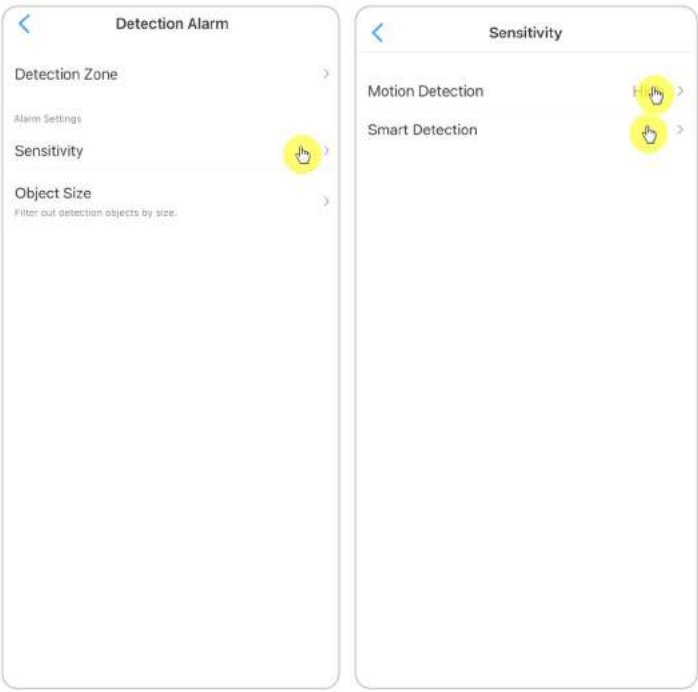


Sensitivity

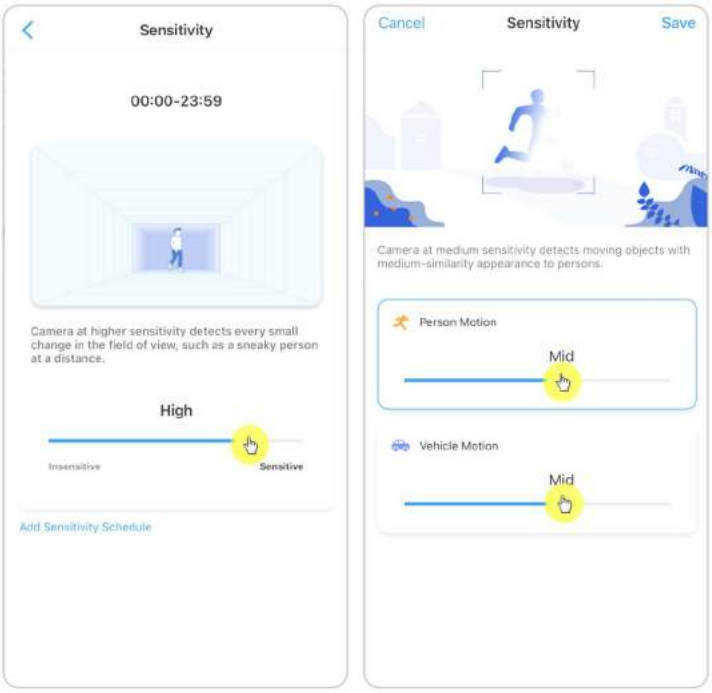
Sensitivity can be set for motion detection and smart detection.

Note:

Smart detection is only for PoE cameras which support the smart person and vehicle detection.

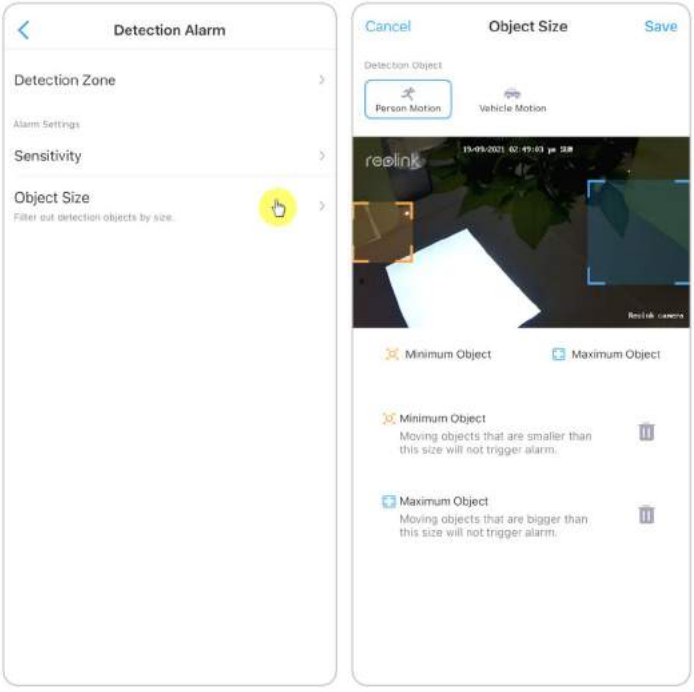


Drag the bar to adjust the sensitivity from low, mid to high.
For the sensitivity of motion detection, you can also add sensitivity schedule.



Object Size

You can set the minimum and maximum object size. Moving objects that are smaller or bigger than the size will not trigger alarm.



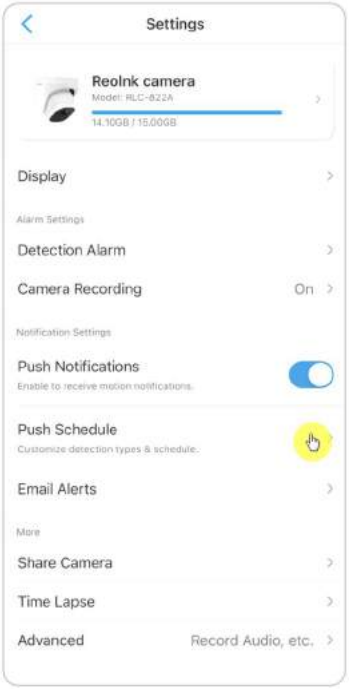
Set up Motion Alerts

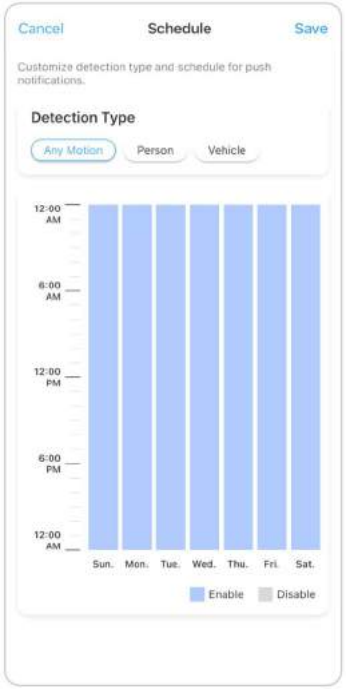
Push Notification

When the camera detects a motion, it will send a push notification, which pops up on your mobile phone.

1. Tap on **Push Notifications** to enable this function.

2. Set a **Push Schedule** if you need: **Any Motion**, **Person**, **Vehicle**.

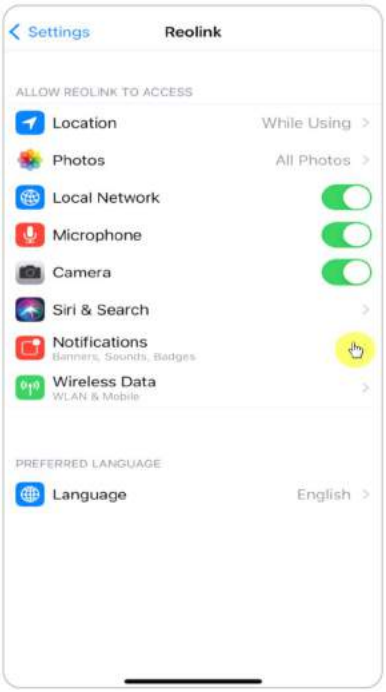


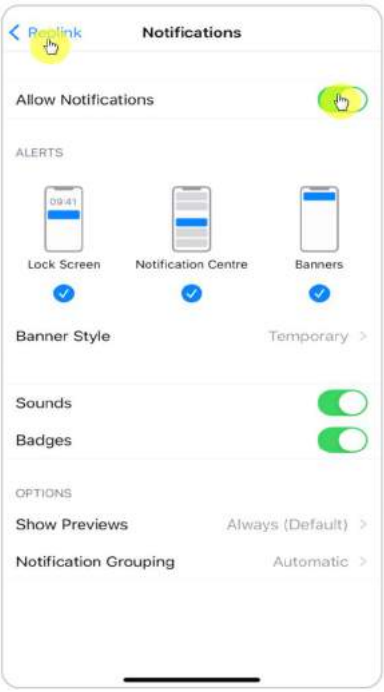


Notes:

1. The push notification for person and vehicle is only for PoE cameras which support the smart person and vehicle detection.
2. For iOS, please set your phone to allow Reolink App to send push notifications. Go to your phone **Settings**, find **Notifications** and among the App list find the Reolink App. Make sure the Reolink App can send notifications.

For Android, different phone brands have different notification settings, so please make sure the push notification is allowed to be received.

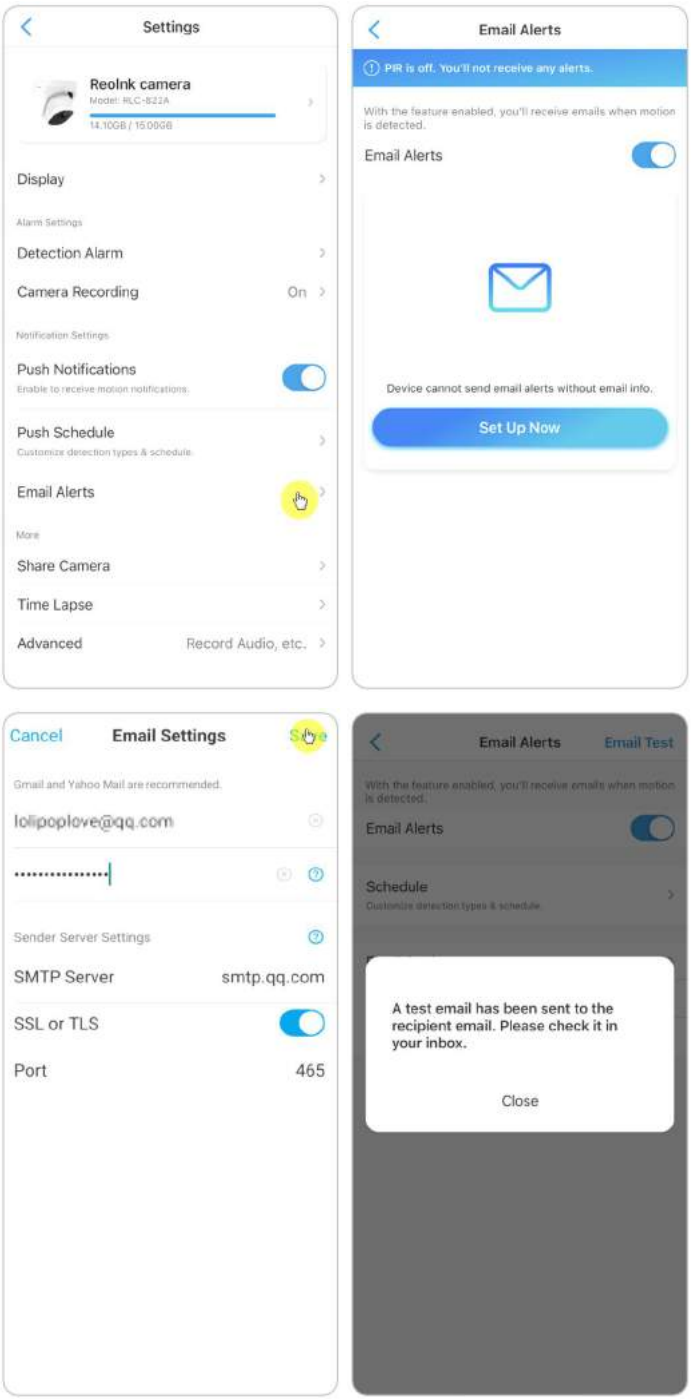




Alarm Email

When the camera detects a motion, it will send an alarm email with plain texts or the camera's live image.

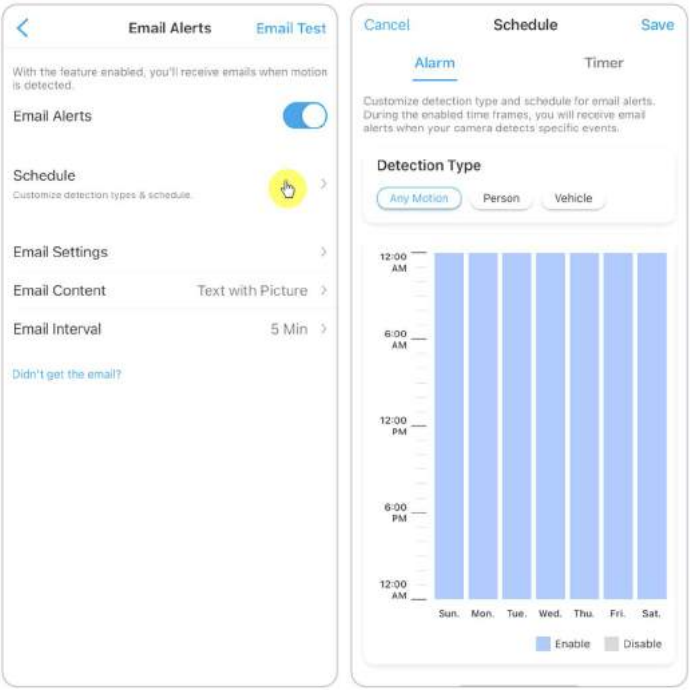
1. Tap **Set up Now** to enter **Email Settings**, and enter the **Email address** and **Email password**, **SMTP server** and **port**. Then tap on **Save**.



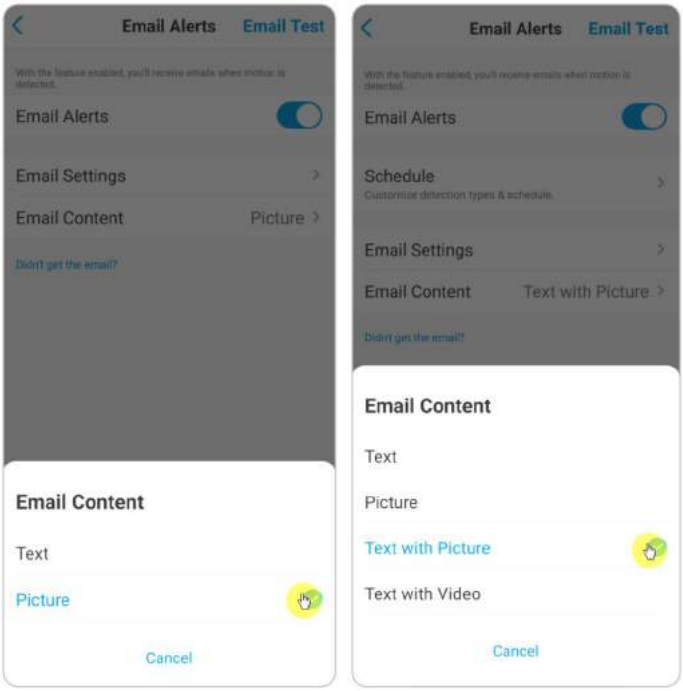
2. Tap **Schedule** to set up a schedule when you'd like to receive the email alerts, and tap **Save**.

Note:

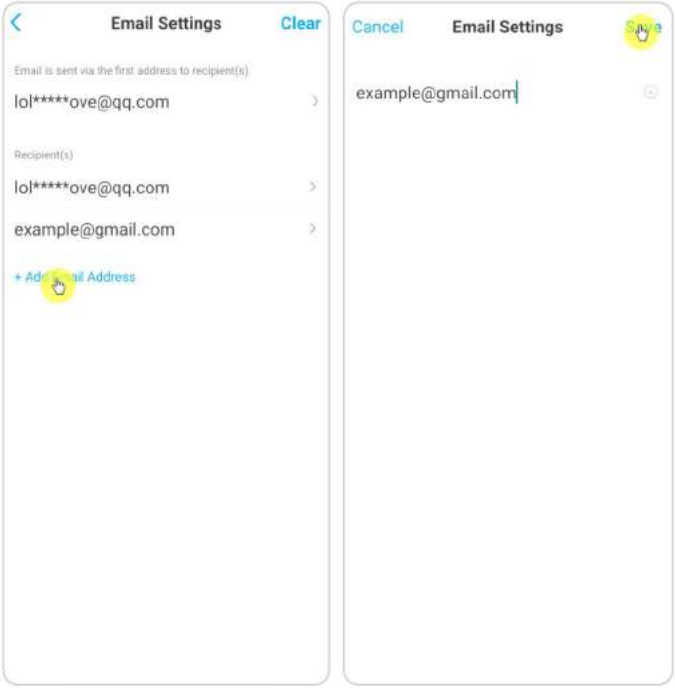
The email notification for person and vehicle is only for PoE cameras which support the smart person and vehicle detection



3. Tap **Email Content** to choose for the camera to send email, you can choose **Text**, **Picture**, **Text with Picture** or **Text with Video**.



4. Tap **Email Settings**, then **+Add Email Address** to add more recipients of email alerts, then tap **Save**.

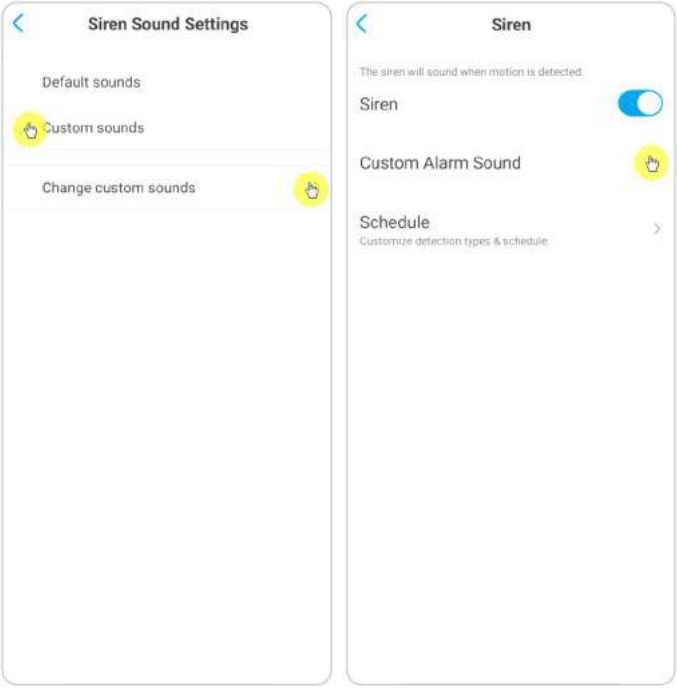


Alarm Siren

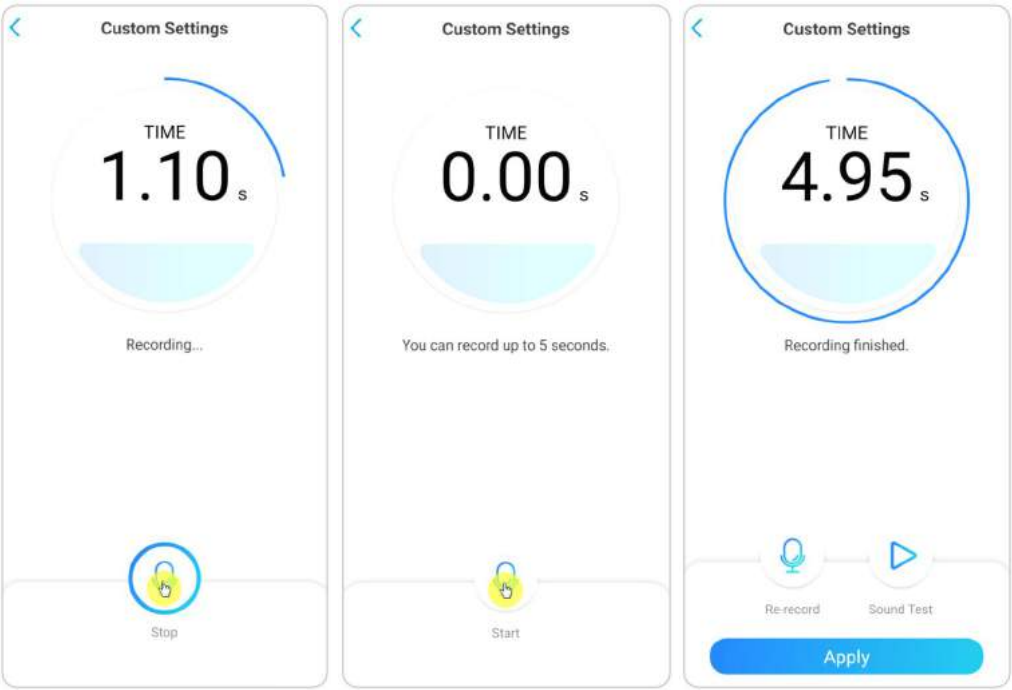
You can set up the camera siren to make an alert sound when a motion is detected.

1. Tap on . Tap on **Siren** and enable **Siren**.

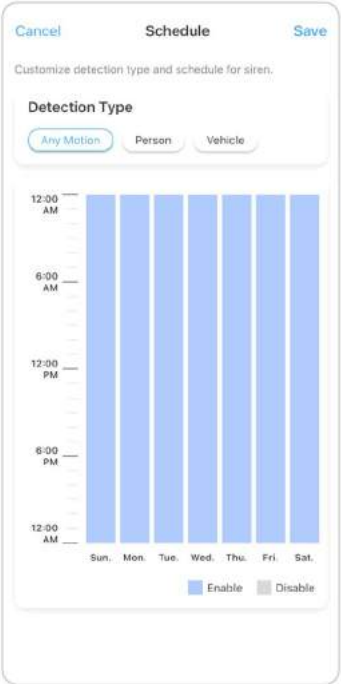
2. Tap on **Custom Alarm Sound**, if you want to use a custom sound. Tap **Custom sounds**, then tap **Change custom sounds** to record an up-to-5-second sound.



3. Tap **Start** to start recording or tap **Stop** to stop recording. Tap on **Sound Test** to test the recorded sound or tap **Re-record** to record again till you're satisfied. Then tap **Apply** to save the changes.



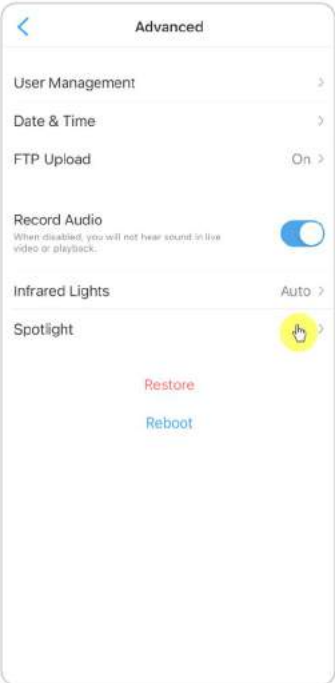
4. Tap **Schedule** to set up a schedule when you want the siren to work, then tap **Save**. For PoE cameras supporting the smart person and vehicle detection, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Any Motion**.



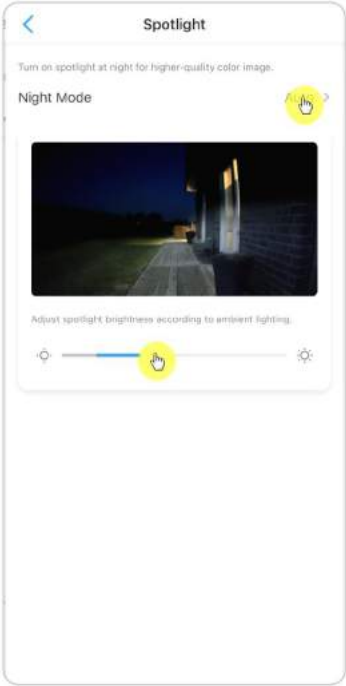
Alarm Spotlight

Camera model RLC-811A and RLC-823A have built-in spotlights, which can automatically turn on when a motion is detected.

1. Tap on ⚙. Then tap **Advanced**, then tap **Spotlight**.



2. Tap **Night Mode** to set it as **Auto**, in this way, when a motion is detected during night time, it'll automatically turn on the spotlights.
And you can drag the bar to adjust the spotlight brightness.

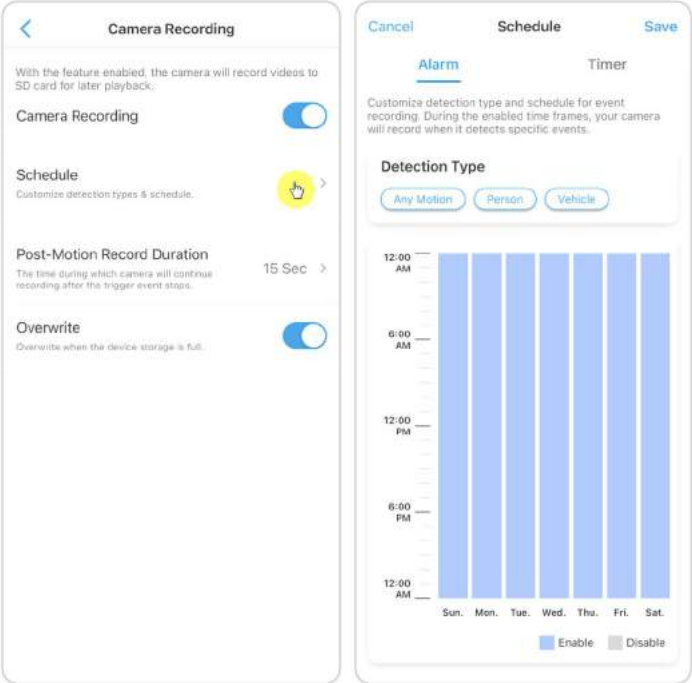


Set up Motion Recording

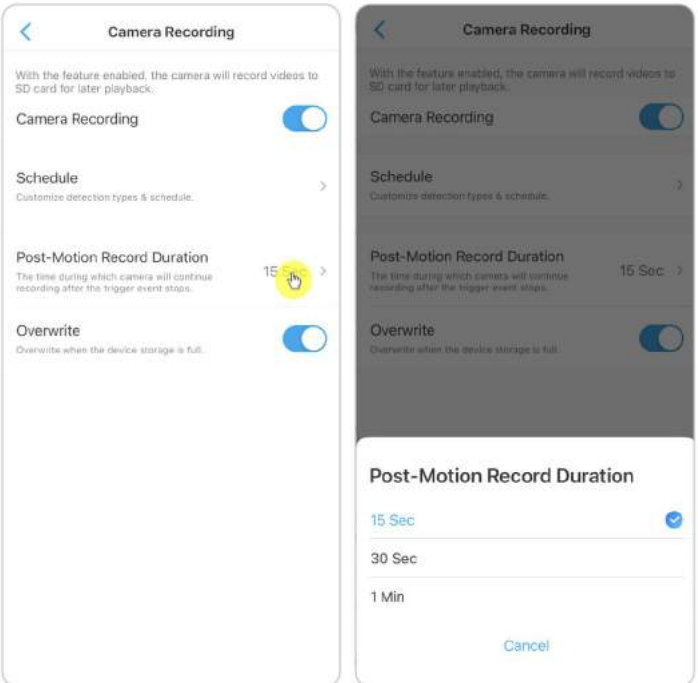
When the camera detects a motion, it can record and save motion recordings to SD card automatically. You need to install a SD card to the camera.

1. Tap on ⚙. Then tap on **Camera Recording**, tap again to enable it.

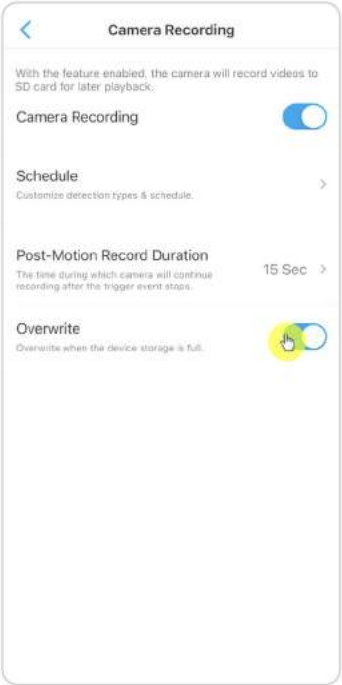
2. Tap **Schedule** to set up a schedule when you want the camera to save motion recordings, then tap **Save**. For the PoE cameras which support the smart person and vehicle detection, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Any Motion**.



3. Tap **Post-Motion Record Duration** to set up the motion recording length, you can choose 15 sec, 30 sec or 1 min.



4. Tap **Overwrite** to overwrite the recordings when the SD card is full, and the overwrite function is enabled by default.



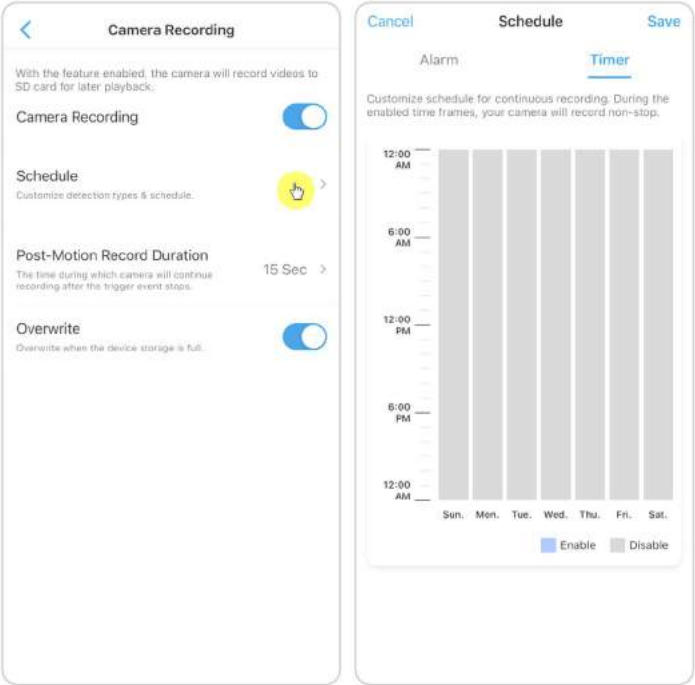
5. Recording and Playback

Set up Recording

Reolink PoE cameras support both motion recordings and continuous recordings. And recordings can be saved into micro SD cards and uploaded to FTP server.
For how to set up the motion recording, please refer to chapter 4 “Set up Motion Recording”.

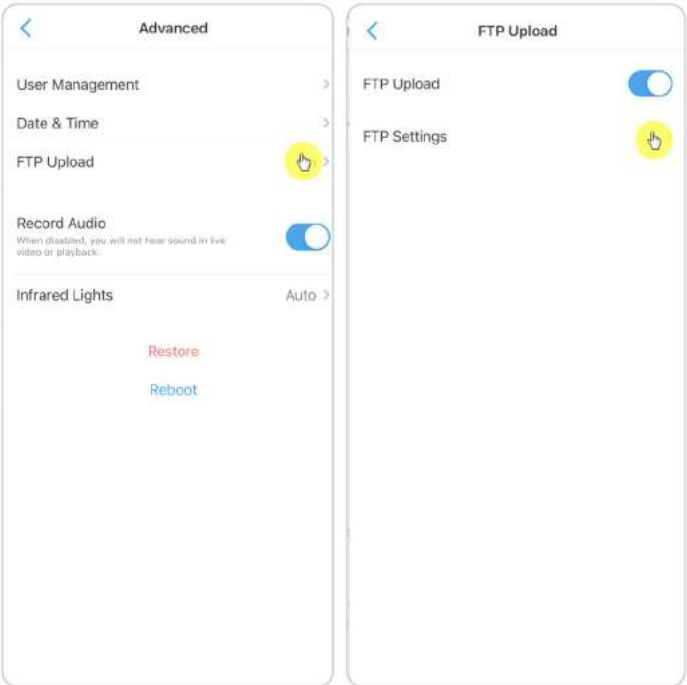
Set up Continuous Recording

And you can also set continuous recording to the SD card by choosing **Timer**.



FTP Settings

Step 1. Go to **Advanced** > **FTP Upload** page, enable **FTP Upload** option and then click **FTP Settings** to enter this page.

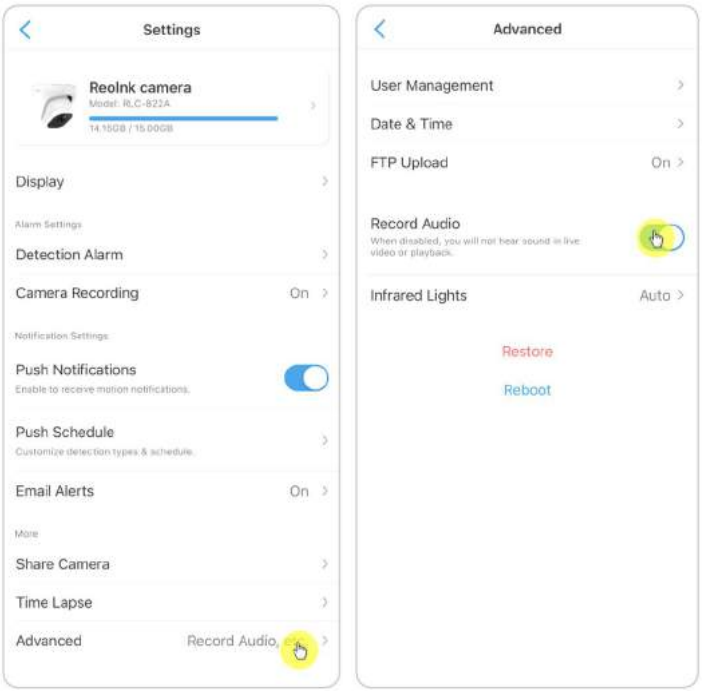


Step 2. Complete the information required and click **Save** to save all the settings.

Server Address: Type in the address of your FTP server and FTP Port. The default FTP Port for Reolink products is 21.
User Name and Password: Enter the User Name and Password of your FTP server. If there is no username and password required, please enable **Anonymous FTP**.
Upload Directory: Set an upload directory for device video recording. You may also leave it blank.
Maximum File Length: You can enter the file length here.
File Type: Choose to upload both video and picture or picture only.
FTP Postpone: Set the record time limit after a motion is detected. This option is only available when **File Type** is **Video** and **FTP Schedule** is **Motion**.
Transfer Mode: This option consists of **Auto**, **PORT**, and **PASV** three modes. We recommend you choose the **Auto** option.

Record with Audio

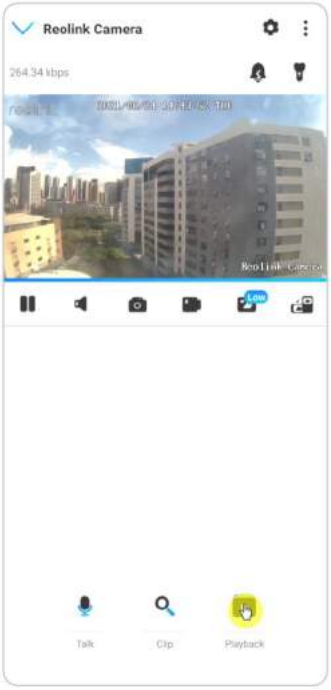
Tap on **Advanced** and then find **Record Audio**, tap to enable record audio option. Then the camera will record audio in video recordings.



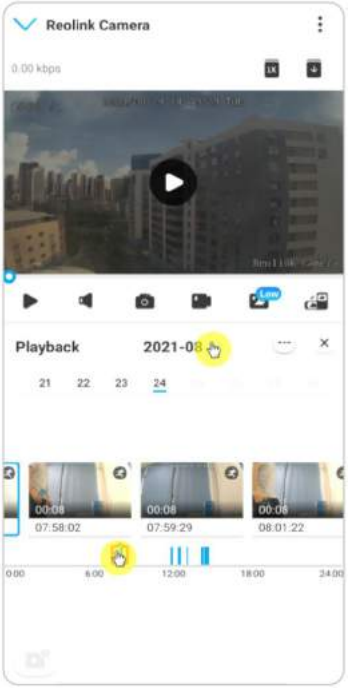
Replay and Download Recordings

Replay Recordings

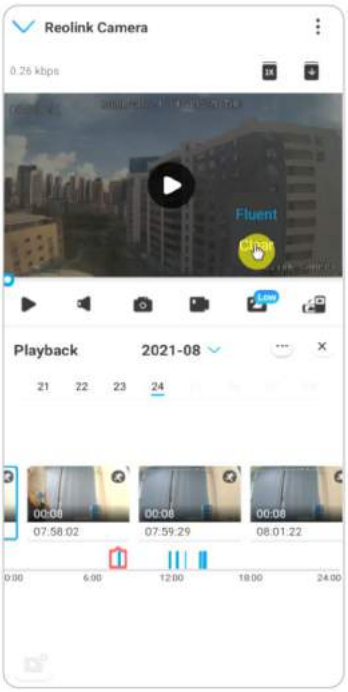
1. Open live view of the camera. Then tap on **Playback** on the bottom.



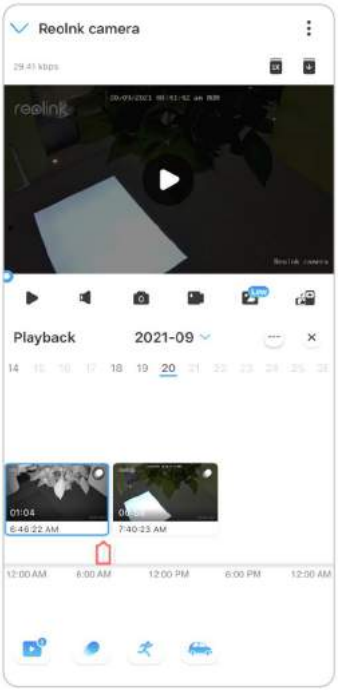
2. Select a date to search the recordings. Slide through the timeline to find the recordings you want to replay, tap on the selected recording and it'll automatically starts to play.



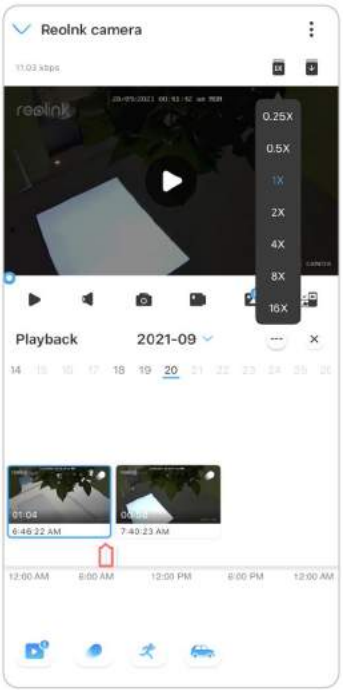
3. Tap on Low to choose **Fluent** or **Clear** to replay the recordings in clear mode or fluent mode.



4. Tap **show alarm** icon on the bottom to show the alarm recordings only. For PoE cameras supporting the smart person and vehicle detection, you can select motion recording type of **Person**,**Vehicle** or **Any Motion** to replay.

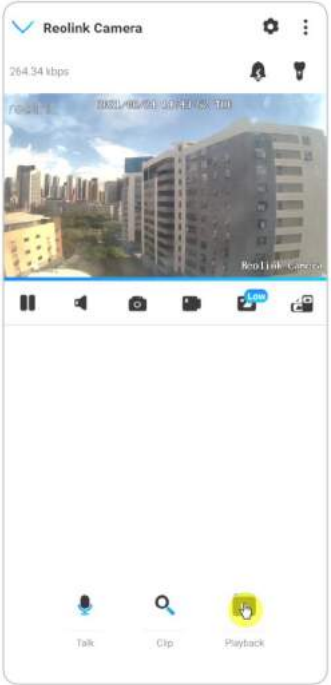


5. To replay the recording in slow or fast speed, please tap on the **icon** 1X and then choose the playback speed at 0.25X, 0.5X, 1X, 2X, 4X, 8X or 16X.

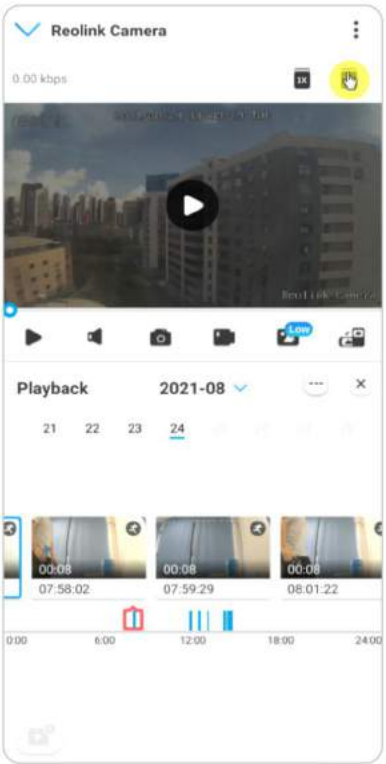


Download Recordings

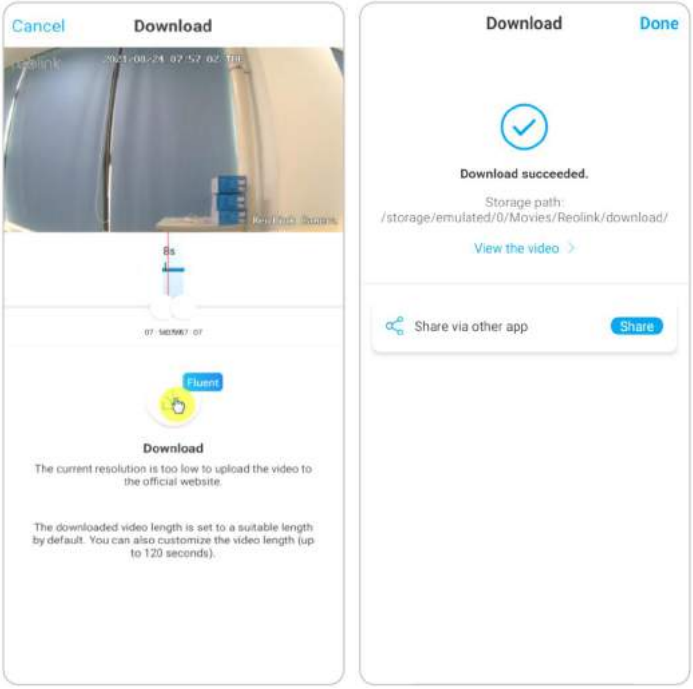
1. Open live view of the camera. Tap on **Playback** on the bottom.



2. Select a date to search the recordings. Slide through the timeline to find the recordings you want to replay, tap on the selected recording and then tap on the **Download** icon .



3. Drag on the timeline to cut the recordings up to 120 seconds, then tap on **Download** to download the recording to your phone.



Delete Recordings

Reolink cameras don't support deleting selected recordings. The camera will automatically delete and overwrite the older recordings when the SD card is full. Or you can manually format the SD card to delete all recordings.

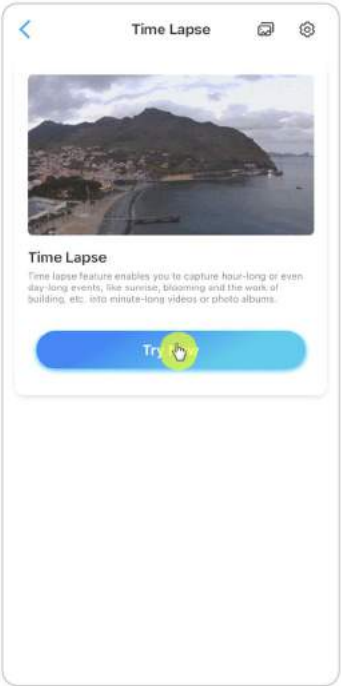
Time Lapse

Time-lapse photography, also known as time-lapse video, is a shooting technique that compresses time. It shoots a group of photos or videos, by connecting photo series or extracting video frames, the process of several minutes, hours, or even several years is compressed into a short period of time and played as a video. In a time-lapse video, the process of slowly changing objects or scenes is compressed into a short period of time, presenting a wonderful scene that is usually undetectable by the naked eyes.
The process of shooting time-lapse photography with a camera is similar to making a stop motion animation (Stop Motion), connecting a single still picture in series to get a dynamic video. It is a means of recording at regular intervals, and reproducing the slow changing process of the scene with obviously changing images.

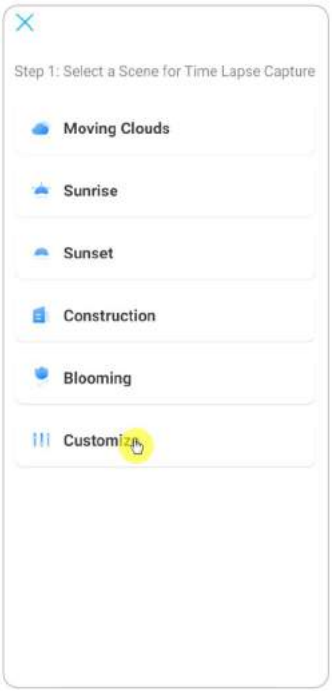
Set up Time Lapse

1. Tap on the ⚙. Then tap on **Time Lapse**.

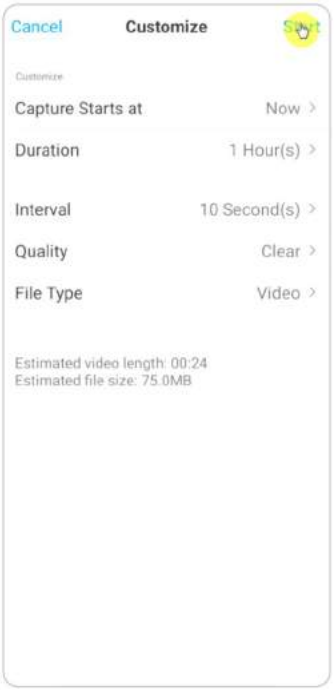
2. Tap **Try Now** or **Create New Time Lapse Capture**.



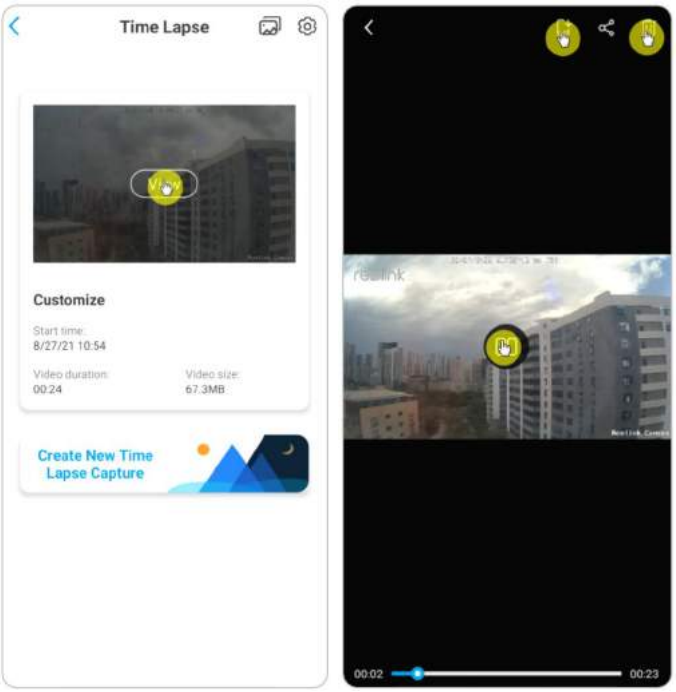
3. **Select a scene** from the list or tap on **Customize** to create a customized time lapse capture.



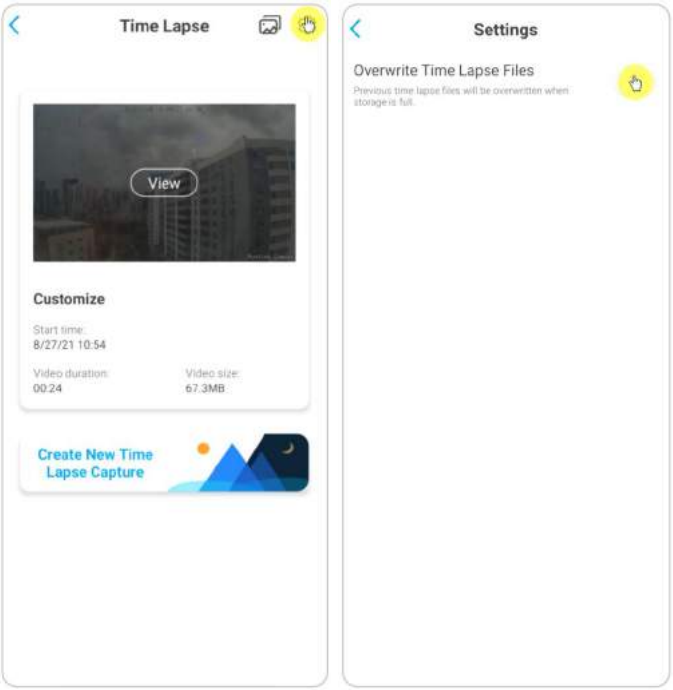
4. Customize when the capture starts, **Duration**, **Interval**, **Quality** and **File Type**, then tap on **Start**. The camera will automatically start to capture at the set time.



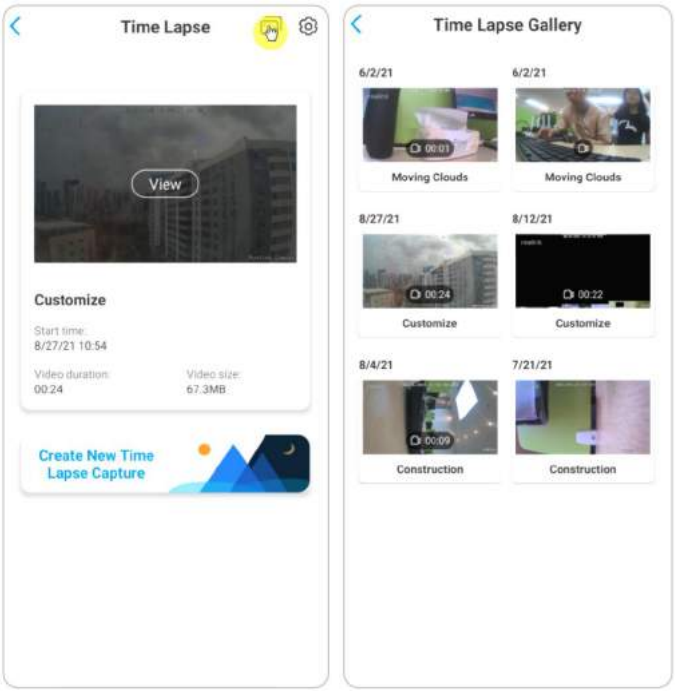
5. Later when the time lapse video is created, you can tap on **View** on the **Time Lapse** page to play back or download it. It usually takes several seconds or minutes for the time lapse video to cache before playback starts. You can also tap on the trash icon to manually delete the time lapse video.



6. Tap on icon, here you can turn on or off the option **Overwrite Time Lapse Files**.



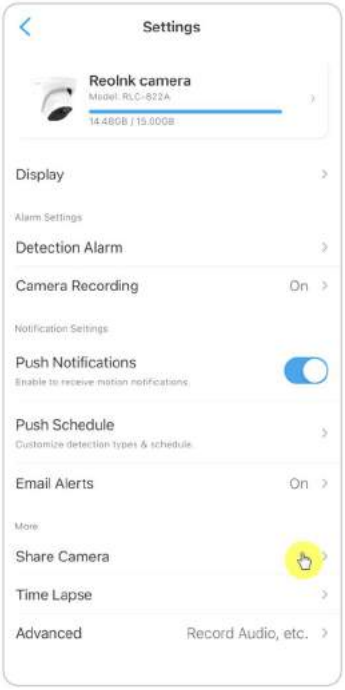
7. Tap on the pictures icon to view the **Time Lapse Gallery**. Here you can view or manage all time lapse videos.



6. Use the Reolink App

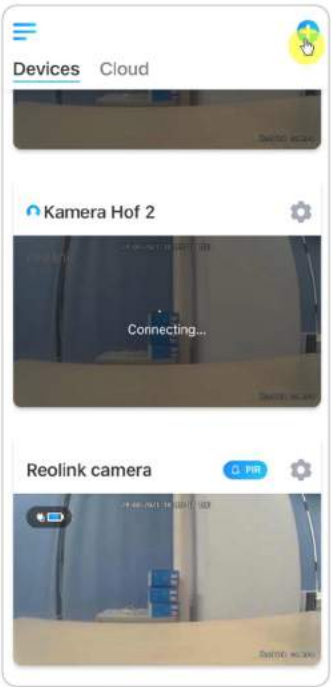
Share Your Devices with Others

1. Launch Reolink App on your phone, then tap on to enter the **Device Settings** page.

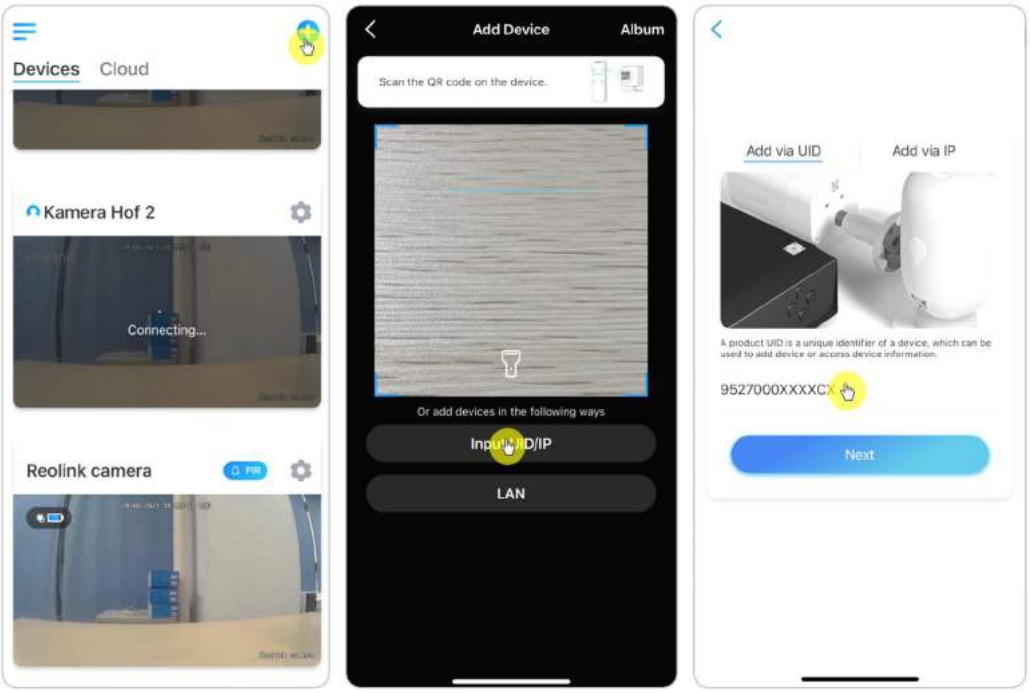


2. Tap **Share Camera** to get the camera's QR code.

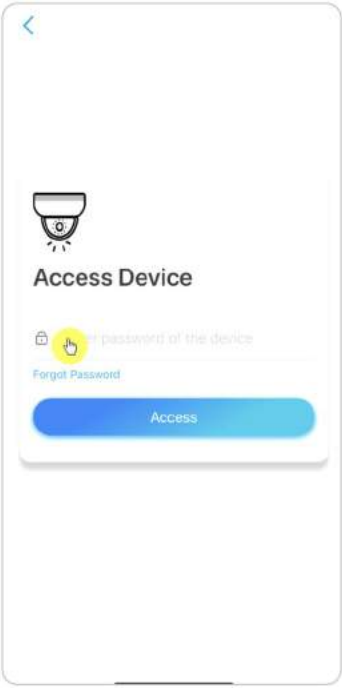
3. Launch the Reolink App in another phone and tap button to scan the QR code.



Or you can manually input the camera's UID to add the device. The camera UID consists of 16 digits that start with 9527000xxxxxxx.



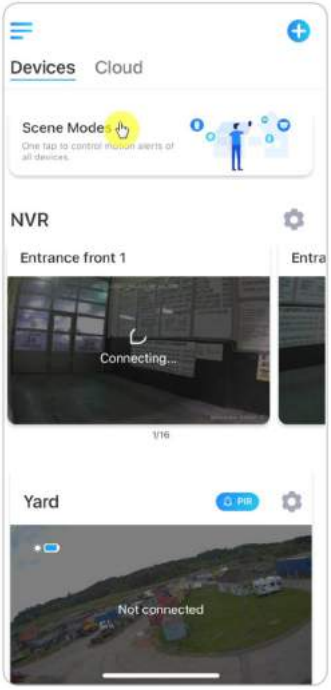
After entering the UID, please tap > **Next** to enter the camera password to log in.



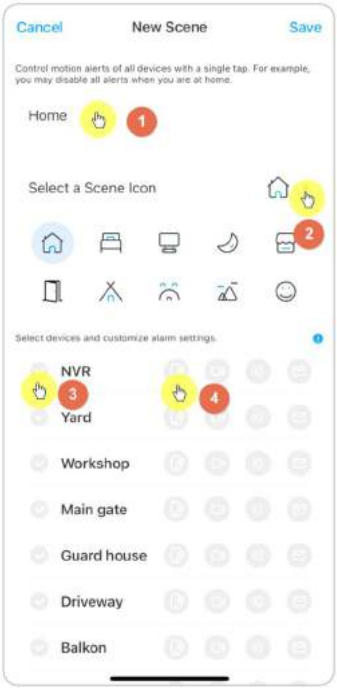
Scene Modes

The **Scene Modes** setting is designed for different usage scenarios. You could control all your cameras under different modes as you need. For instance, you could disable all cameras alarm under home mode when you're home, but enable all the alarms under outside mode when you're away.

1. Scroll down the **Devices** list to find the **Scene Modes** configuration entrance.



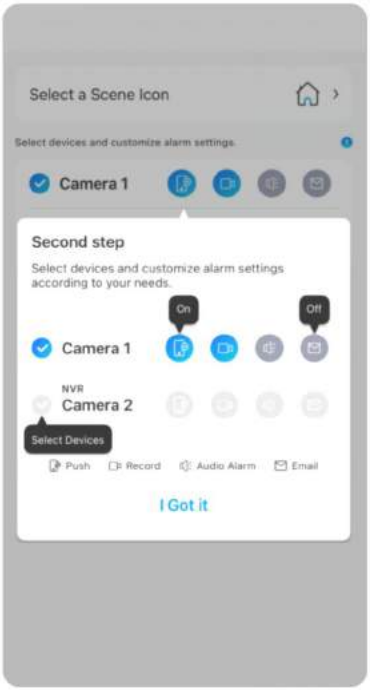
2. Tap it to name the scene and select a scene.



1	Name the scene
2	Select a scene icon
3	Select devices
4	Customize the alarm settings

3. Select devices for this scene and customize the alarm settings.

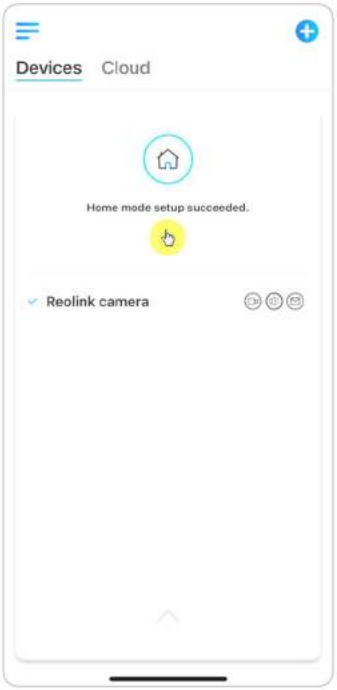
4. If you want to receive push, email, audio alarm under this scene mode that you can enable the alarm settings with push, email, audio, alarm, the blue icon means enabled, gray means disabled.



Icon	Meanings
	push notifications, blue means enabled, grey means disabled
	recording, blue means enabled, grey means disabled
	audio alarm, if the motion triggered the camera, it will alarm with siren, blue means enabled, grey means disabled
	email notifications, blue means enabled, grey means disabled

5. Tap **Save** in upper right corner to save the settings.

Note: If the selected cameras are successfully activated, you'll see the prompt "**xxx mode setup succeeded**" as the picture shown below.

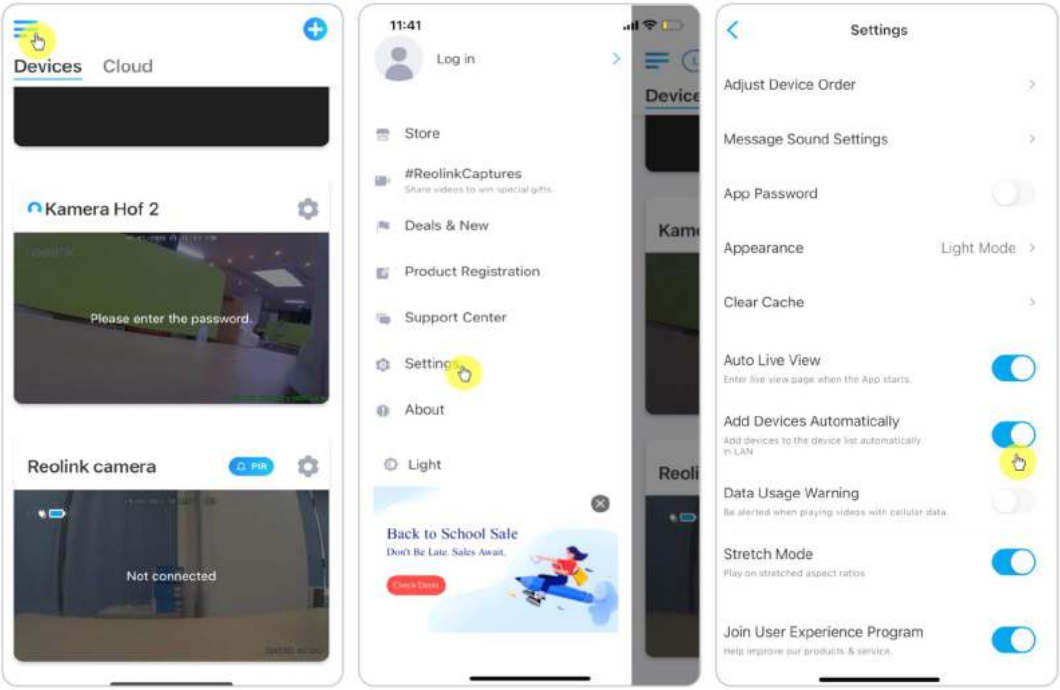


Note: If you want to make some changes to a certain scene, long-press the scene button to edit or delete the scene, the camera you selected will stay in this mode until you change to another mode.

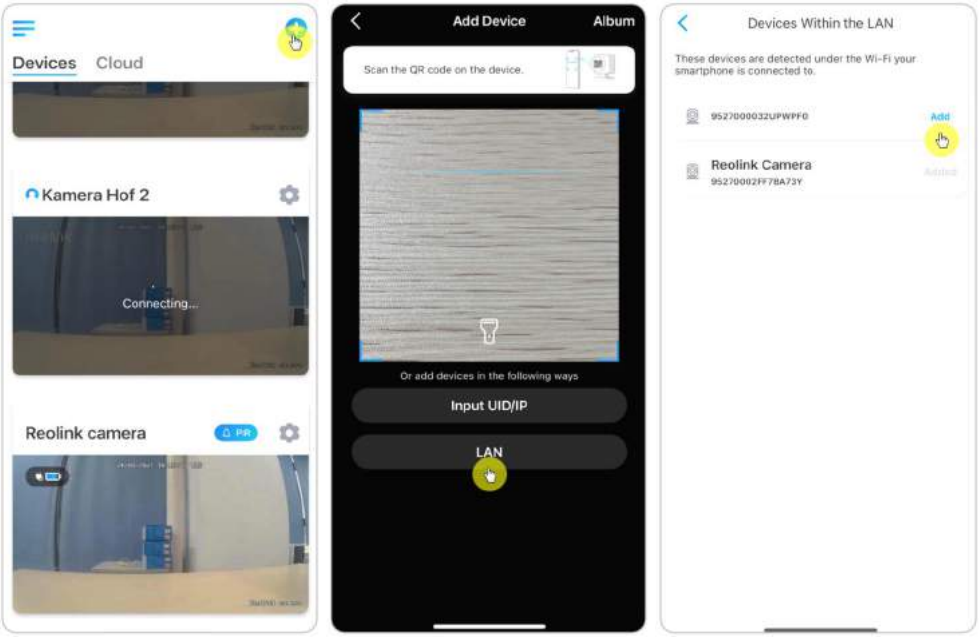
Add or Delete a Camera

Add the camera in LAN

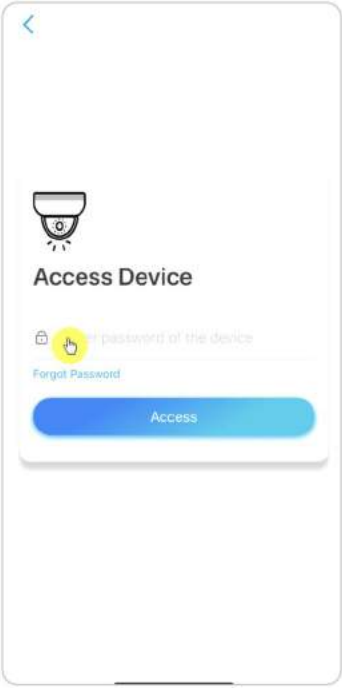
1. If you want to add the camera in LAN, we recommend that you enable the **Add Devices Automatically** option. Once your smart phone and camera are connected to the same network, the Reolink App can find the Reolink device automatically in LAN.
2. Tap ☰ and go to **Settings > Add Devices Automatically**.



Or you can go to the home page and tap ⊕ > **LAN** and select the camera you want to add.

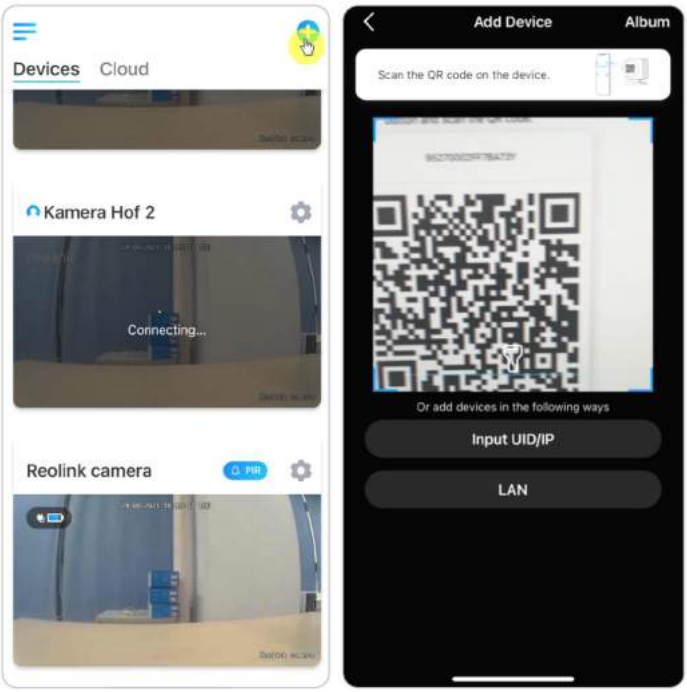


3. Enter the camera password to log in.

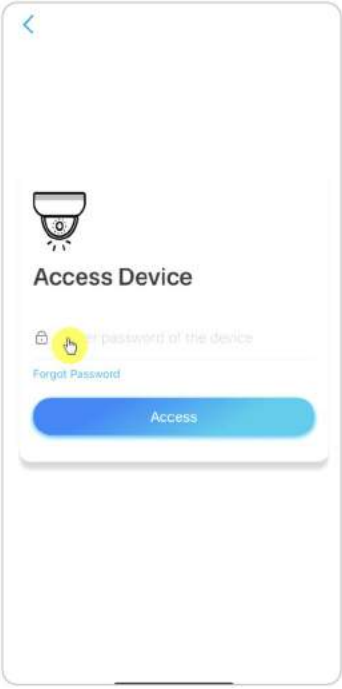


Add Camera by Scanning the Camera QR Code

1. Tap and scan the QR code on the camera body.

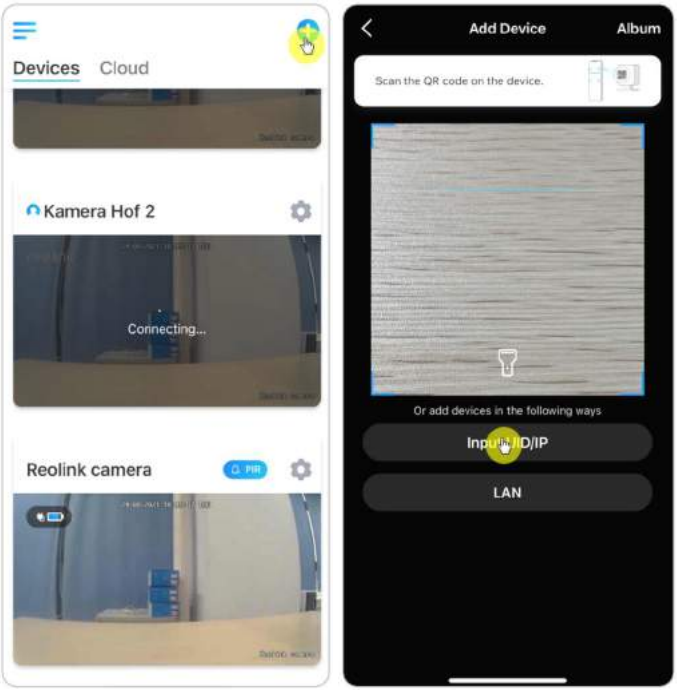


2. Enter the camera password to log in.



Add Camera by Entering the Camera UID

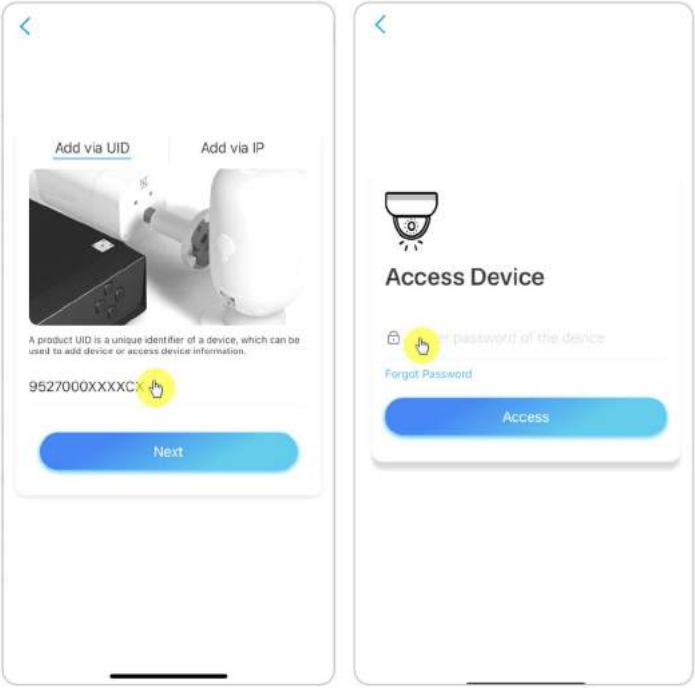
1. Select **Input UID/IP**, please note that you are unable to add the camera with IP address.



Note:

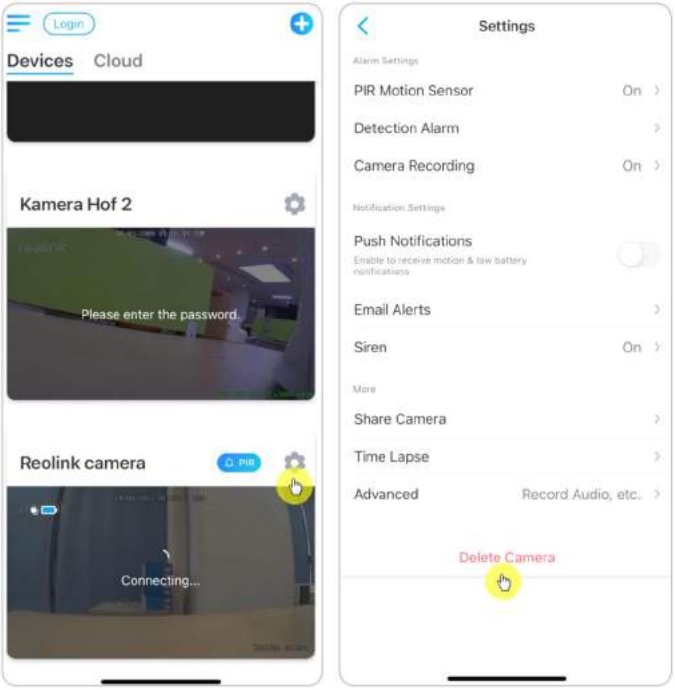
The camera UID consists of 16 digits that start with 9527000xxxxxxx.

2. Enter the camera UID, tap **Next** to log in with the camera password.



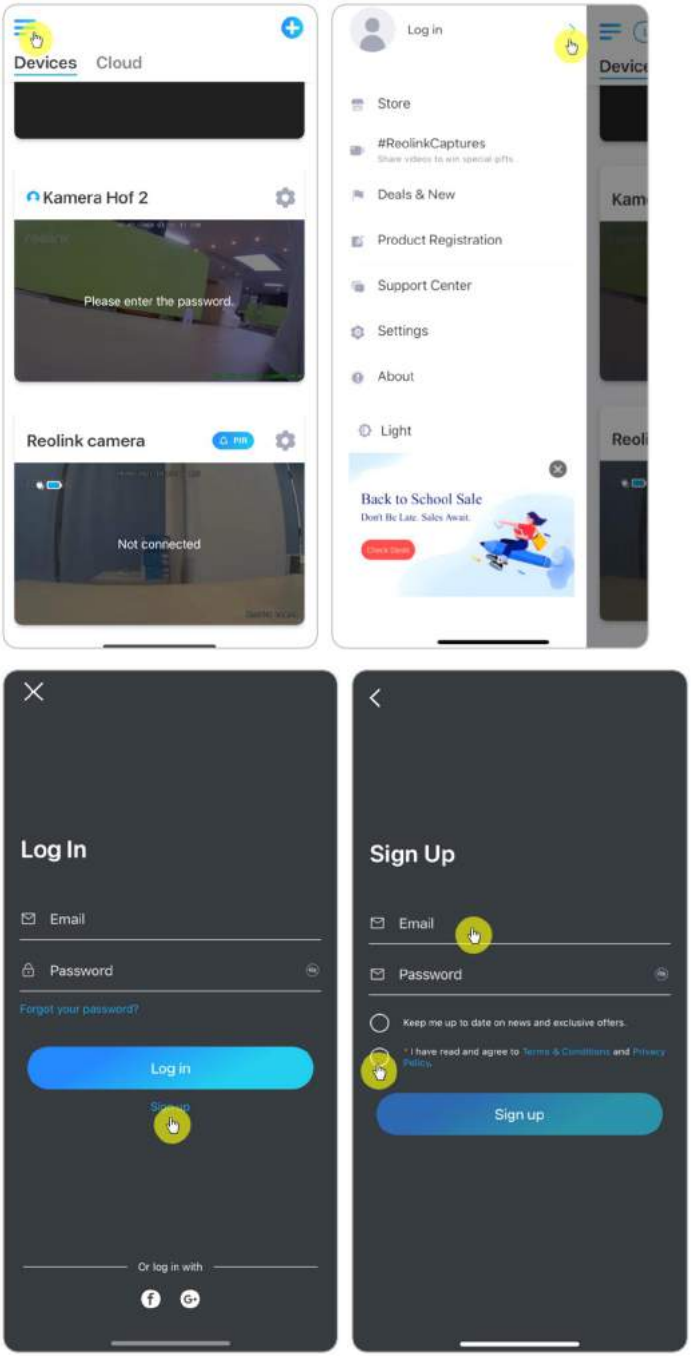
Delete a Camera from Reolink App

Tap ⚙ then scroll down the page to delete the device.



Register Account

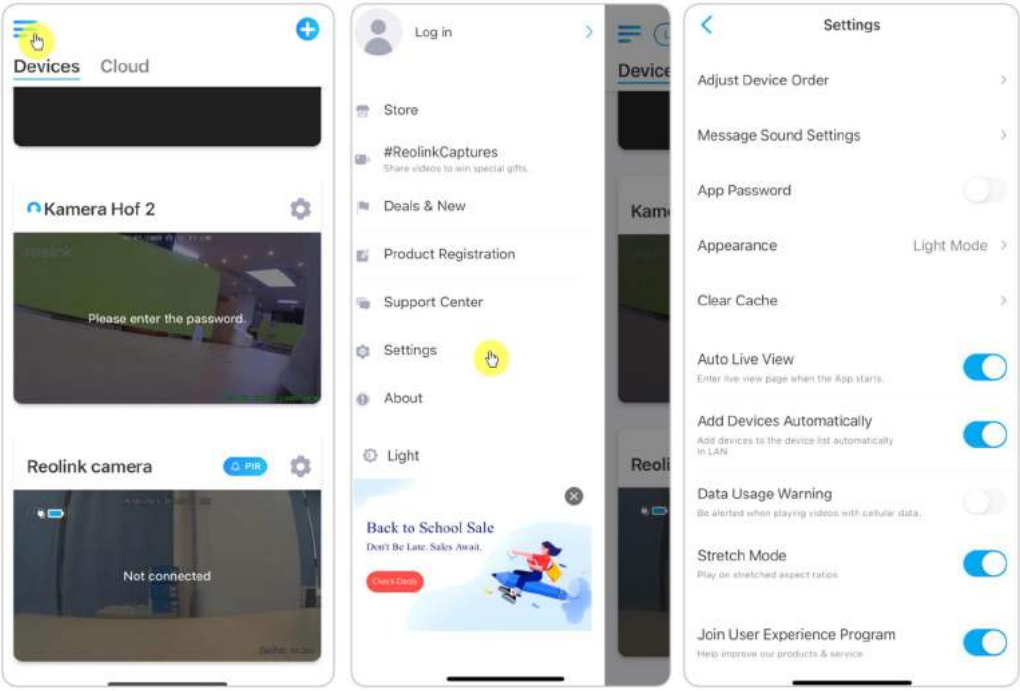
A Reolink account can be used to place orders on the Reolink website, check order history, and log in to cloud or smart home like Google Home or Alexa.
You can follow up the steps below to register a Reolink Account.
Tap > and enter your email address and password to sign up.
Note:
Only check "**I have read and agree to Terms & Conditions and Privacy Policy**".



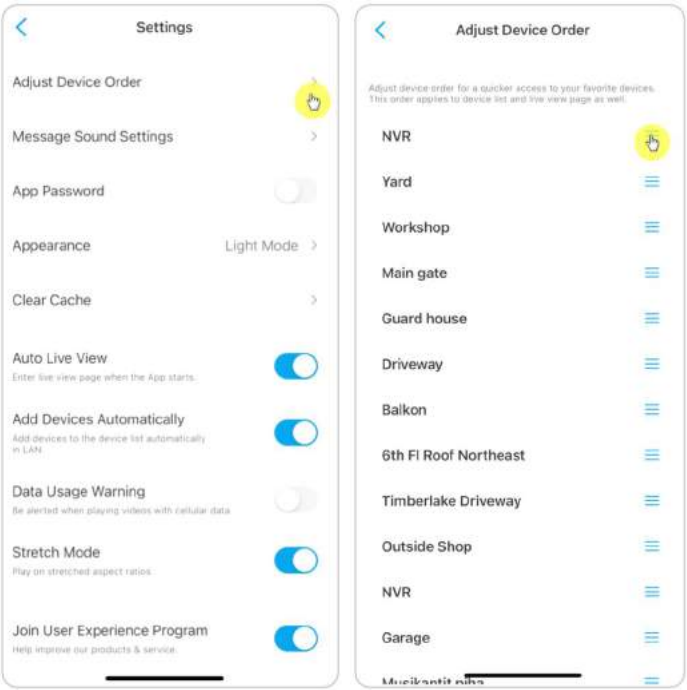
After that you will receive a verify email. Once finished to verify the email, you can log in your Reolink Account.

App Settings

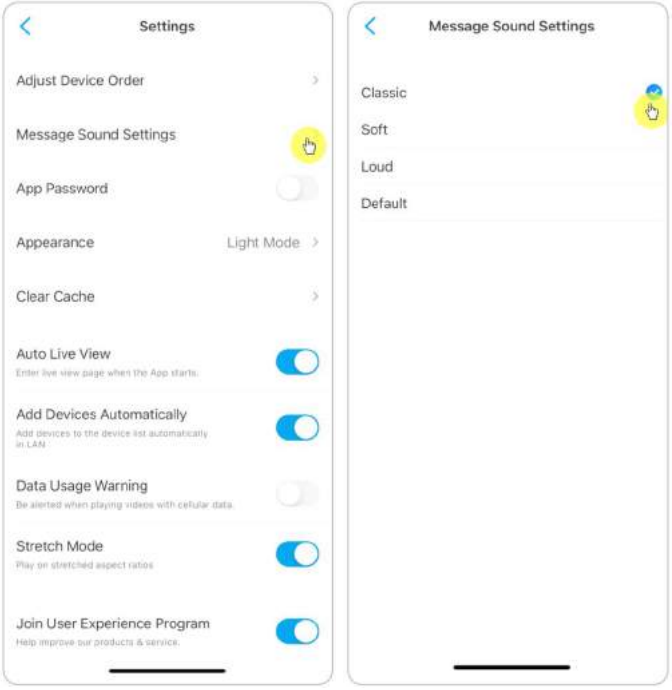
Launch the Reolink App. Tap ☰ and you can adjust the device order, change sound settings, App password, clean cache, etc.



Adjust Device Order: Adjust order for a quicker access to the devices you want, tap › and drag the device to the channel as you want.



Message Sound Settings: Like the push notification sounds, tap > and you can choose the notification sound you like.



App Password: You can set up an App password to protect the App.
Appearance: There are three modes to choose: Light mode, dark mode, follow system.
Clear Cache: Clean the Reolink App cache. Cache is the temporary data generated when you use the App. Clearing cache will not affect the normal use of Reolink App.
Auto Live View: When you launch the Reolink App, the App wil start the live stream automatically.
Add Devices Automatically: It will scan and add the Reolink devices in LAN automatically.
Data Usage Warning: You will get a warning like “play over cellular data” when trying to see the live feed.
Stretch Mode: Play on stretched aspect ratios.
Hardware Decoding: You may disable or enable it, if you have problems while playing back the videos.
Join User Experience Program: Help improve our product & service.

7. Camera Settings

SD Card Storage

Choose a Proper SD Card

Please choose a SD card with specifications below so it can be compatible with the camera.

Item	Requirement
Capacity	Up to 128GB (Argus 2; Argus 2E; Argus 3; Argus Pro; Argus Eco; Argus PT; Reolink Go PT with the latest firmware version)
Read and Write Speed	Class 10 or higher/≥26Mbps
Format	FAT32

Install the Micro SD Card

Bullet Cameras

Step 1. Find the micro SD card slot at the back of the camera and unscrew the screws to open it.

Step 2. Insert the micro SD card just like the way in the picture below, please use your fingernail (or use the provided reset needle) to push the micro SD card in until it is locked, and you will hear a click sound and the micro SD card will not pop out if it is inserted in properly.

Step 3. Screw the screws to close the cover tightly.

RLC-420/D400

Step 1. Find the micro SD card slot at the top of the camera and unscrew the screws to open it.

Step 2. Insert the micro SD card just like the way in the picture below, please use your fingernail (or use the provided reset needle) to push the micro SD card in until it is locked, and you will hear a click sound and the micro SD card will not pop out if it is inserted in properly.

Step 3. Screw the screws to close the cover tightly.

RLC-423

Note:

Before installing/uninstalling the SD card, please power off the camera first, in case it will damage the SD card.

Step 1. Find the micro SD card slot and unscrew the screws to open it.

Step 2. Insert the micro SD card just like the way in the picture below, please use your fingernail (or use the provided reset needle) to push the micro SD card in until it is locked, and you will hear a click sound and the micro SD card will not pop out if it is inserted in properly.

Step 3. Screw the screws to close the cover tightly.

Remove the Micro SD Card

Please refer to the steps below to remove the SD card from your camera.

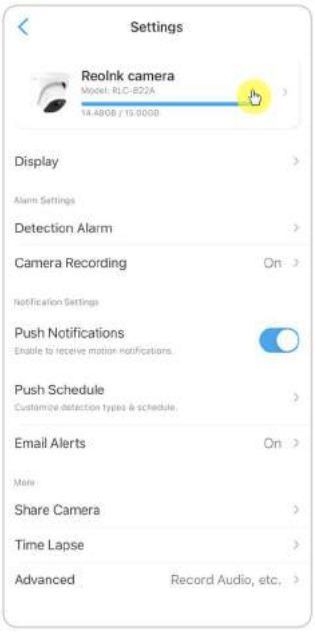
Note:

Before uninstalling the SD card, please power off the camera first, in case it will damage the SD card.

Please find the SD card slot and open its cover like the picture below.

Check the Micro SD Card Status

1. Launch the Reolink App and tap ⚙, then tap the camera to enter **Device Info** page.



2. Tap **Storage**, and you can see the SD card used space/total storage space. Tap **Format** to format the SD card.

Device Information

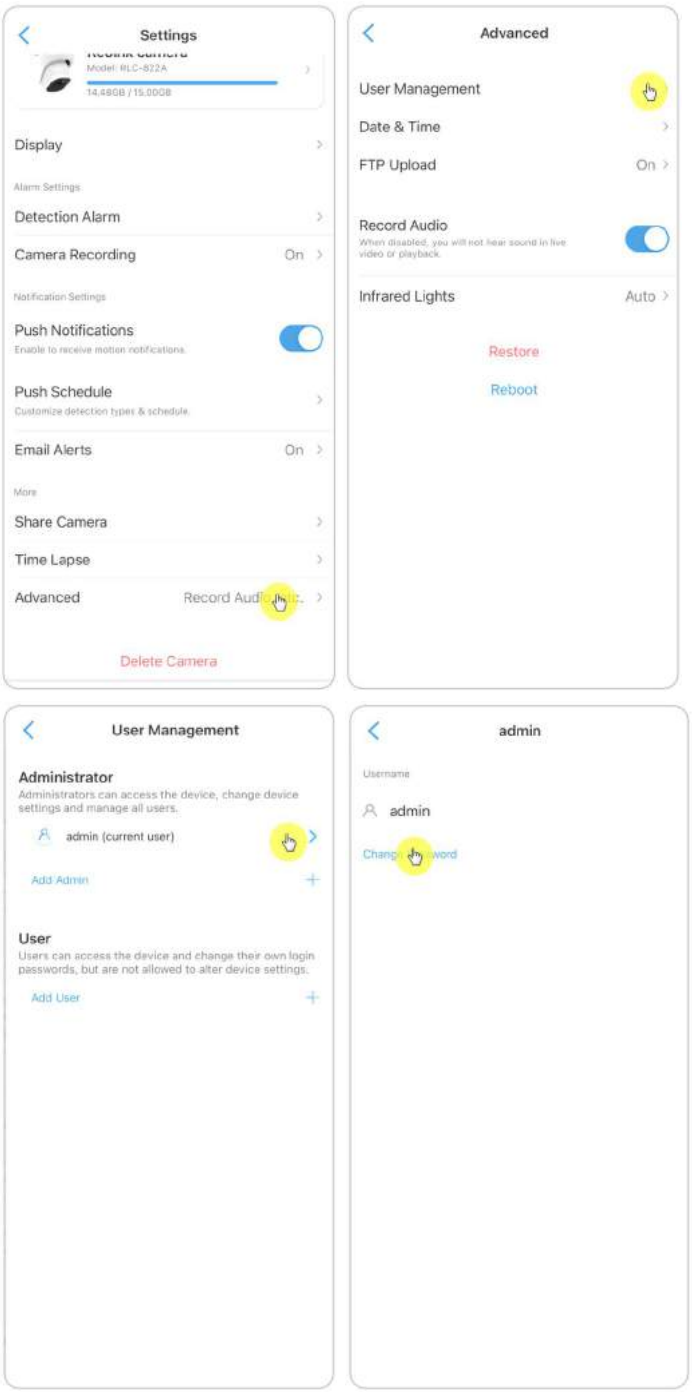
From device information page, you can check the basic information about your camera include **Model No.**, **UID**, and **Firmware Version**.
Launch the Reolink App then tap ⚙, then go to **Device Info**.

Device Password

To access and use a camera, a password is required. The default username is admin and password is blank (no password). When setting up the camera, it'll ask for a password before you can access the camera.

Change Device Password

1. Launch Reolink App and tap > **Advanced** > **User Management** > **Admin** > **Change password**.



2. Enter the old and new password, then tap on **Save**.

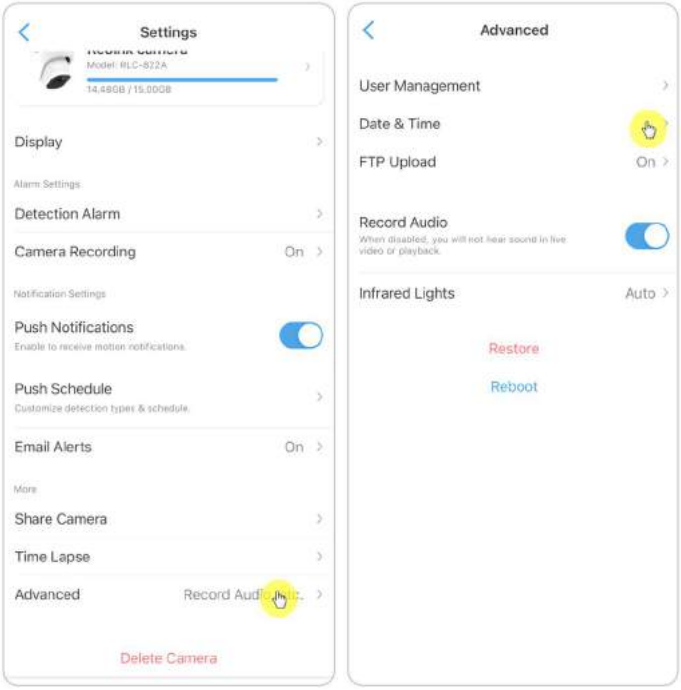
Notes:

1. The confirm password must be the same as the new password.
2. Tap **Save** to save the changes.

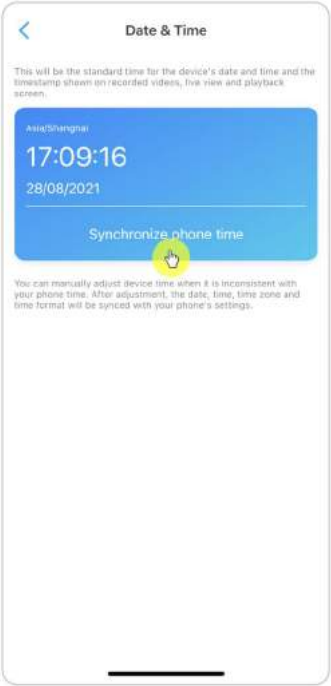
Date and Time

Sync Camera Time With Your Phone

1. Launch Reolink App and tap > **Advanced** > **Date & Time**.

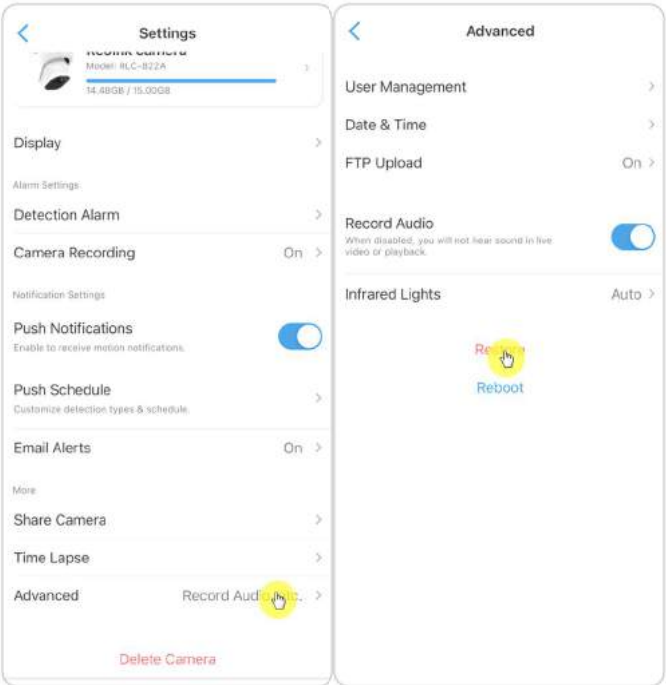


2. Then tap **Synchronize phone time**.



Reboot and Restore

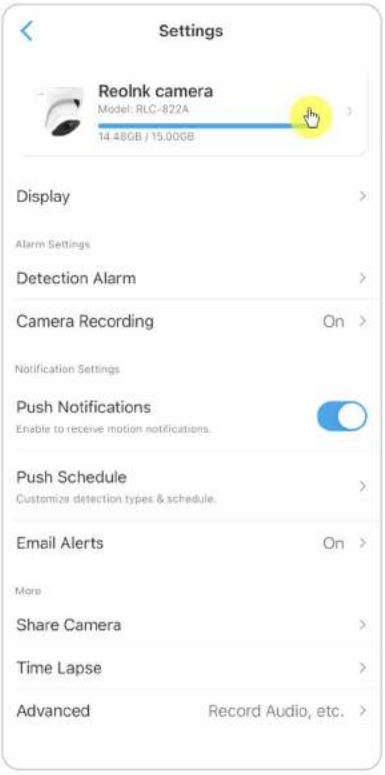
Launch the Reolink App and tap ⚙ > **Advanced** > **Reboot** or **Restore**. Here you can choose to reboot the camera or restore the camera to default.



Note:
Restoring will remove all the camera settings including camera password, camera name, PIR settings, etc.

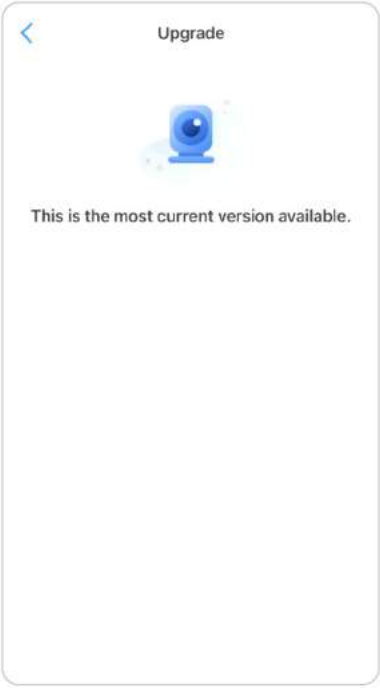
Firmware Upgrade

1. Launch the Reolink App and tap > **Device Info** > **Upgrade Device**.



2. If **Auto Upgrade** turns on, the camera will upgrade to the latest firmware automatically.

If **Auto Upgrade** is off, you can choose to upgrade manually. If you see the image below that means the camera's firmware is already the latest one, there is no newer firmware to upgrade.



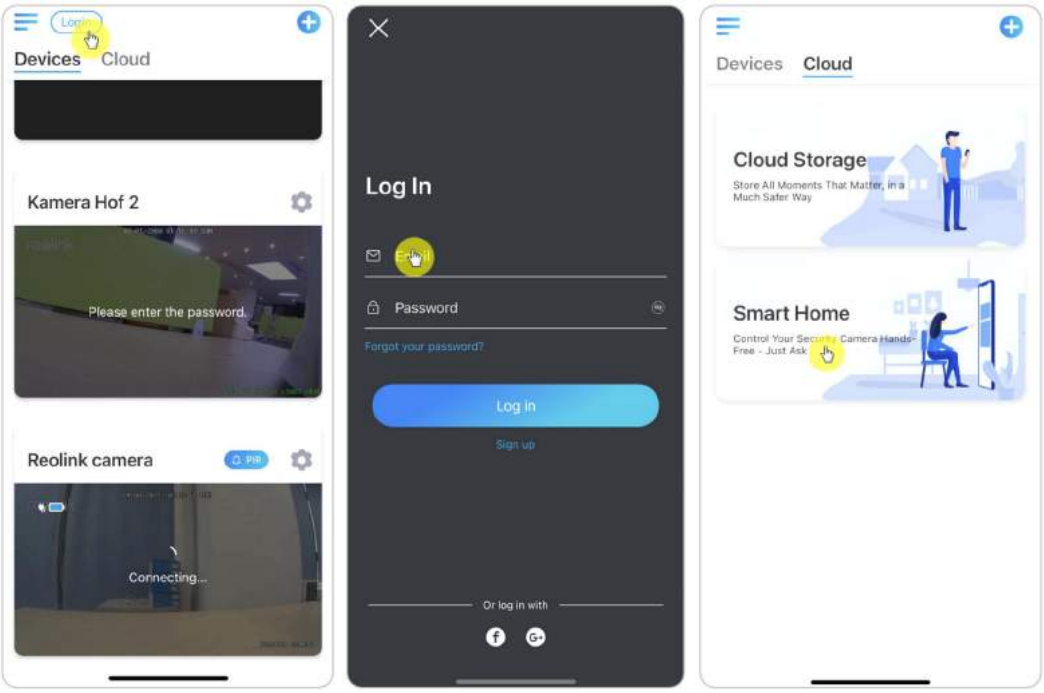
Note:
The online upgrading is only for PoE cameras with the firmware of IPC_523, but it will not take into effect until there is online firmware released.

8. Smart Homes

Google Home

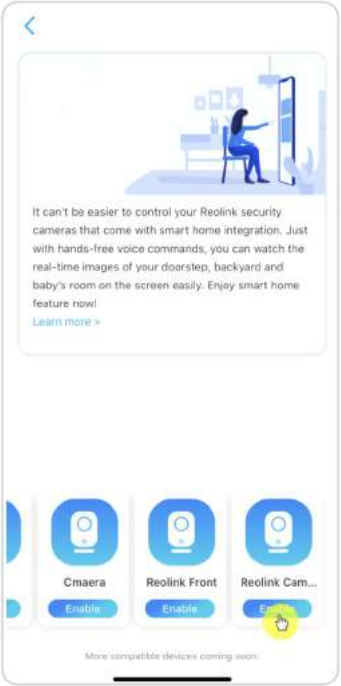
Note: IP cameras with hardware IPC_513, IPC_515 and IPC_523 can work with google home and Alexa. For cameras coming with the NVR system, they cannot work with smart homes.

1. Launch the Reolink App to tap Login to log in your Reolink account and go to **Cloud** > **Smart Home**.



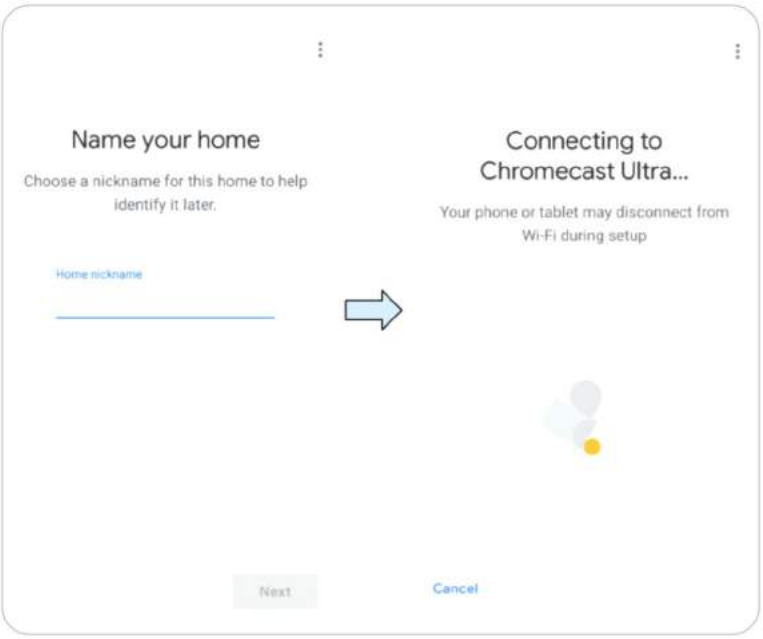
2. Tap **Enable** to add the device to **Google Home** in the **Smart Home** page.

Note:
Only when it turns to disable that means the smart home feature is enabled.

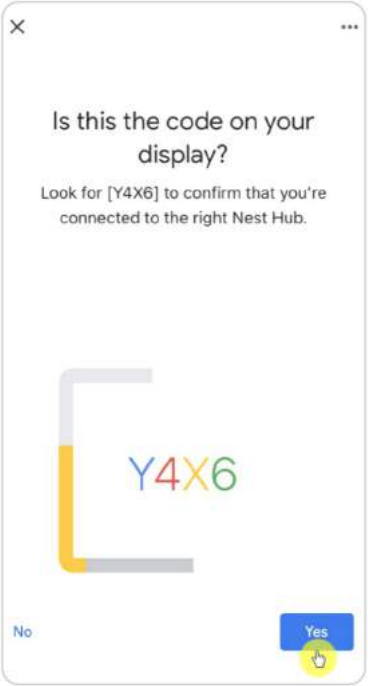


3. Launch the **Google Home**, sign in your account and then **Get Started** to create a home.

4. Name your home and tap **Next** to build a connection between the **Chromecast** and the **Google Home**.

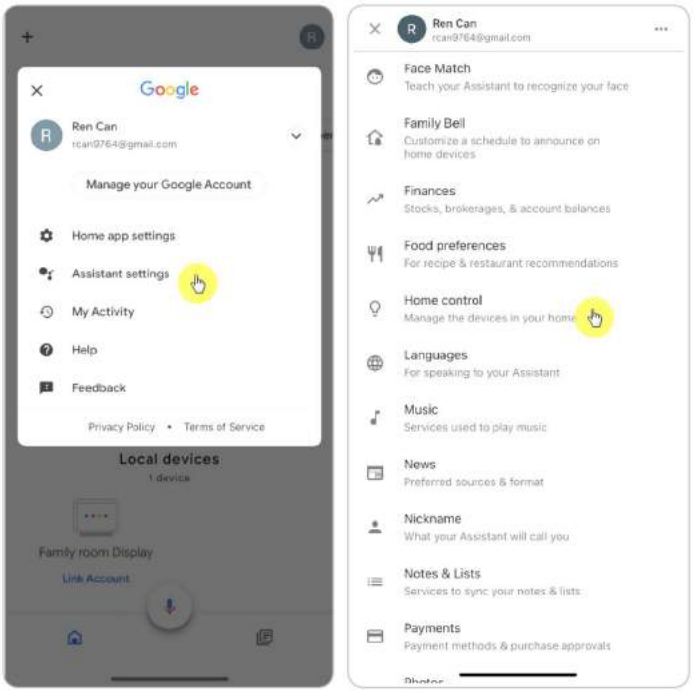


5. After the **Chromecast** found, please check the code shown on your TV and tap **Yes** to continue.



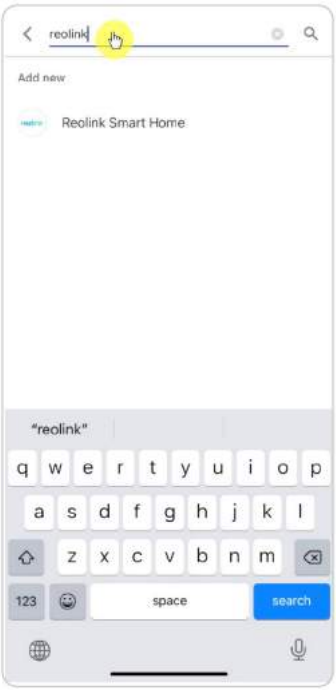
6. Connect the Wi-Fi network you would like to use with your **Chromecast**, then you can customize a room name, which will be added to your room list.

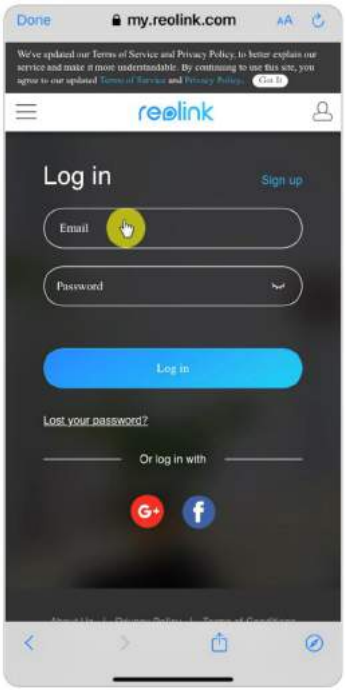
7. Now tap the button to enter the account page, and then tap **Settings > Assistant > Home Control**.

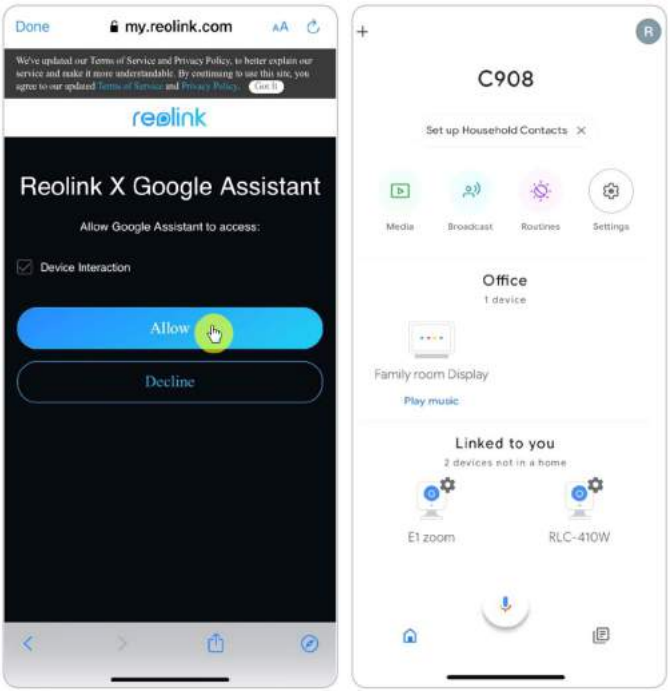


8. Tap the button, and search **Reolink** in the search bar and assign the room for the camera you enabled in the cloud account via Reolink App.

9. **Done!** Now you've added the Reolink camera to the **Google Home** successfully.







9. To test your camera, please launch the **Google Assistance** and say "**Hey Google, show [name of room where the camera is placed] on [name of Chromecast device]**."

Amazon Alexa

To connect your camera to Alexa, make sure you have 3 devices at hand: a Reolink camera, an Amazon Alexa device and your mobile phone; and 2 apps on your phone: the Reolink App and Amazon Alexa App. If the current camera firmware is not compatible with Alexa, please upgrade it to the latest in the **Download Center**.

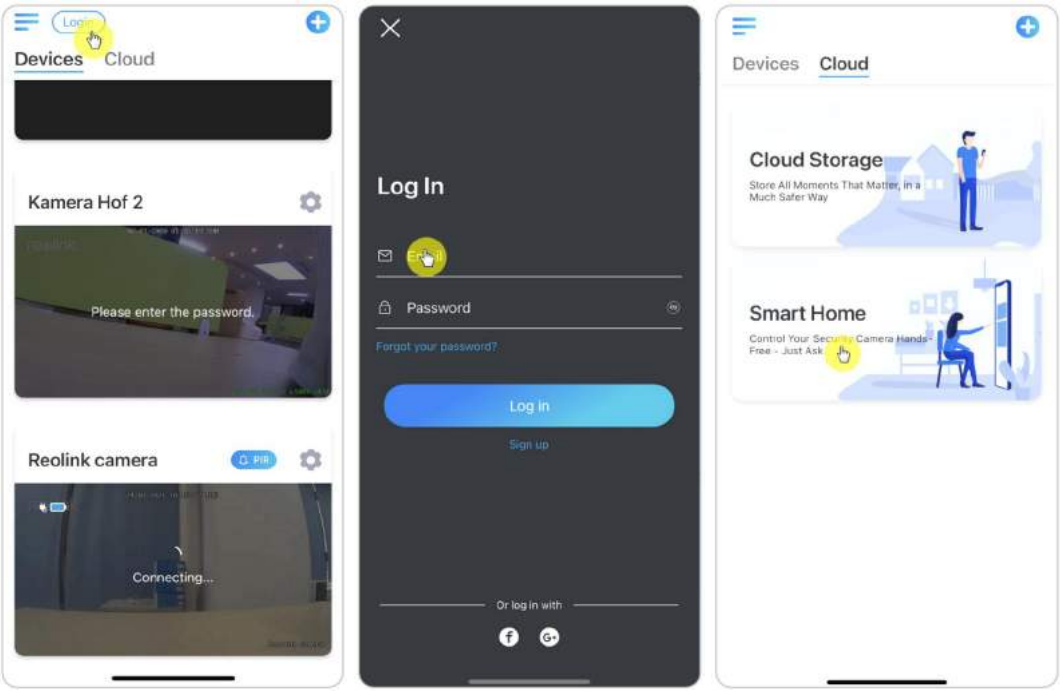
Alexa doesn't support all countries currently; it is only available for the countries below:

America: United States, Brazil, Canada, Mexico

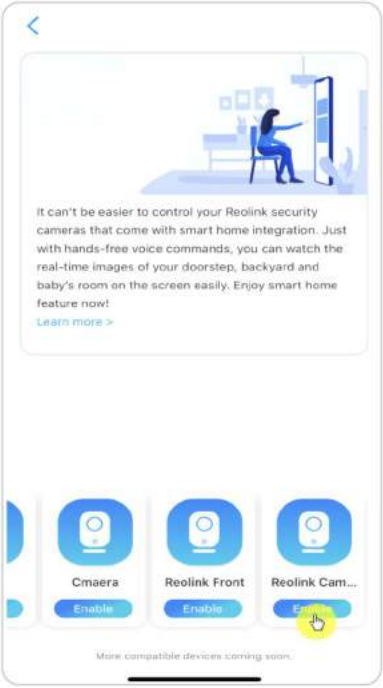
Europe: Germany, Spain, France, Italy, United Kingdom

Asia & Oceania: Japan, India, Australia

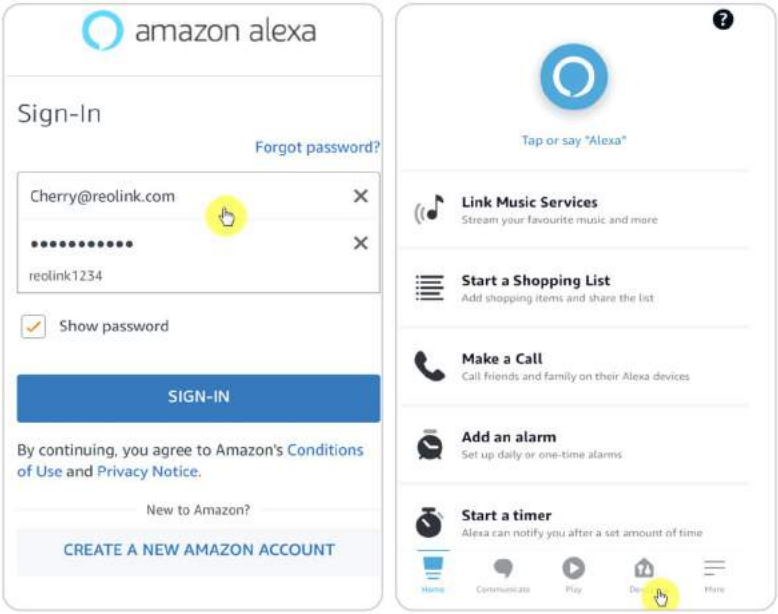
1. Launch the **Reolink App** to tap Login to log in your Reolink account and go to **Cloud** > **Smart Home**.



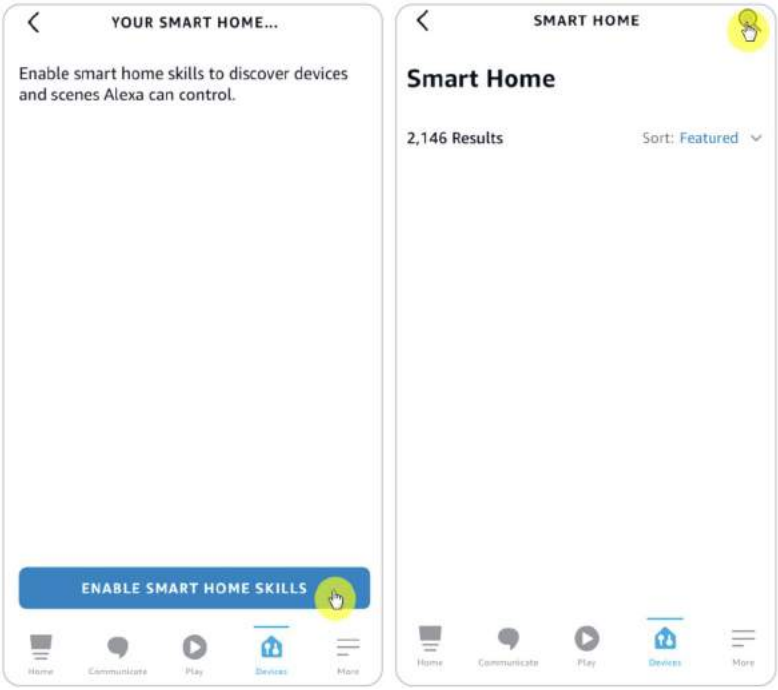
2. Tap **Enable** to add the device to **Amazon Alexa** in the **Smart Home** page.
Note: Only when it turns to disable that means the smart home feature is enabled.



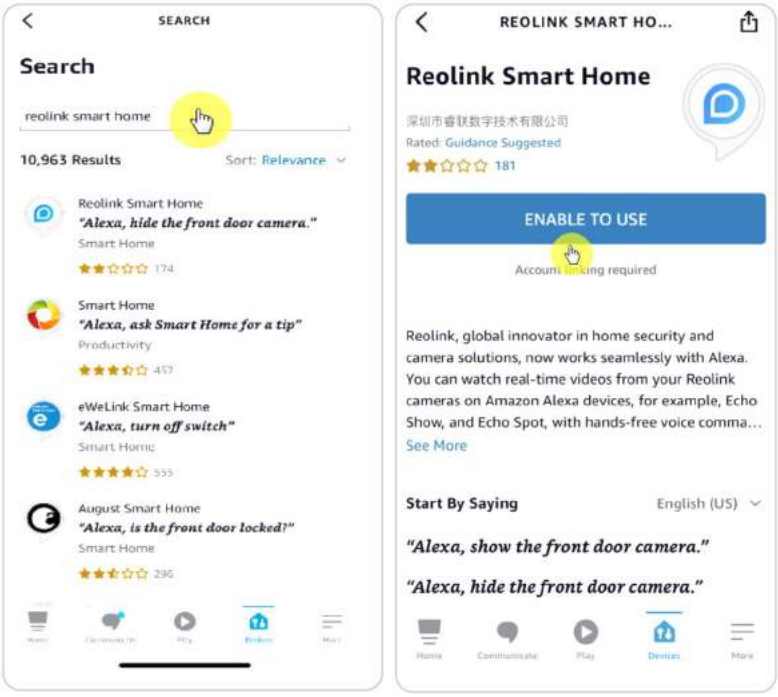
3. Launch the **Amazon Alexa** App, sign in to your Alexa account and then tap on **Devices** in the bottom right corner.



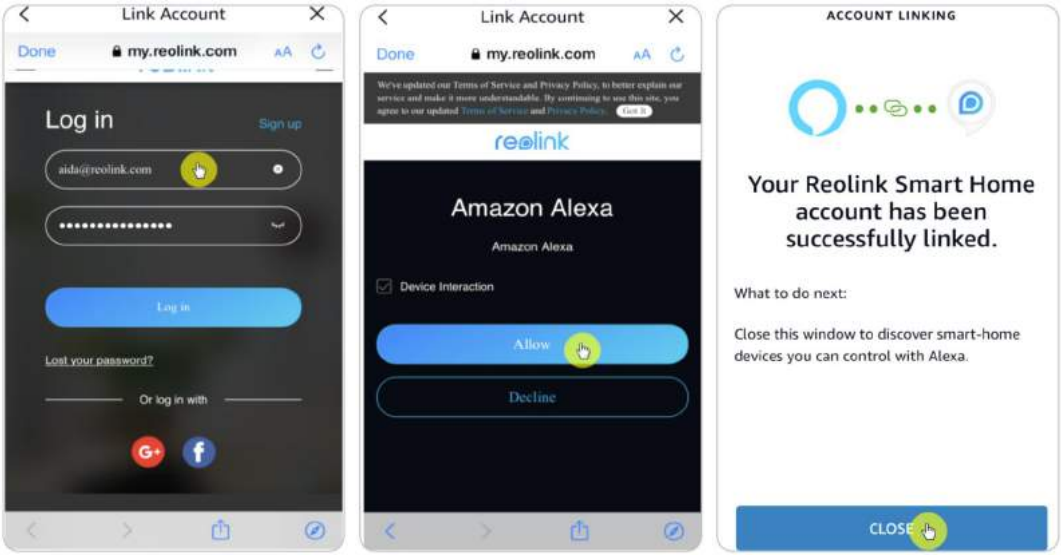
4. Select **Your Smart Home Skills** and tap **Enable Smart Home Skills**. Please tap the **Search** icon at the top right corner and search **Reolink Smart Home**.



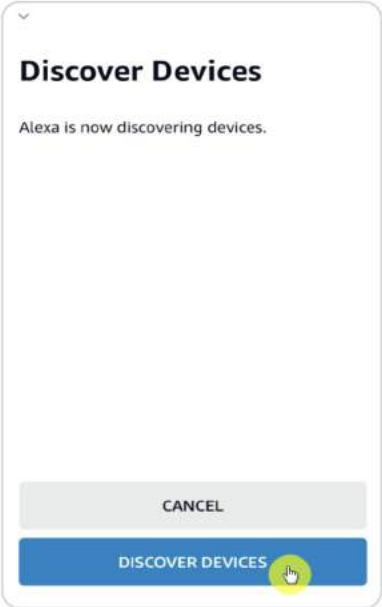
5. After search and find **Reolink Smart Home**, tap **ENABLE TO USE**.



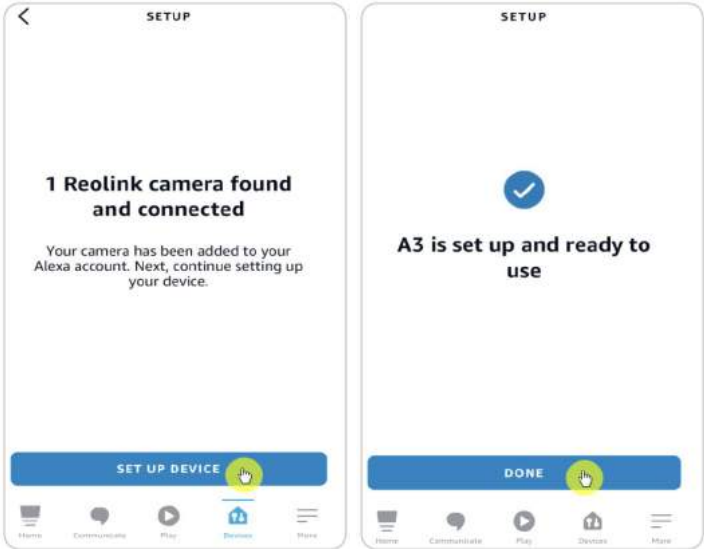
6. Type in your Reolink account, and then Tap **Log in**. After logging in successfully, then tap **Allow**, the App will remind that "**Reolink Smart Home has been successfully linked**". Tap **Close** to go to the next step.



7. Tap on **Discover Devices** or say the voice command "**Alexa, discover devices**". Alexa will scan and show the cameras bound to your Reolink account.



8. Tap **Set up Device**. You can tap **Choose Group** to add your device to a group if you want to, or you can skip this step and tap **Close** to finish the setup.



9. **Done!** Now you've added the Reolink camera to Amazon Alexa successfully. To test your camera, turn on the turn on the Amazon device and say "**Alexa, show [name of the camera]**" to view the live feed and say "**Alexa, stop [name of the camera]**" to stop the live feed.

9. FAQs and Troubleshooting

FAQs

Q1: Can the Recordings Saved to FTP Server be Overwritten?

A: Sorry to tell you that our device does not have permission to delete FTP files. Whether the recordings saved to the FTP server can be overwritten depends on the function of the FTP server. Some FTP servers support overwrite function, and you can set on FTP.

Q2: Specification of Ethernet Cables that Reolink PoE Cameras Require.

A: Reolink PoE cameras support T-568B connectors and CAT5, CAT6, CAT7 with 8 PIN Ethernet cable. You may buy an Ethernet cable like the one in the link.

The maximum cable length that the camera supports is 80 meters (264feet).

Q3: Which PoE Injector/Switch Can I Use for Reolink PoE Cameras?

A: The PoE injector/switch is not included in the package of our product and it's not sold in Reolink stores. You may purchase the PoE injector/switch separately.

Please refer to the standards we support below:

For Reolink RLC-423, you need to make sure that the PoE injector/switch is 802.3at compliant (48V) and supports active mode.

For other Reolink PoE camera models, please make sure that the PoE injector/switch is 802.3af compliant (48V) and supports active mode.

Q4: Can Two Cameras be Connected via One Cable?

A: Reolink PoE cameras can be powered over the Ethernet cable, and the Ethernet cable can transmit both data and power.

You may run 1 Ethernet cable from the NVR to a PoE switch, then plug 2 cameras (up to 3 cameras) to the PoE switch.

However, please don't split 1 Ethernet cable into 2 RJ45 connectors, as 1 PoE port can't provide enough power for 2 cameras. And also, the Ethernet splitter doesn't support 2 cameras to connect to network at the same time.

Q5: Can I Rotate Camera Image 90 Degrees?

A: Rotating image 90 degrees is not supported.

Please note that mounting cameras sideways is not recommended.

Q6: Can I Play back or Download Recordings Remotely?

A: If you access the camera with the user accounts of an admin user, you can play back and download recordings remotely.

But if you access the camera with the user accounts of a common user, you cannot do that.

Q7: Can I Download All Recordings at Once on Reolink App?

A: No, Reolink App only supports downloading one file at once. And the video is cut into a moderate length by default. You can customize the video length (up to 120 seconds).

Q8: Can this camera record continuously?

A: Yes, the camera of the latest firmware supports recording continuously.

Q9: Can I Use Reolink Cameras with iCloud?

A: Due to the hardware and software limitation, the cameras temporarily do not support the icloud, but you can use cameras with the Reolink cloud storage.

The models which support the Reolink cloud storage: Argus 2, Argus Pro, Argus PT, Argus Eco, Reolink Go, Reolink Go PT, Reolink E1, Reolink E1 Pro, E1 zoom, Reolink Lumus.

The countries which support the Reolink cloud storage: United States, Canada, Australia, New Zealand, Thailand, Vietnam, Malaysia, South Korea, Philippines, Indonesia, Hong Kong (China), Macau (China), Israel, Qatar, Bahrain, United Arab Emirates, Saudi Arabia, Kuwait, Lebanon, Singapore.

Q10: Can I Add a PoE Switch Between the Reolink PoE Cameras and Reolink PoE NVR?

A: Yes. But we don't recommend to connect in this way. If you have to connect in this way because of the inconvenience to hook multiple wires in the scenes like between two buildings, please make sure do not add more than three cameras into the PoE switch and then connect the switch to the PoE port on the NVR.

If you added more than 3 cameras on one PoE switch and connect the switch to the PoE port on the NVR, the video stream may be delayed or frozen.

Troubleshooting

Camera Is Not Powered up

If your camera is not powered up, please try the following solutions:

1. Please change another working adapter/working cable/working port to connect the camera.
2. Please refer to this user manual to reset the camera.
3. Then please cover the day/night sensor or place the camera in a dark environment to check if the IR lights are on.

Camera does not work with the third-party software

Reolink IP cameras (battery-powered models not included) are ONVIF2.1 compliant, which means they can be added to some third-party surveillance software for monitoring and recording. For the surveillance software you mentioned, sorry that we're not able to assure you that it will be fully compatible with Reolink cameras as we didn't test it or made any adaptations. Those we have tested and guarantee compatibility can be seen at https://reolink.com/3rd-party-compatibility/.

Fail to upgrade the firmware

If you fail to upgrade the firmware for your camera, here are some steps for your confirmation:

1.Check what is the firmware version of your camera, and what is the firmware version you want to upgrade. The camera model and hardware number should match, this way to make sure you upload the correct firmware.

2.Ensure to unzip the downloaded zip file and check the format of the file a pak. file.

3.Re-download the firmware to try upgrade again.

4.Reset the camera to factory settings then try upgrade the firmware again.