Sept 2021
QSG1_A

User Manual

Reolink Wireless Battery-powered Camera



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The screenshot used in this user manual is based on model Arugs 3 Pro. The menu and options of your model may be different, please refer to the actual page of your own model.

1. Camera Introduction

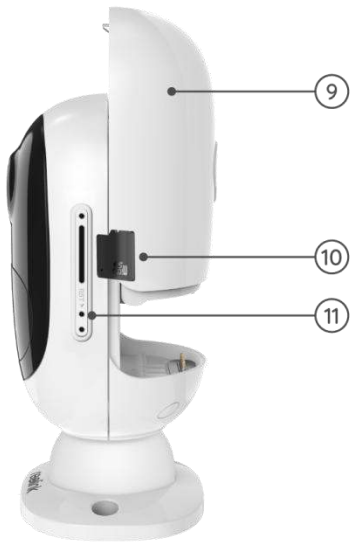
Device Overview

Argus 2/Argus Pro

A Rechargeable battery and Wi-Fi connectivity make the camera totally wire-free. No network or power cable, no drilling and no outlets needed. Security is simple. You can put it anywhere you want: on a shelf or a table; at the front door or back door; from room to room, to keep an eye on the elderly, babies or pets. Or use it at a temporary construction site, rental house or holiday house.



1	Daylight Sensor
2	6 PCS IR LEDs
3	Lens
4	Status LED
5	Built-in Mic
6	Built-in PIR Motion Sensor
7	Speaker
8	Wall Mount



9	Rechargeable Battery
10	Micro SD Card Slot
11	Reset Hole

Argus 2E

Argus 2E runs on a non-removable high-capacity rechargeable battery. Without power cables, it provides clean, easy and flexible installation. You can put it anywhere you want, indoors or outdoors.



1	Daylight Sensor
2	6 PCS IR LEDs
3	Lens
4	Status LED
5	Built-in PIR Motion Sensor
6	Built-in Mic



7	Reset Button
8	Micro SD Card Slot
9	Outdoor Security Mount

Argus 3/Argus 3 Pro

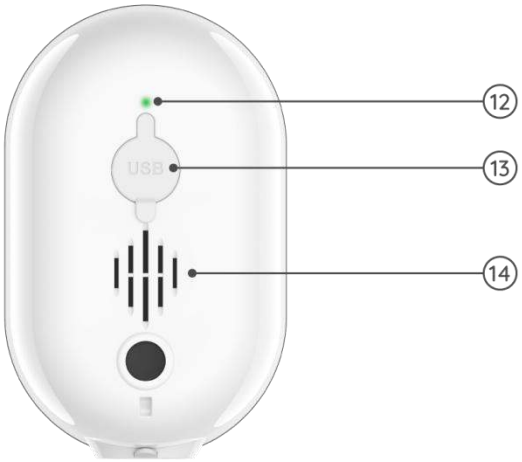
Get wire-free security anywhere you need it with Argus 3/Argus 3 Pro, a battery or solar operated security camera with motion spotlight and siren. See what's going on in 2K Super HD, enjoy color night vision and stop the crime before it happens.



1	Status LED
2	Spotlight
3	6 PCS IR LEDs
4	Lens
5	Daylight Sensor
6	Built-in Mic
7	PIR Motion Sensor



8	Reset Button
9	Power Switch
10	Micro SD Card Slot
11	Bracket



12	Battery Status LED
13	Micro USB Port
14	Speaker

Argus Eco

Works cable-free with a rechargeable battery and reliable Wi-Fi connection.

Flexible and weatherproof – you can put it anywhere with 5-minute installation!



1	Status LED
2	Built-in Mic
3	4 PCS IR LEDs
4	Lens
5	Daylight Sensor
6	Built-in PIR Motion Sensor
7	Reset Hole
8	On/Off Switch
9	Micro SD Card Slot
10	Speaker

11	Antenna
12	Micro USB Port
13	Battery Status LED

Argus PT

Argus PT can work without any cables thanks to a rechargeable battery and Wi-Fi connection. Free from wiring hassles, you can mount this battery-operated security camera anywhere to have an ultra-wide viewing angle backed by unique 355° pan and 140° tilt design. Set it up in seconds and enjoy the peace of mind and convenience Argus PT brings you.



1	Speaker
2	Lens
3	Daylight Sensor
4	Built-in PIR Sensor
5	Built-in Mic
6	6 Pcs IR LEDs
7	Status LED



8	Antenna
9	Battery Status LED
10	Micro USB Port
11	Power Switch
12	Reset Hole
13	Micro SD Card Slot

Status Light

Status Light	Camera Status
Red light	Wi-Fi connection failed
Blue light	Wi-Fi connection succeeded
Blinking	Standby status
On	Working status

2.Setup and Install

Set up the Camera

What's in the Box

Note: The package content may vary and update with different version and platforms, please take the below information only for a reference. And the actual package content are subject to the latest information on the product selling page.

Argus 2/Argus Pro



Argus 2/Argus Pro*1



Wall Mount*1



Outdoor Security Mount*1



Skin*1



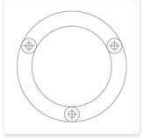
Reset Needle*1



Surveillance Sticker*1



Mount Template*1



Mount Template*1



USB Cable*1



Pack of Screws*2



Quick Start Guide*1

Note:
The camera and the rechargeable battery are packed separately in the same package.
There is no wall mount and the first mount template for Argus Pro.

Argus 2E



Argus 2E*1



USB Cable*1



Quick Start Guide*1



Security Bracket*1



Security Bracket*1

Mounting Template*2



Surveillance Sticker*1



Pack of Screws*2



Reset Needle*1



Strap*1

Argus 3/Argus 3 Pro



Argus 3/Argus 3 pro*1

Note:
Others of Argus 3/Argus 3 pro are the same as those of Argus 2E.

Argus Eco



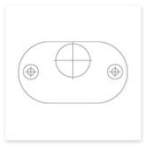
Argus Eco*1

Note:
There is no skin and wall mount for Argus Eco, and there is just one mounting template. Except for the above differences, others are the same as Argus 2.

Argus PT



Argus PT*1



Mounting Template*1



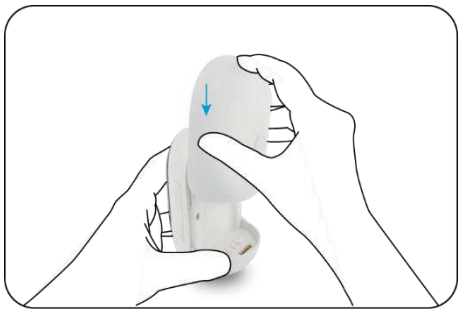
Bracket*1



Strap*1

Note:
Except for the above parts, the surveillance sticker, quick start guide, reset needle and USB cable are the same as others, but just one pack of screw in this box.

Install a Rechargeable Battery



Slide the battery downward and lock it firmly.



Check the button status to see if the battery is installed correctly.



To remove the battery from the camera, please pull the button on the top of the battery and slide it upwards.

Charge the Battery

Reolink Argus 2/Argus Pro has its rechargeable battery which is removable, and there is a micro USB port for charging on the back of the battery.



The charger is a USB adapter (DC 9/5 Volts, not included in the box) which is commonly used for smartphones. A micro USB cable is included in the box. Here we'll guide you to charge Reolink Argus 2/Argus Pro by using the following three different methods.

Method 1: Pull out the battery and open the charging port, then connect the battery with the USB adapter via a USB cable and plug it into the electrical outlet.



Method 2: Directly connect the camera with the USB adapter via a USB cable and plug it into the electrical outlet for charging & working.



Method 3: Charge the camera with Reolink Solar Panel (needs to be purchased separately).



Note:
There is only one battery with each camera, but you can purchase more at reolink.com or Reolink Amazon official stores.
There is a status LED under the micro USB port of the battery, which indicates the battery charging status.

Green LED	Fully charged
Orange LED	Charging

Set up the Camera on the App

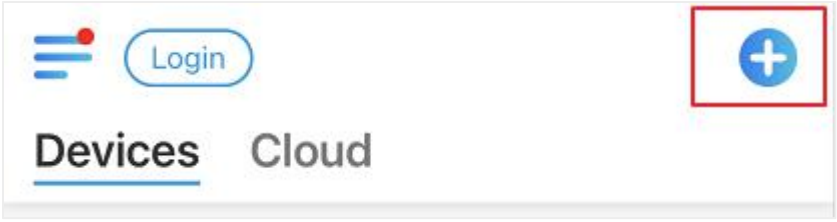
Please follow the steps below to do initial setup for the battery-powered cameras via Reolink App.

Step 1. Power on the camera and wait for it starting up. After hearing a startup sound, you will hear repeated Ding sounds or "Please run Reolink App, add the camera and set it up", which means you can scan the UID and start the setup process.

Note:

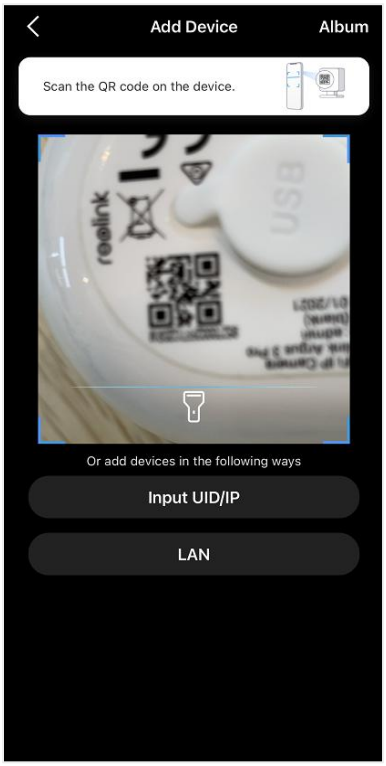
1. Please power on the camera by power switch button before initial setup. (Suits for Argus PT, Argus Eco, Argus 3, Argus 3 pro.)
2. If you are not sure whether you hear the right sound, you may tap "Demo" to hear the sample sound. If you couldn't hear the repeated Ding sounds, please reset your camera.

Step 2. Tap on the icon ⊕ in the top right corner to start the initial setup.

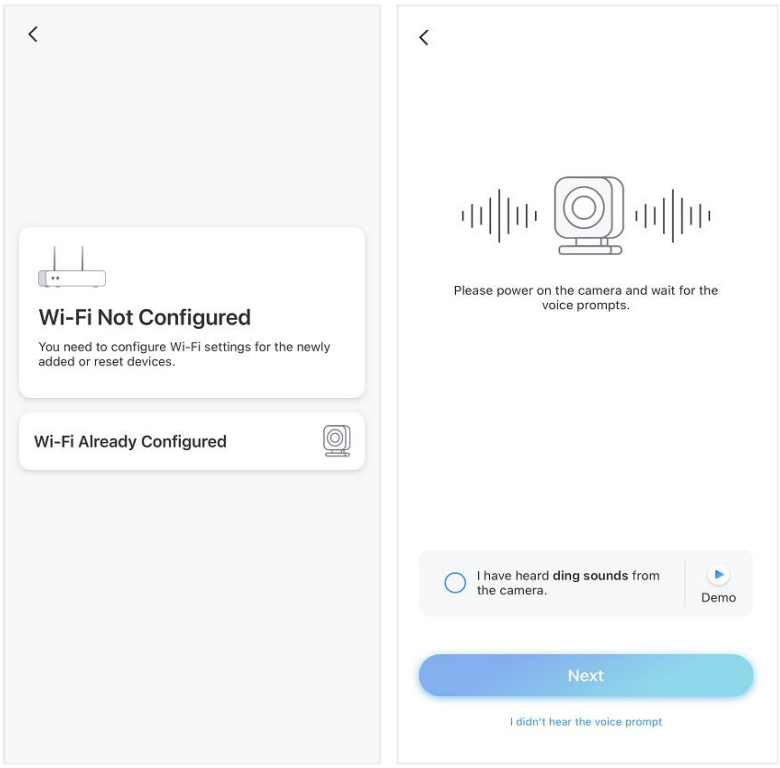


Step 3. Scan the QR code on the back of the camera. If the phone doesn't respond, please tap **Input UID/IP** and then manually type in the UID (16-digit characters under the QR code of the camera).

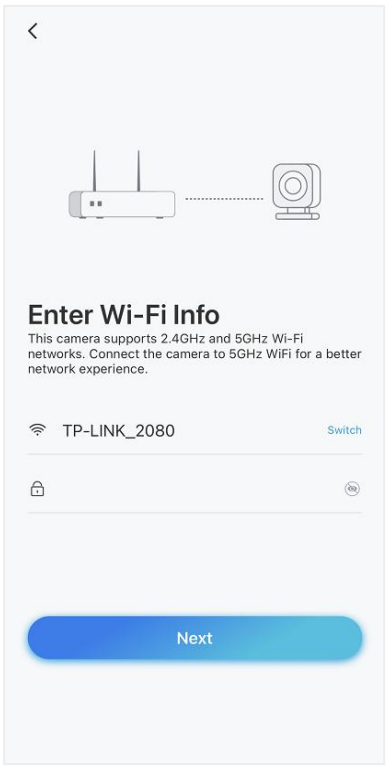
Note: You may tap **Light** to enable flash light when setting up in a dark environment.



Step 4. Select **Wi-Fi Not configured**. If you hear the camera speaking “Please run App, add the camera and set it up” or the ding sounds, please tick “I have heard the voice prompt from the camera” or “I have heard ding sounds from the camera” , then tap **Next**.



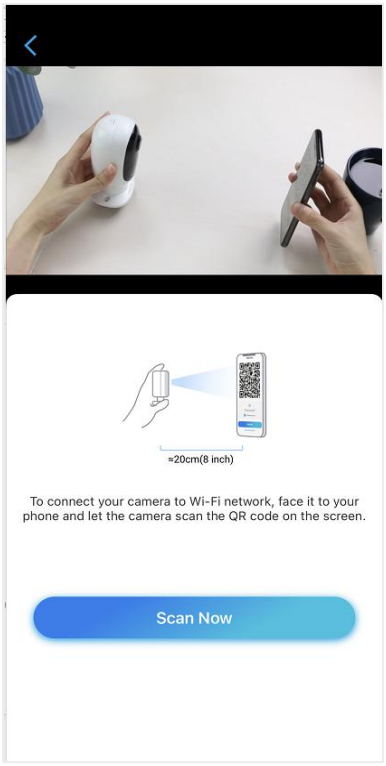
Step 5. Enter the Wi-Fi password of the selected Wi-Fi network (you may tap ⊙ to see the Wi-Fi password you entered and double-check the password is correct) and tap **Next**.

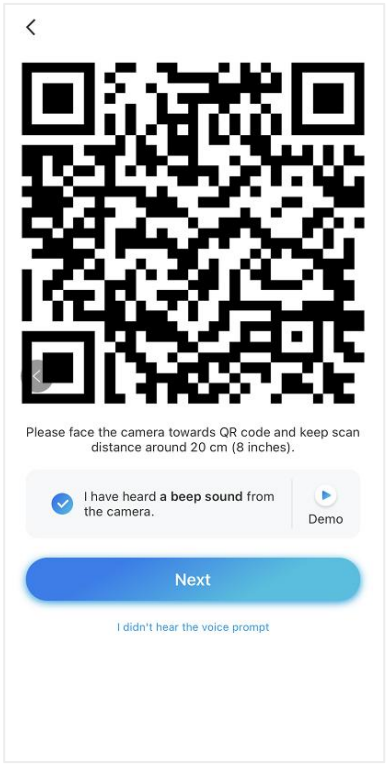


Step 6. For Reolink battery-powered cameras, a QR code will be generated and displayed on your phone. Please place the QR code on your phone in front of the camera's lens at a distance of about 20 cm (8 inches) and let the camera scan the QR code. Tick "I have heard the beep sound from the camera" or "I have heard the voice prompt" and tap **Next**.

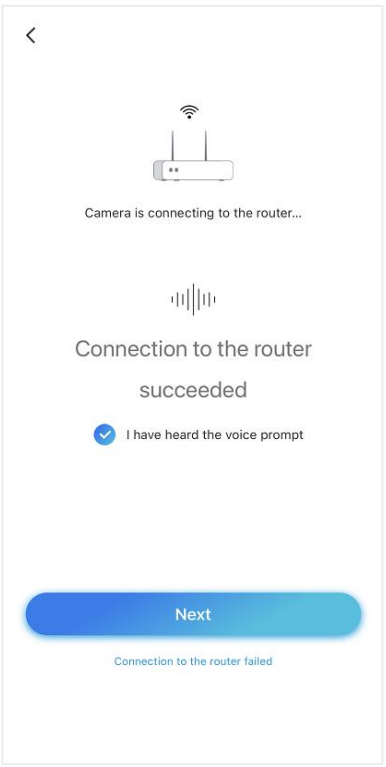
Note:

1. Please rip off the protection film of the camera's lens.
2. You may double tap on the QR code to enlarge it.

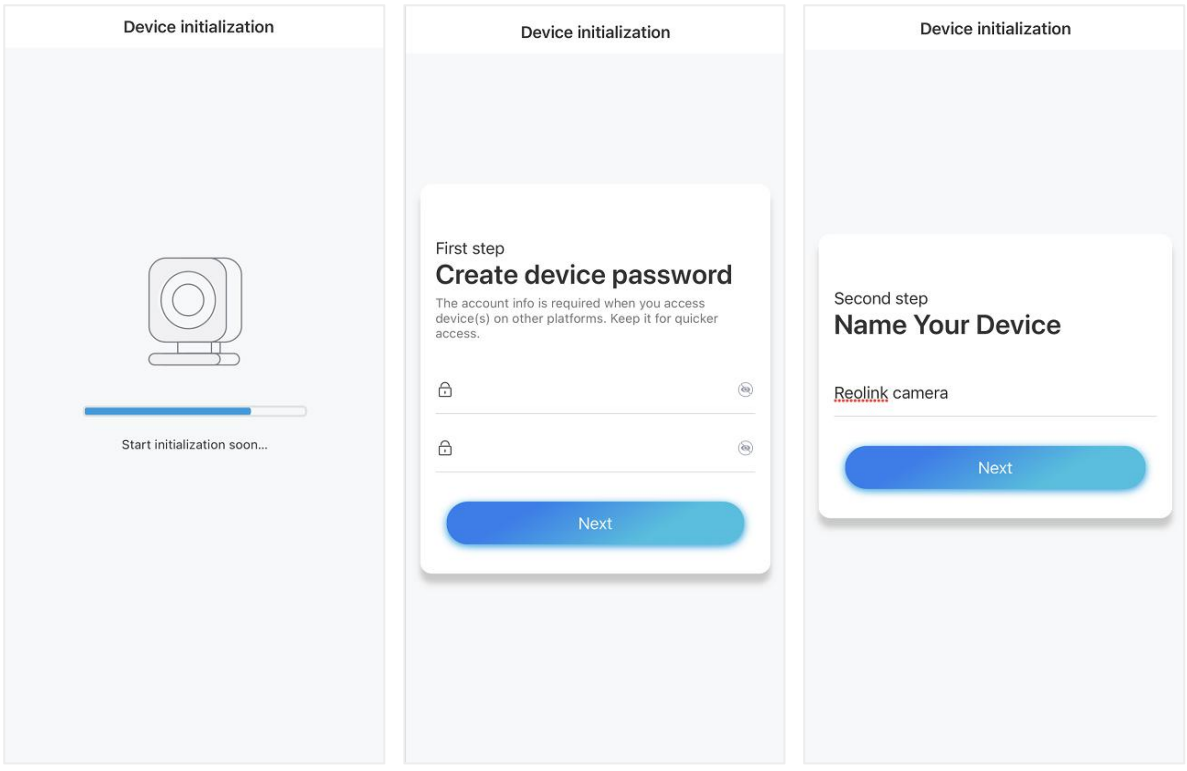




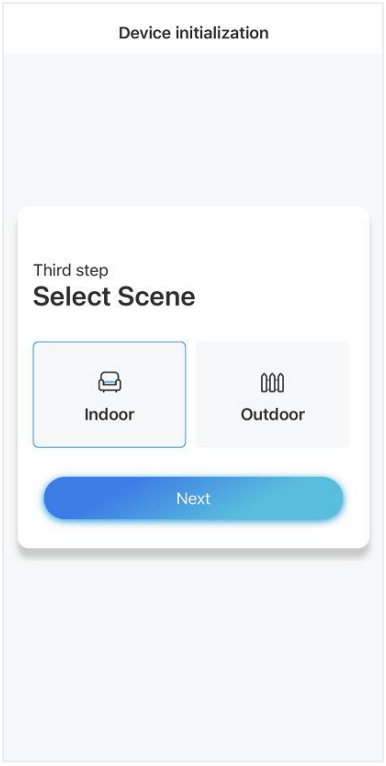
Step 7. After the beep sound, the camera will try to connect to the router, please wait for 60 seconds.



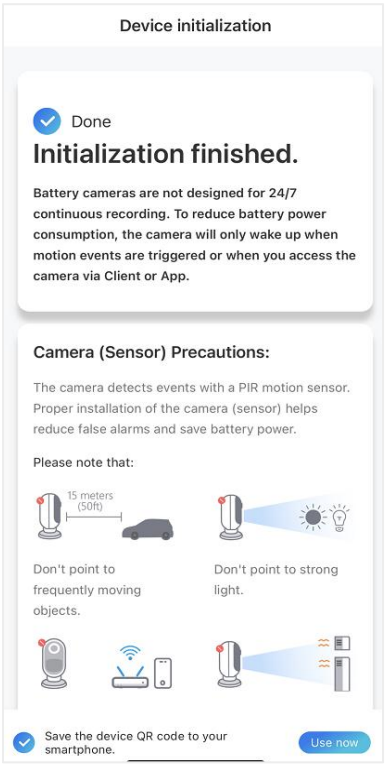
Step 8. You may initialize your camera: "**Create device password**" and "**Name your device**". Forgetting this password could be troublesome in the future, please remember it for your convenience.



Note:
For Argus 3 Pro, after the camera is named, you need to select scene: **Indoor** or **Outdoor.**



Step 9. "**Initialization finished**". Tap **Use Now** and start to preview now.

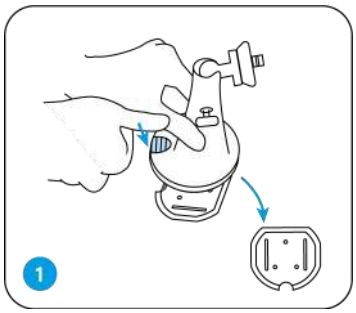


Once the initially setup is completed, you may choose a good position to mount your camera.

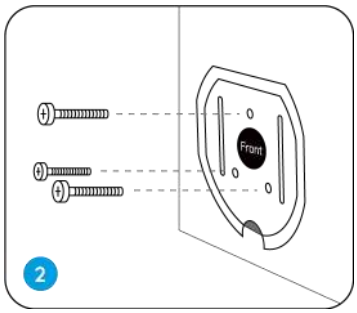
Install the Camera

Here take model Argus 2/Argus Pro as example to demonstrate the steps. The mounting instructions of other models can be found on it's Quick Start Guide here: https://reolink.com/download-center/

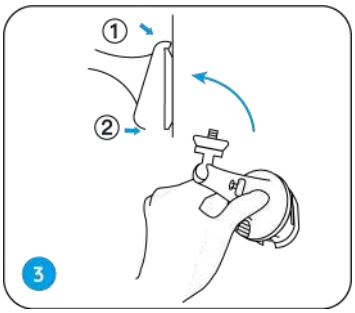
Mount the Camera to the Wall



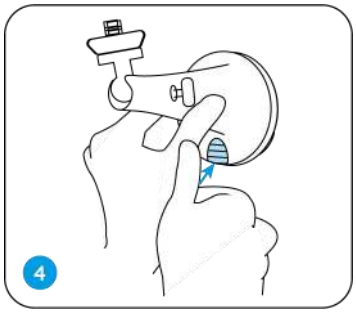
Press the button to release the plate from the security mount.



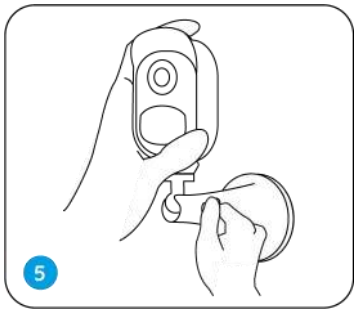
Screw the security mo unt plate into the wall.



Lock the security mou nt on its plate. (Make sure the top edge of the plate is inserted int o the mount.)

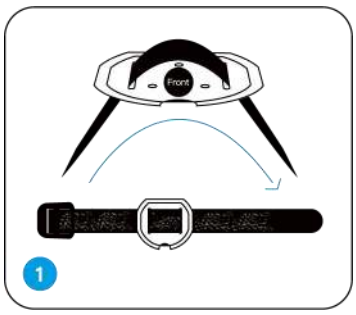


Press the security mount button until its plate clicks into the mount.

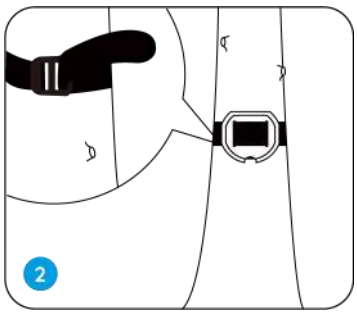


Screw the camera, adjust Its mangle and tighten the knob to lock it.

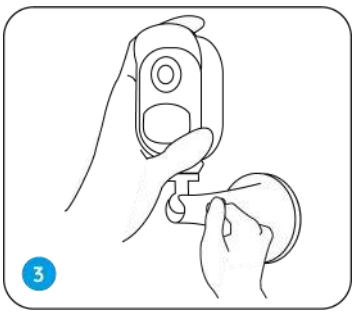
Attach the Camera to a Tree



Thread the provided strap to the mounting plate.

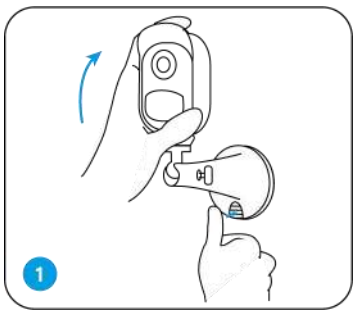


Fasten the mounting plate to a tree.

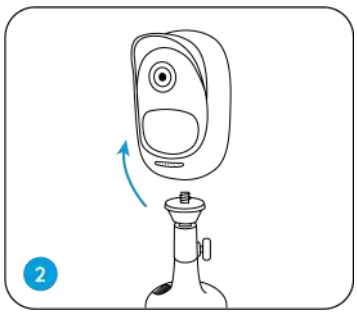


Follow the steps 3-5 in the wall mounting to finish installation.

Remove the Camera



Press the security mount button to remove the mount out.

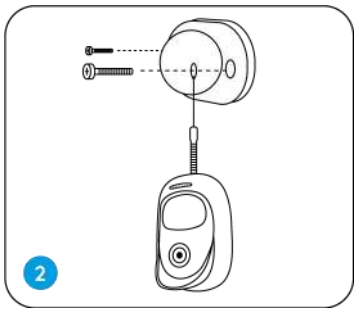


Unscrew the camera from the security mount.

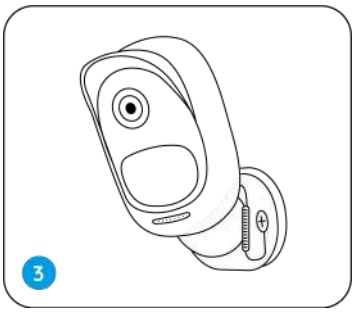
Magnet (for Argus 2 only)



Put up the skin, provided in the packa ge, for Reolink Argus 2 camera.



There is an anti-falling Safety rope. Please fasten the other end of the rope to the wall mount when mounting it into a wall.

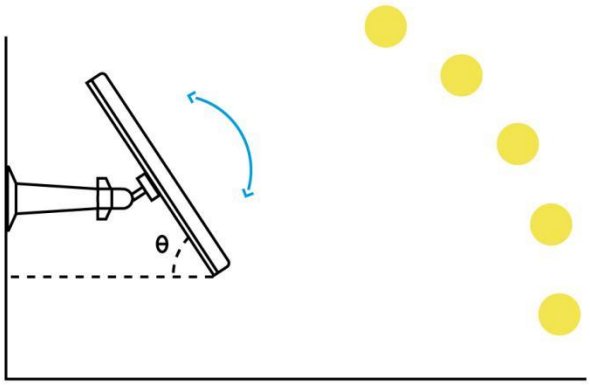


Stick the camera to the wall mount and twist the camera to adjust direction.

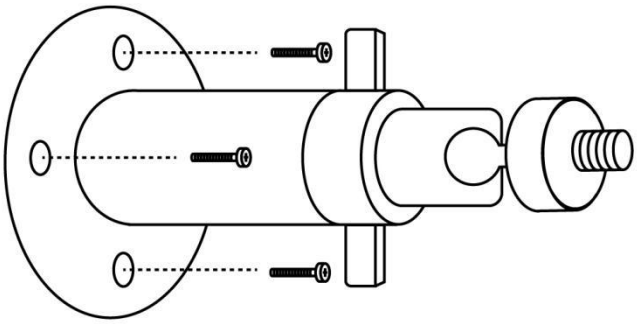
Install the Solar Panel

You may refer to the following steps to connect your Reolink solar-powered cameras to a Reolink Solar Panel to get non-stop power.

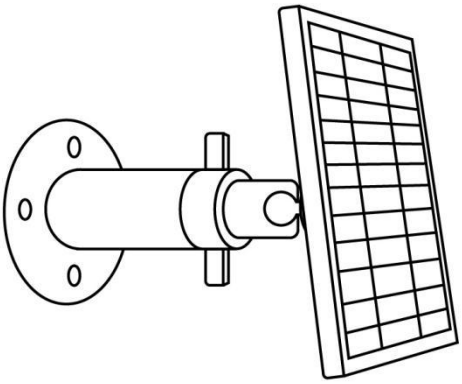
1. Please select a position with the maximum sunlight exposure throughout the year for your solar panel.
For Reolink Solar Panel, it only needs a few hours of direct sunlight exposure to sufficiently power your camera daily. The amount of energy that the solar panel can generate is affected by weather conditions, seasonal changes, geographic locations, etc.



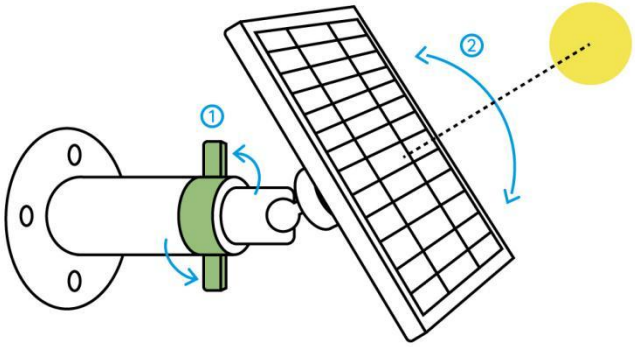
2. Mount the bracket with the mounting template and the screws provided in the package.



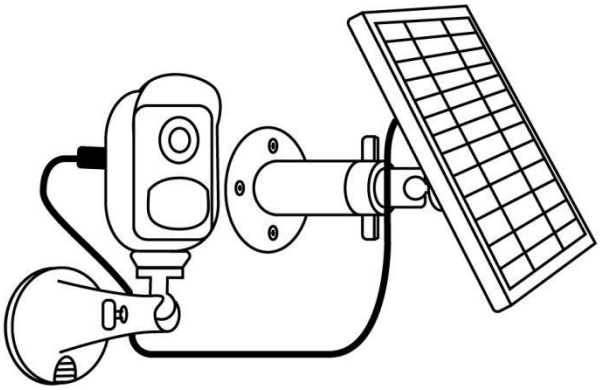
3. Slot the solar panel into the bracket and make sure that it's secure.



4. Loosen the adjusting control on the bracket and adjust the angle of the solar panel to make it receive direct sunlight exposure, then tighten the adjusting control to fix the solar panel.

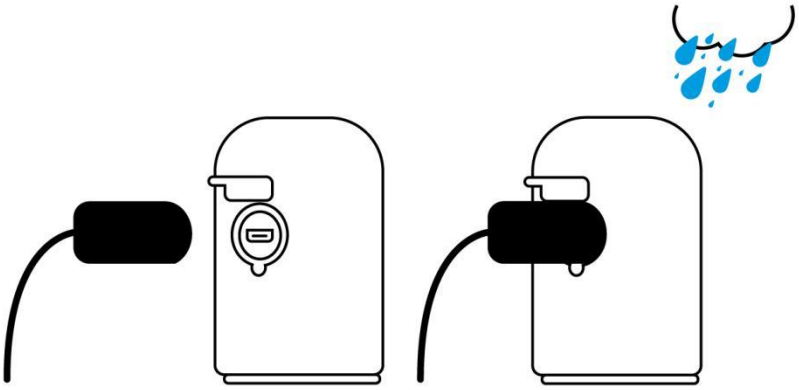


5. Connect the solar panel to a Reolink camera with the micro USB cable.



Notes:

1. Make sure that there is no covering on the solar panel. The energy harvesting efficiency drops drastically even when a small portion of the solar panel is shaded by other objects.
2. Please don't install the solar panel completely horizontally. Otherwise, your solar panel might accumulate dust and other debris easily. It's advised to install the solar panel angularly to make it receive direct sunlight exposure.
3. Wipe the solar panel regularly to remove the dust and debris.
4. Make sure that the camera is plugged in all the way and that the waterproof wire cover protects the interface between the camera and the solar panel.



3. View Your Camera

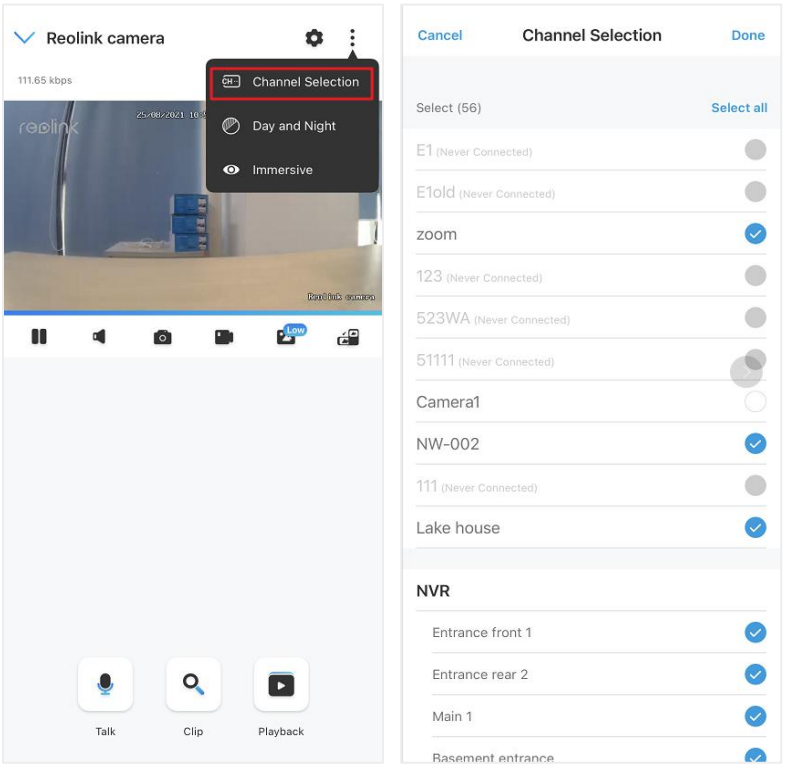
Live View



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**.		
	Siren: Trigger audio alarm.		
	Spotlight (only for Argus 3 and Argus 3 Pro)		Turn on the spotlight
	Multiple views		
	Display		Pause
	Audio		Enable audio
	Manually capture		
	Manually record		Manually being recording
	 Live view in sub-stream mode		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. (Only for Argus 3 Pro)		
	PTZ: Pan and tilt. (Only for Argus PT)		
	Playback: Reply the recordings saved to the SD card.		

Channel Selection

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



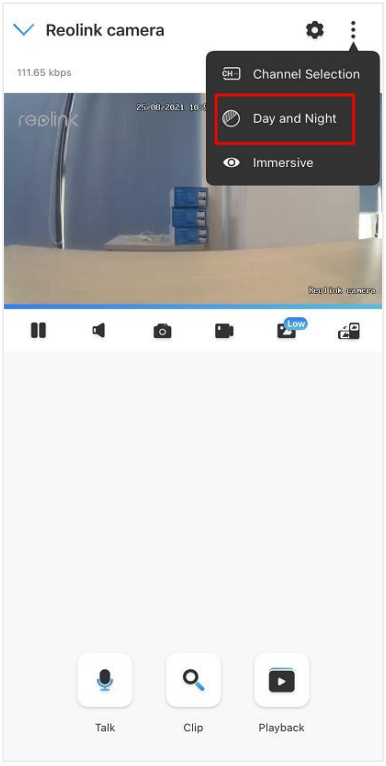
Day and Night

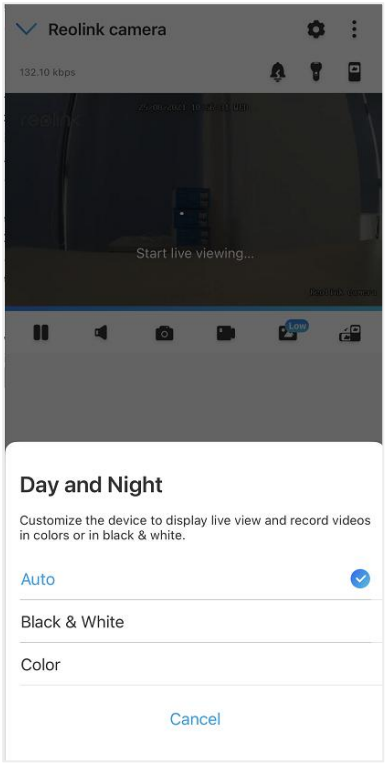
Set the camera's color mode during different times of the day and night.

-**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.





Use Immersive Mode

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:

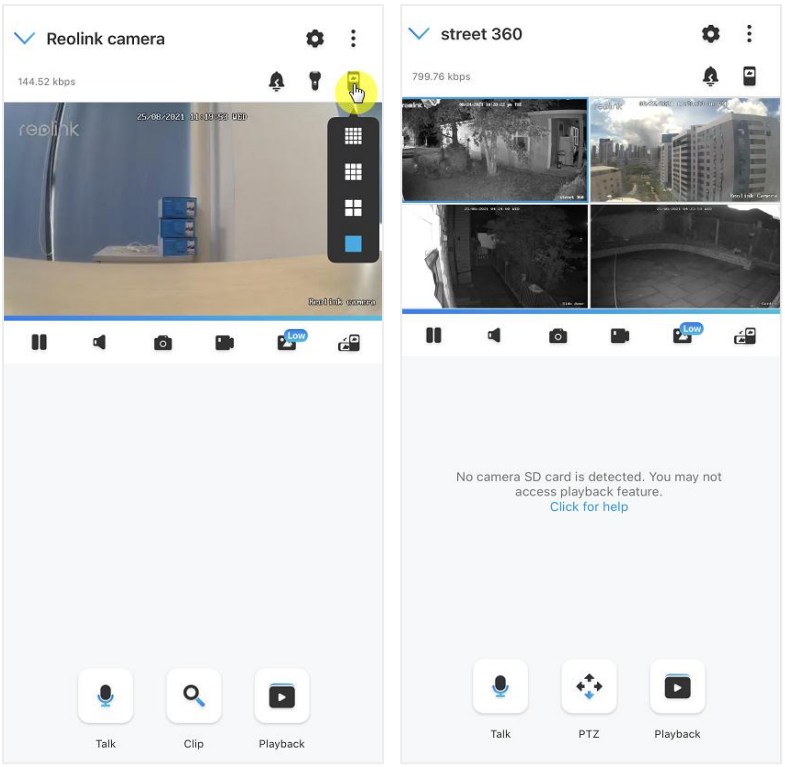
One screen can accommodate up to three cameras. You could slip the screen to preview other cameras.





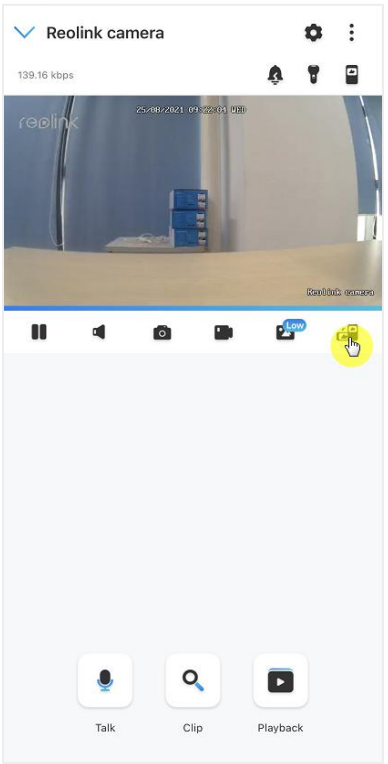
Multiple Views

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

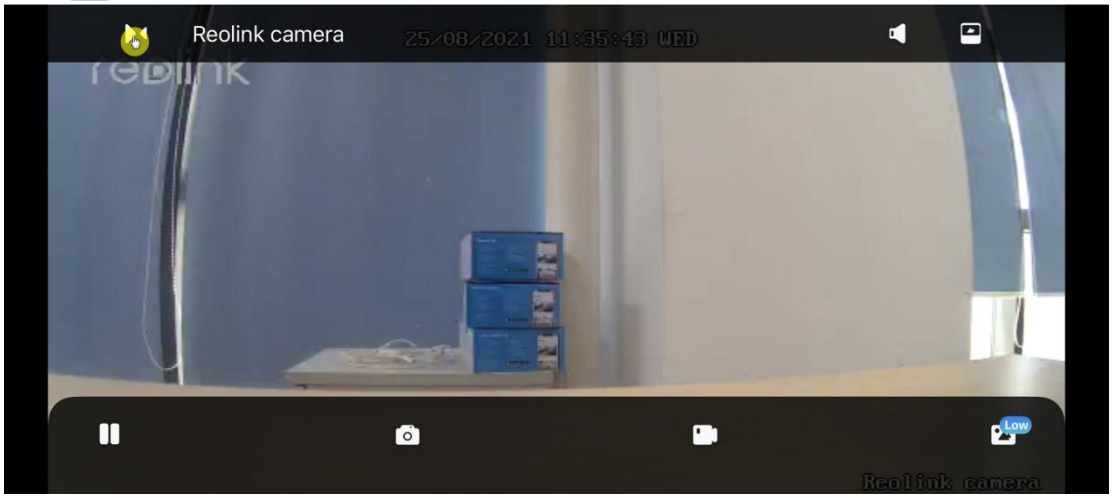


Full-screen View

Tap icon to enter into the full-screen mode.



Tap  to exit the full screen.

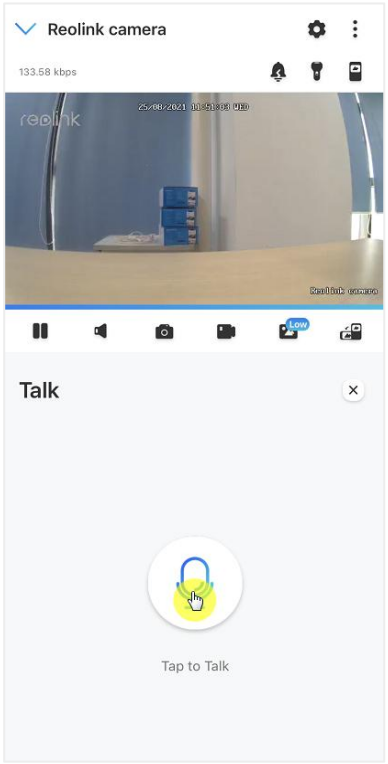


Two-Way Audio

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

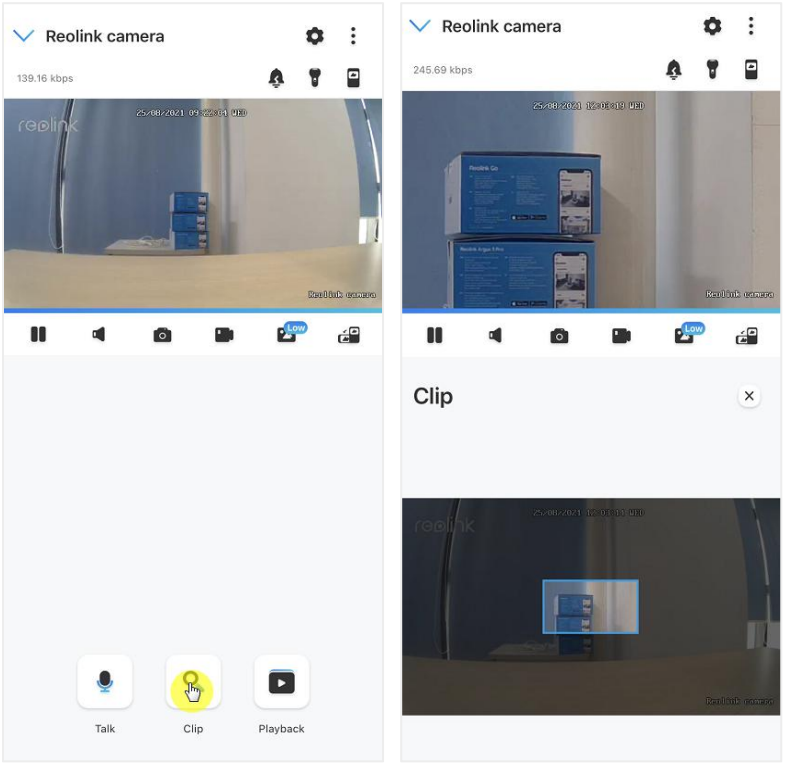
2. Tap  to talk.





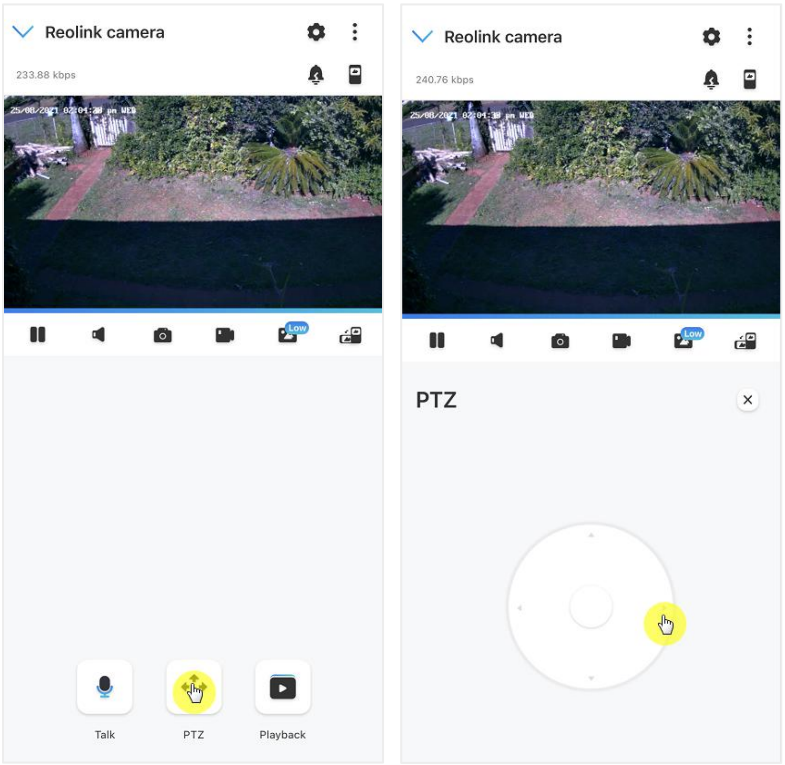
Clip

1. Tap to enter into the clip page;
2. Drag the rectangle to the position you want to see.



PTZ

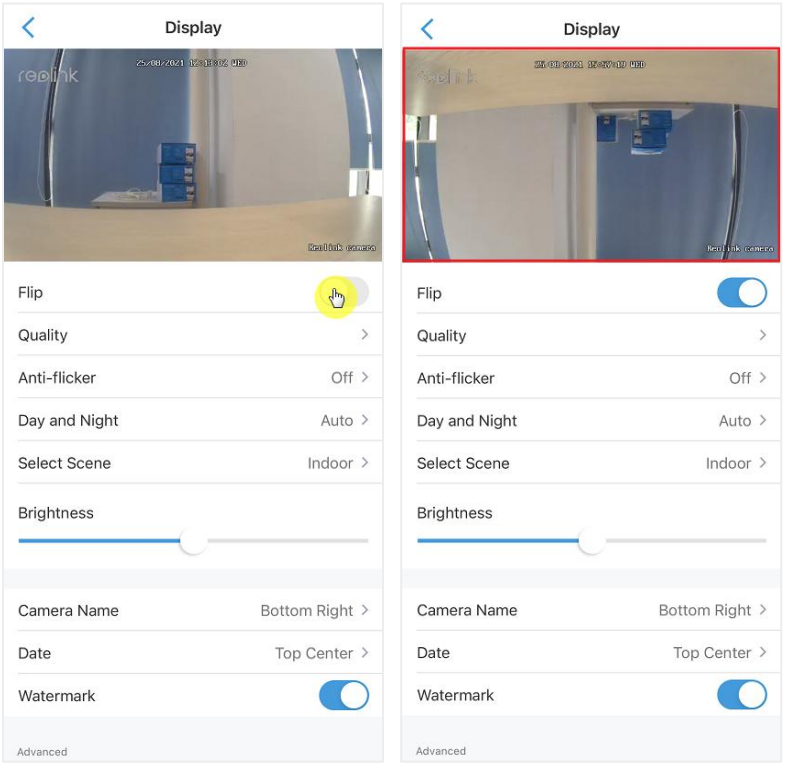
1. Tap to enter into the PTZ page;
2. Choose the direction you want the camera to pan and tilt.



Display Settings

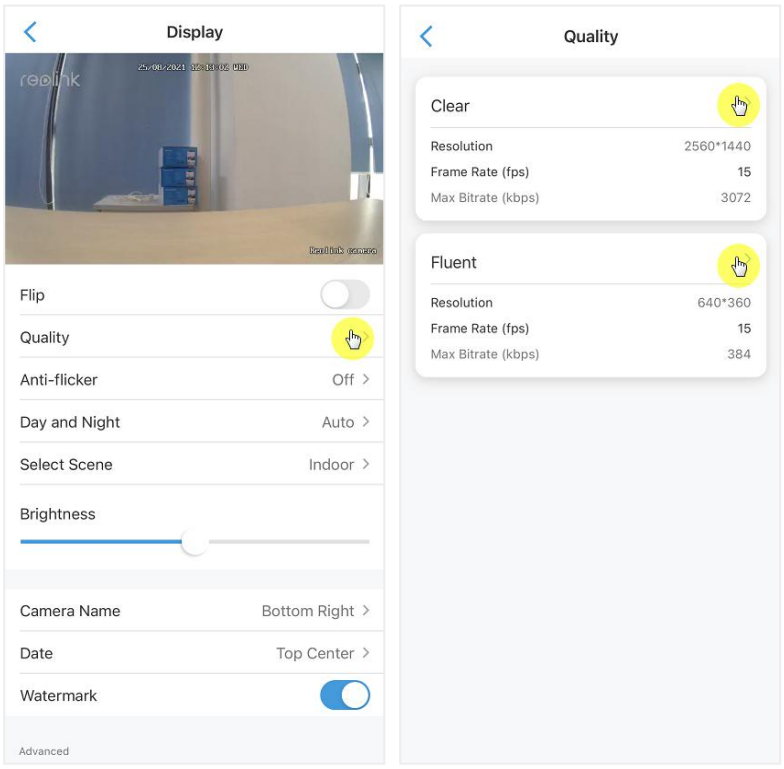
Flip

Tap , then the image will be turned upside down.

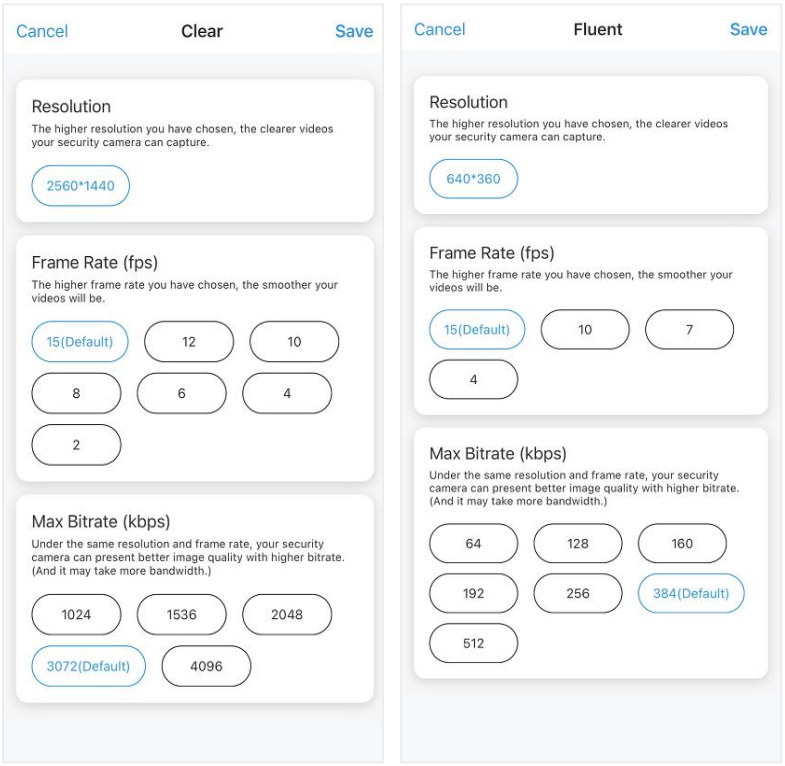


Quality

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



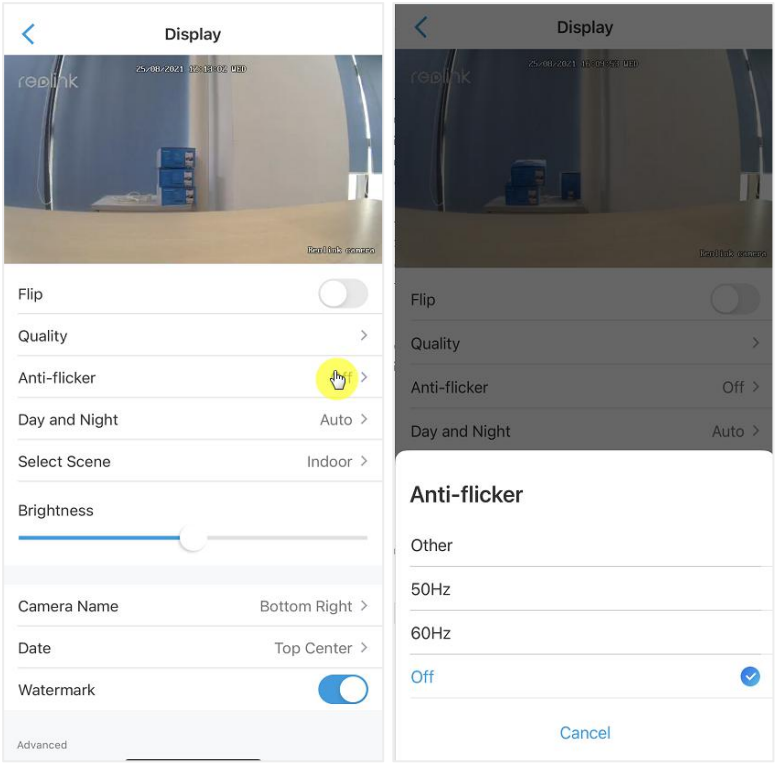
3. Tap **Save** to save the settings.



Anti-flicker

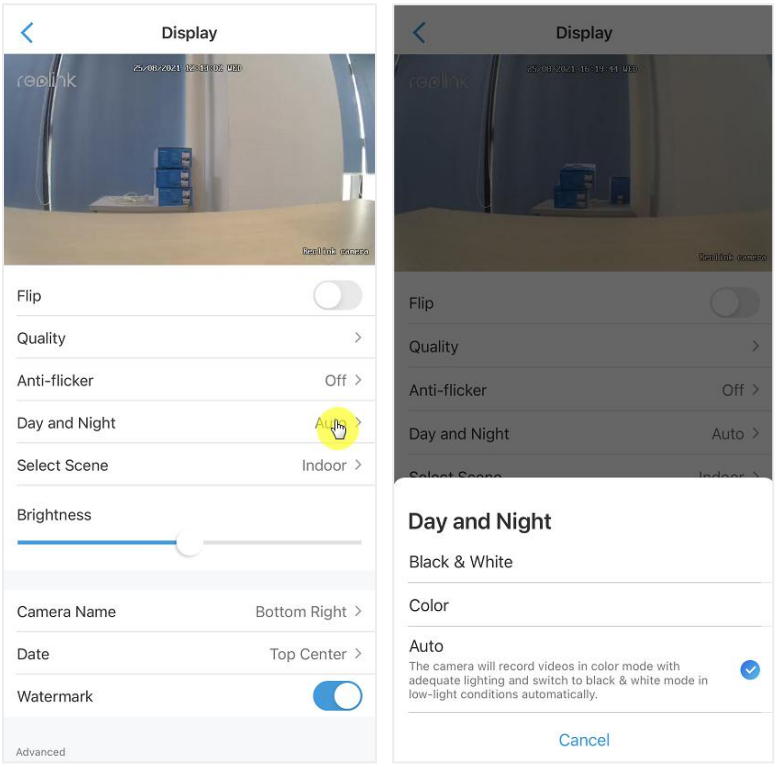
Use this feature if some devices such as TV screens and lights are flickering.
-50Hz: Used for Australia and the UK.
-60Hz: Used for the USA and Canada.

1. Tap **Anti-flicker**.
2. Choose a proper setting.



Day and Night

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

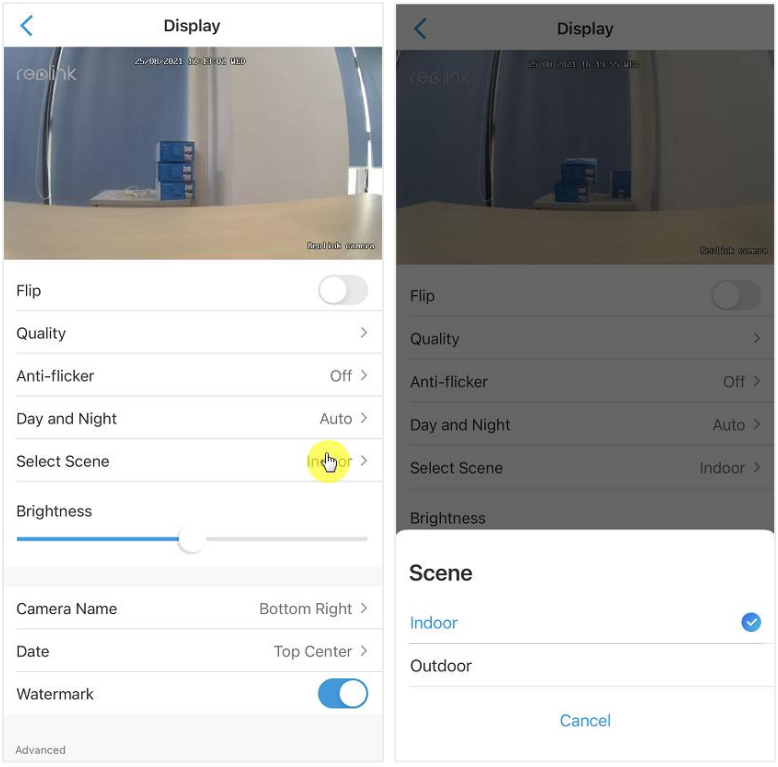


Select Scene

Tap **Select Scene** to enter into the settings page, and it includes **Indoor** and **Outdoor** scenes.

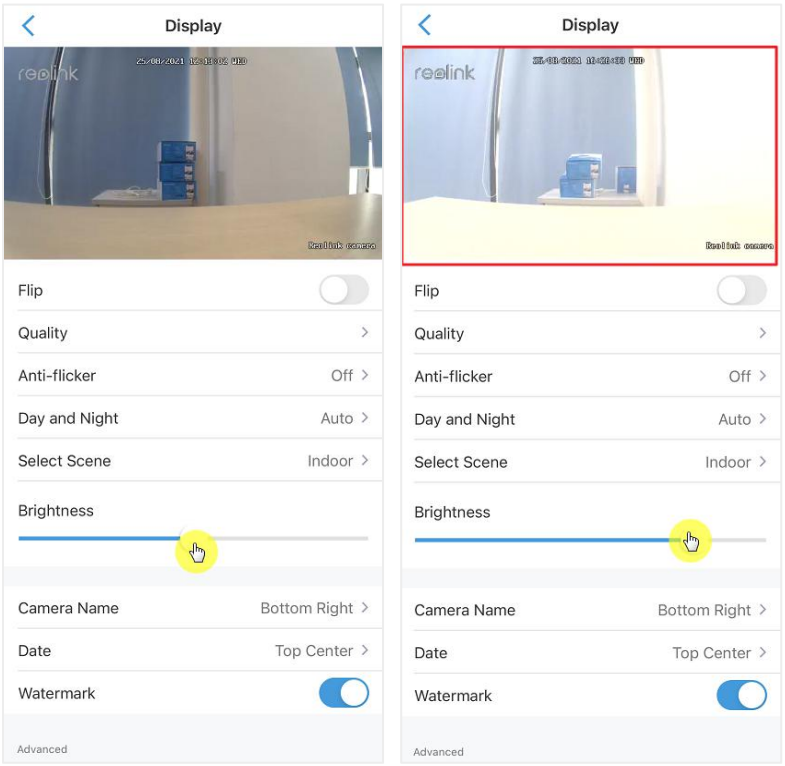
Note:

This setting is just for Argus 3 pro.



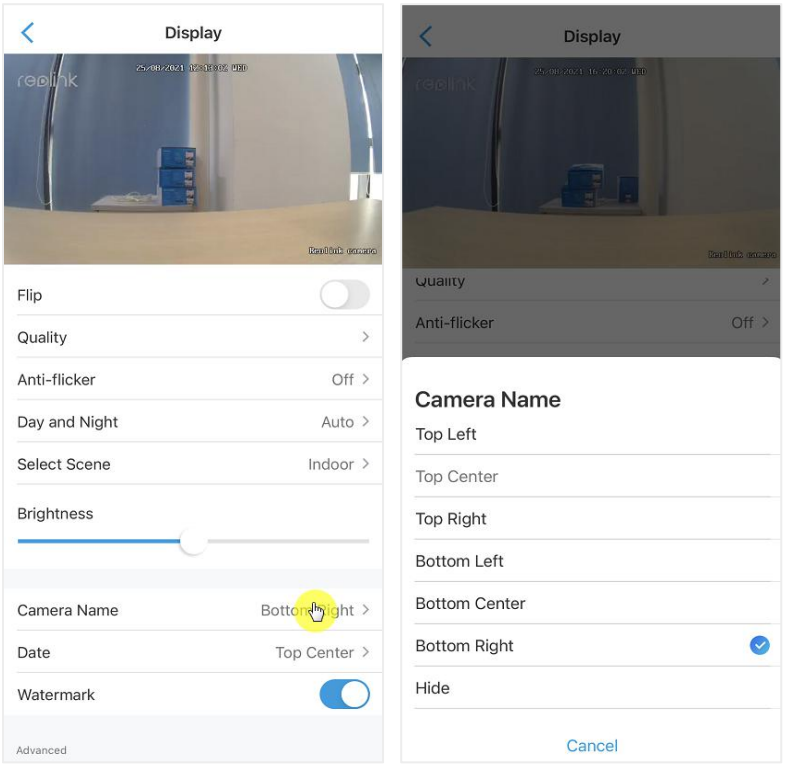
Brightness

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



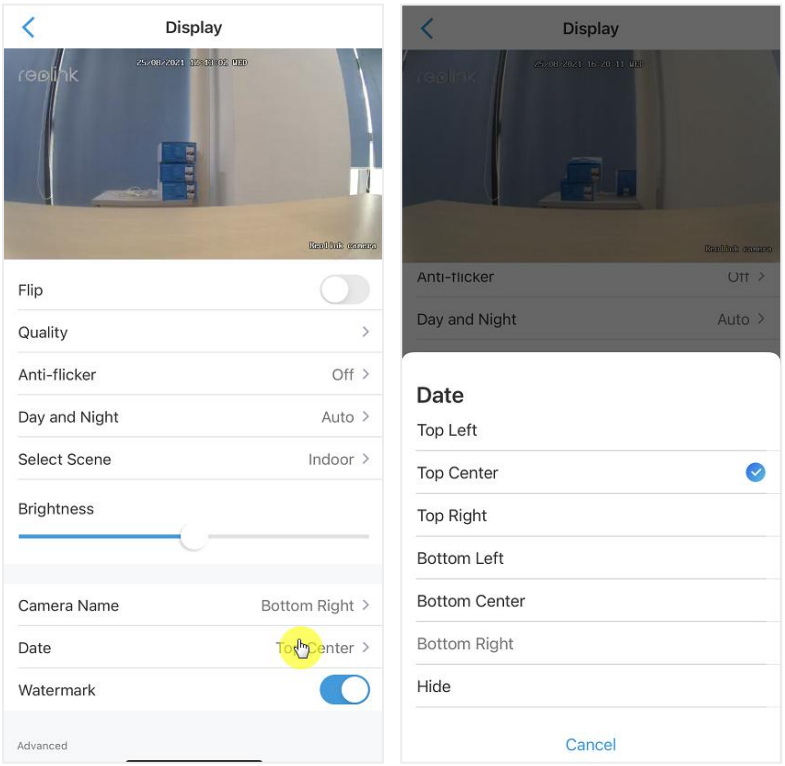
Camera Name

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



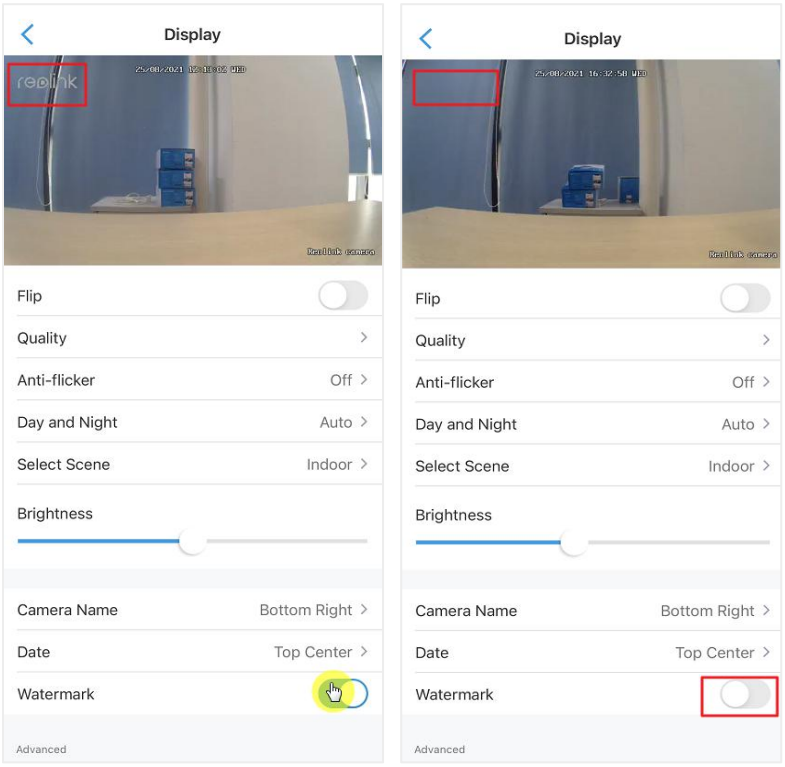
Date

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



Watermark

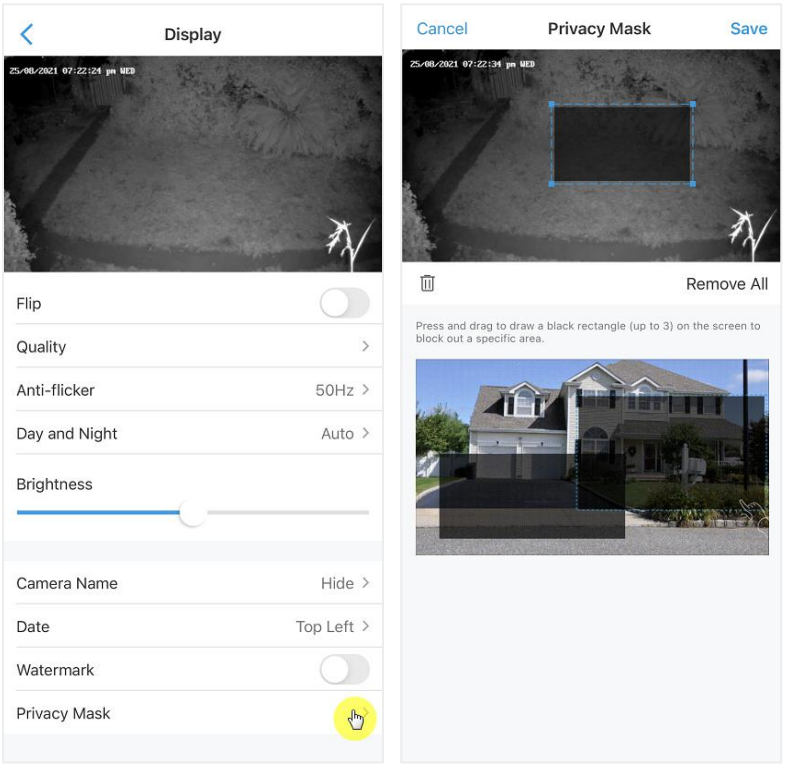
Tap  to disable the watermark to be shown on the screen.



Privacy Mask

If you don't want others to view some parts in the image, you can set the privacy mask to protect your privacy.

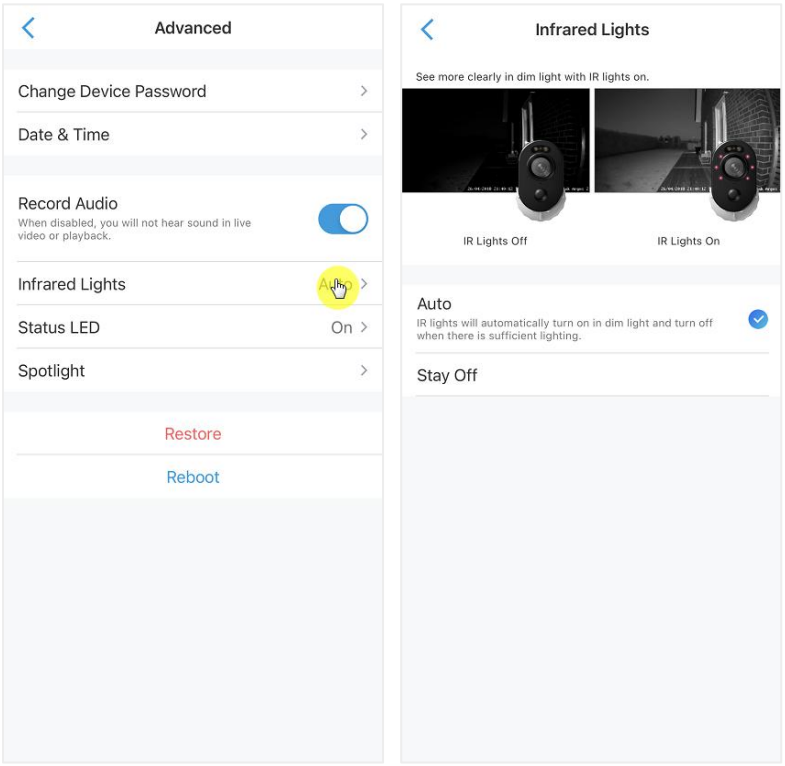
Press and drag to draw a black rectangle (up to 3 rectangles) on the screen to block out a specific area.



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 lights.



Status LED

You can turn off the status LED if you don't want others to see it.

Note:

The status LED option is only available to Reolink battery-powered cameras. And it has two working modes.

Standby Mode: The camera is in the power-saving mode; there is no live view or video recording.

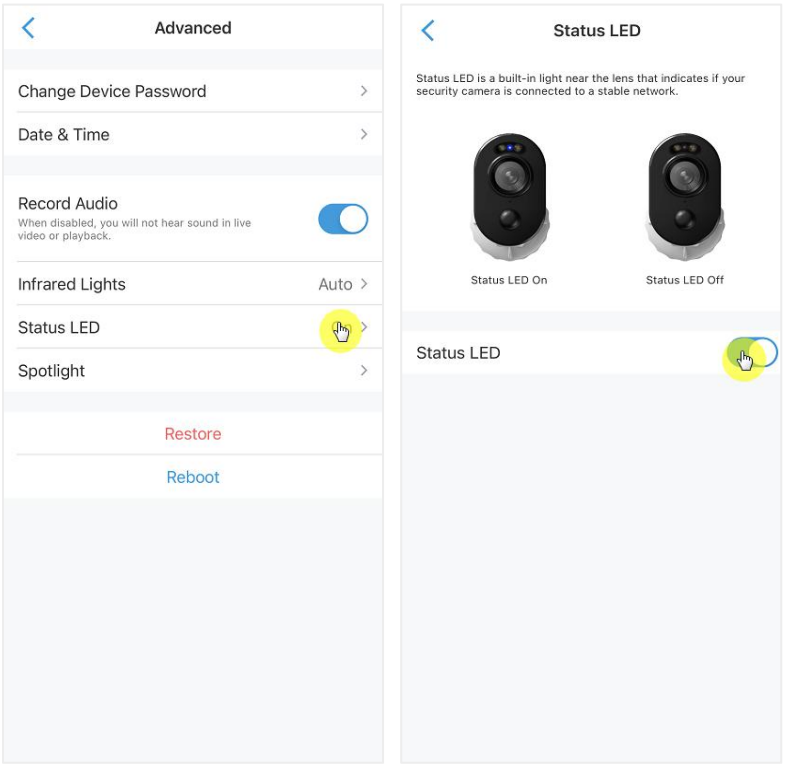
Working Mode: The camera is running at full capacity. It enters the working status when someone is accessing the camera via Reolink software or the PIR motion sensor detects movement.

Status LED

There is a LED light in the front of the camera which indicates the camera's different status.

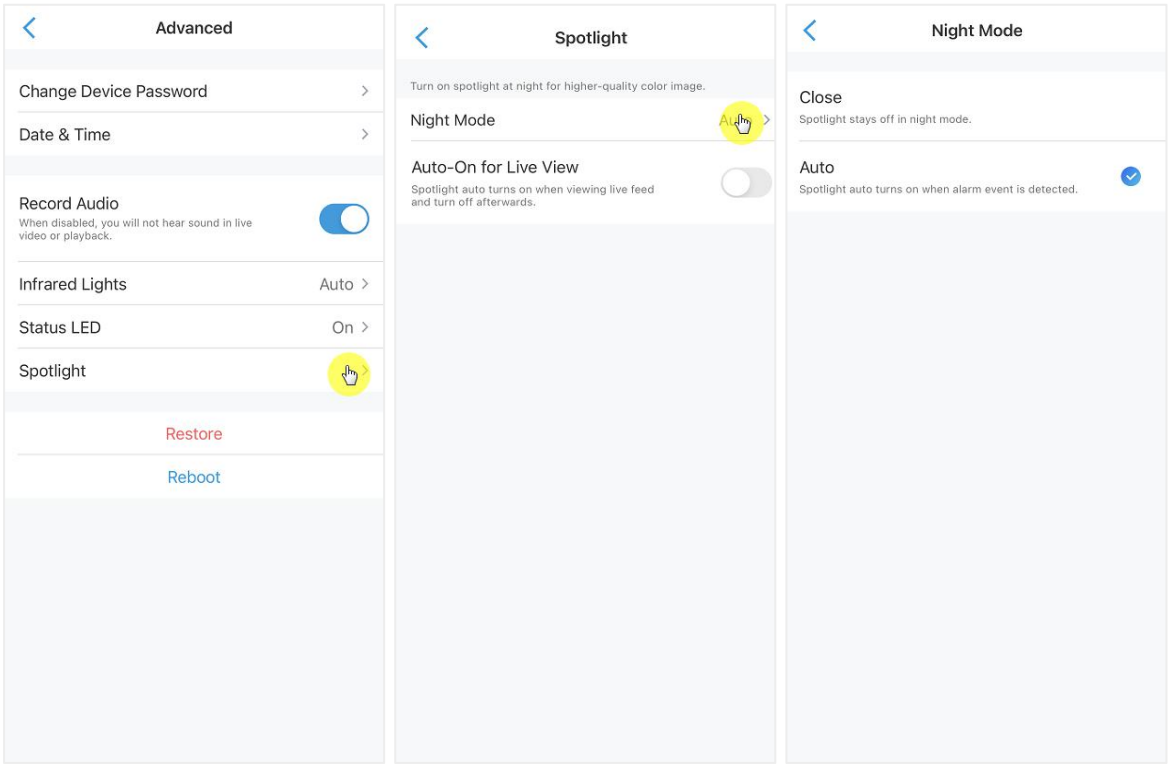
Color	Meaning	Status
Red	Wi-Fi Connection failed	Blinking: Standby
		On: Working
Blue	Wi-Fi Connection is successful	Blinking: Standby
		On: Working

Note:
The LED light will flash every 20 seconds when the camera is in the standby status.

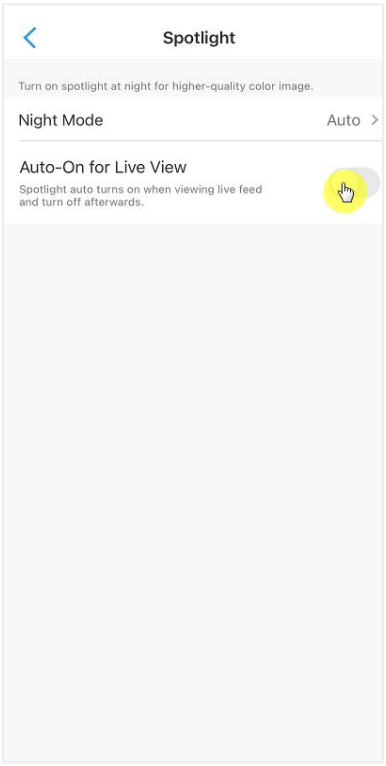


Spotlight

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. It's only applicable for model Argus 3 and Argus 3 Pro.
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

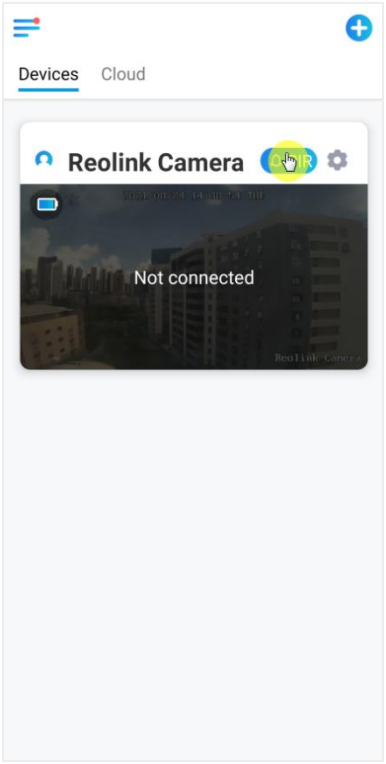
About PIR Detection

Reolink battery-powered Wi-Fi cameras use PIR sensors (passive infrared sensors) to detect motion.

The PIR sensor detects changes in the amount of infrared radiation impinging upon it, which varies depending on the temperature and surface characteristics of the objects in front of the sensor. When an object, such as a human, passes in front of the background, like a wall, the temperature at that point in the sensor's field of view will rise from room temperature to body temperature, and then return again. The sensor converts the resulting change in the incoming infrared radiation into a change in the output voltage, which triggers the detection. Objects of similar temperature but different surface characteristics may also have a different infrared emission pattern, thus moving them with respect to the background may trigger the detector as well.

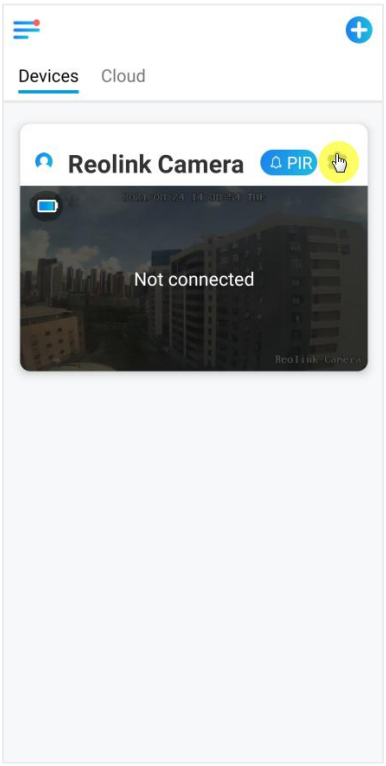
Turn on/off PIR

On the **Devices** page of the Reolink App, choose the camera and then directly tap on **PIR** button to quickly turn on or turn off the PIR motion detection.

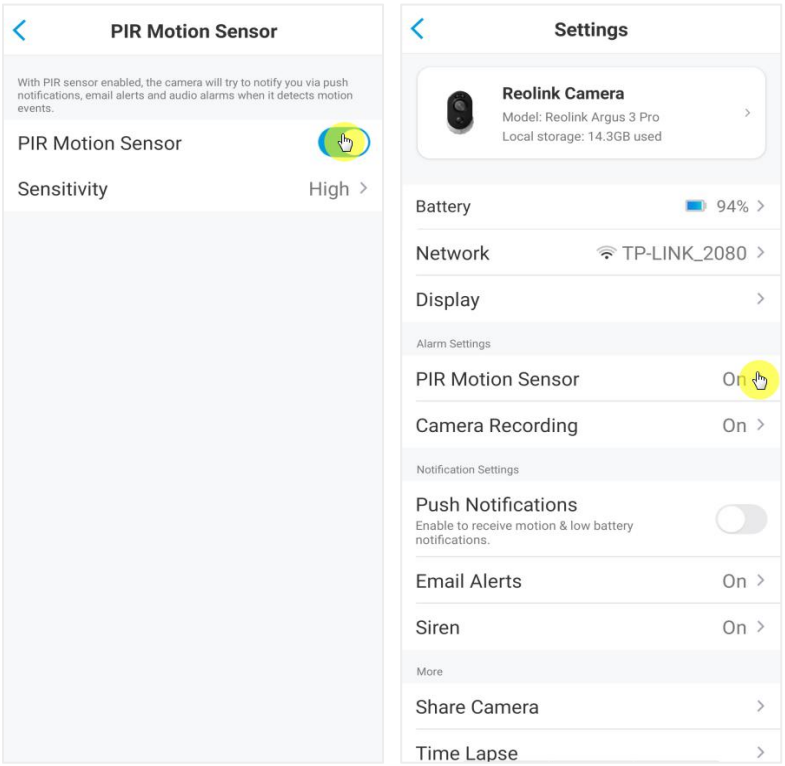


Set up PIR Motion Detection Sensitivity

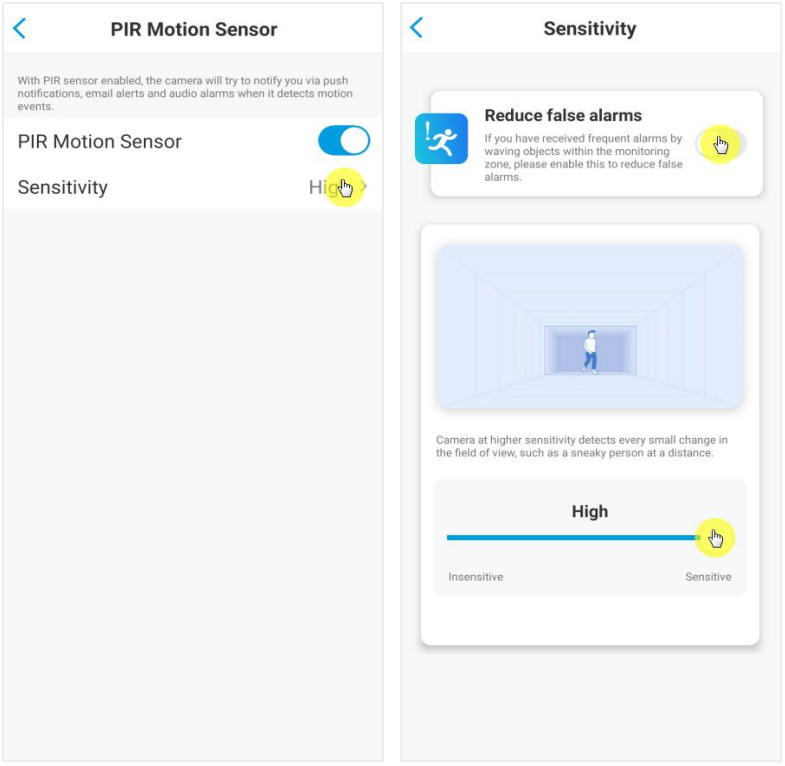
1. Tap on ⚙.



2. Choose **PIR Motion Sensor**, and tap to enable **PIR Motion Sensor**.



3. Tap **Sensitivity** to adjust the sensitivity of the PIR motion sensor.



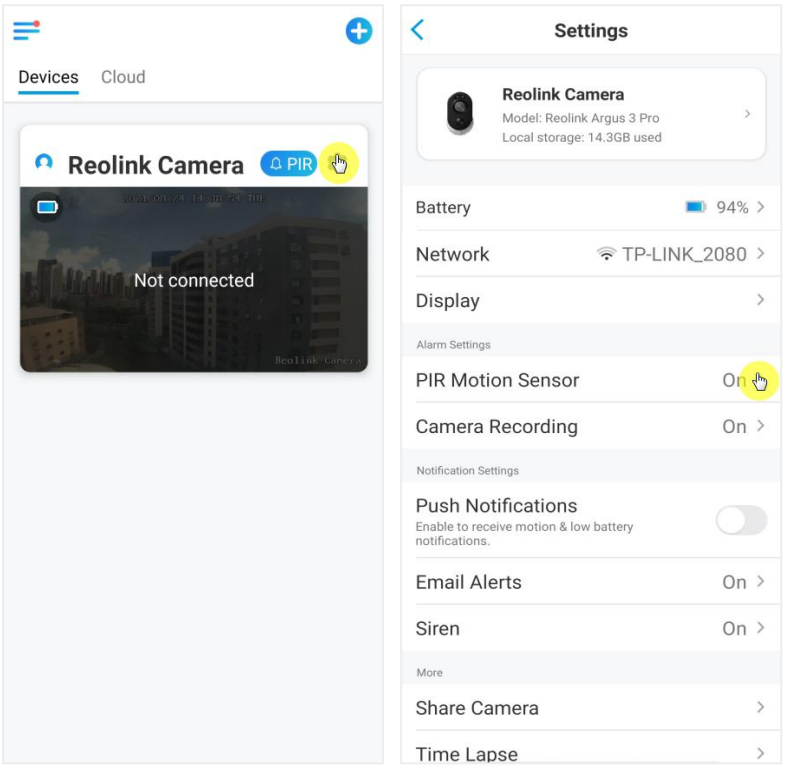
Drag the bar to adjust the sensitivity from low, mid to high or adjust the sensitivity from 1 to 100. For cameras with digital PIR sensors there's also an option to reduce false alarms.

Reduce false alarms: If you have received frequently false alarms, please enable **reduce false alarms** option.

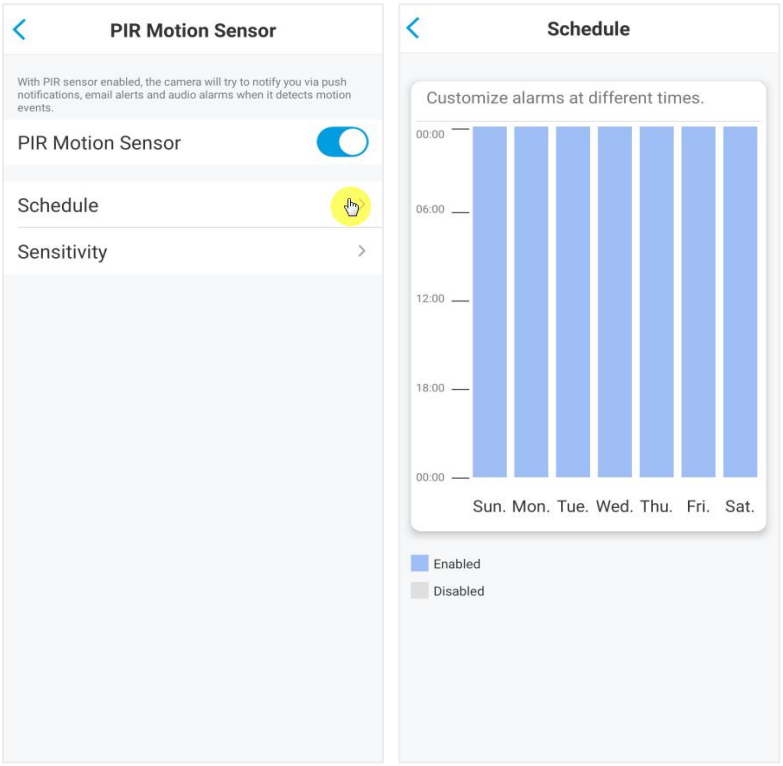
Set up PIR Motion Detection Schedule

This option is for models except Argus 3 Pro.

1. Tap on ⚙. Then choose **PIR Motion Sensor**.



2. Tap to enable **PIR Motion Sensor**. Then tap **Schedule** to set up the schedule and decide when the PIR motion detection works.



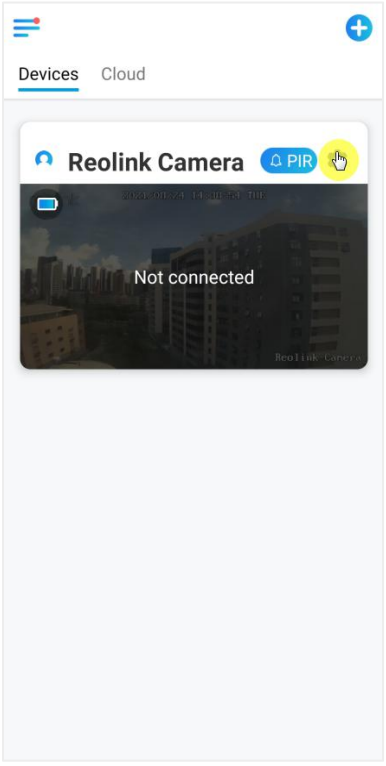
Set up Motion Alerts

Push Notification

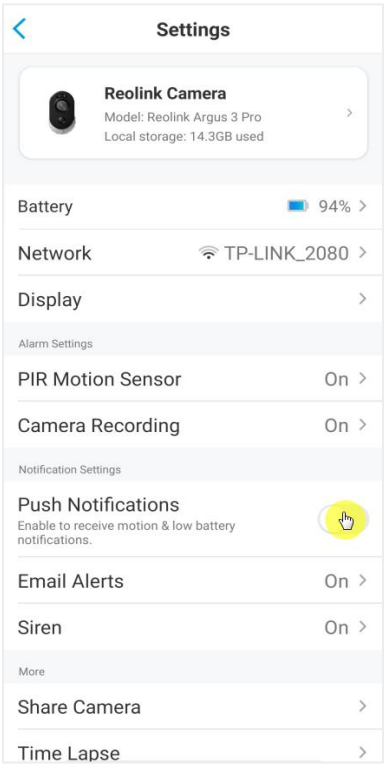
When the camera detects a motion, it will send a push notification, which pops up on your mobile phone.

Setup Push Notification

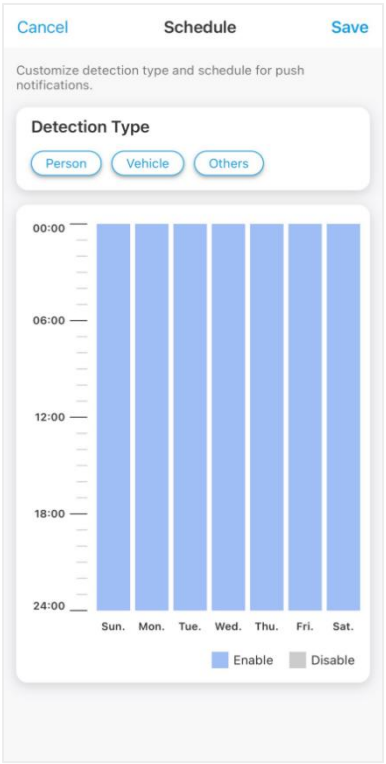
1. Tap on ⚙.



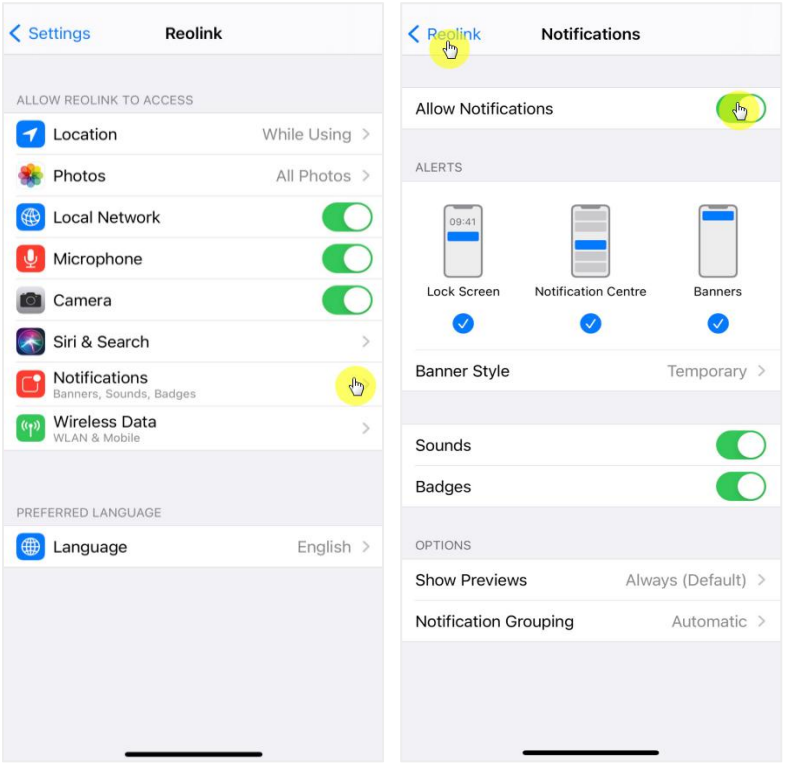
2. Tap on **Push Notifications** to enable this function.



3. Set a push **Schedule** if you need. For camera model Argus 3 Pro, you can also select **Person**, **Vehicle** or **Others**.



4. 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.

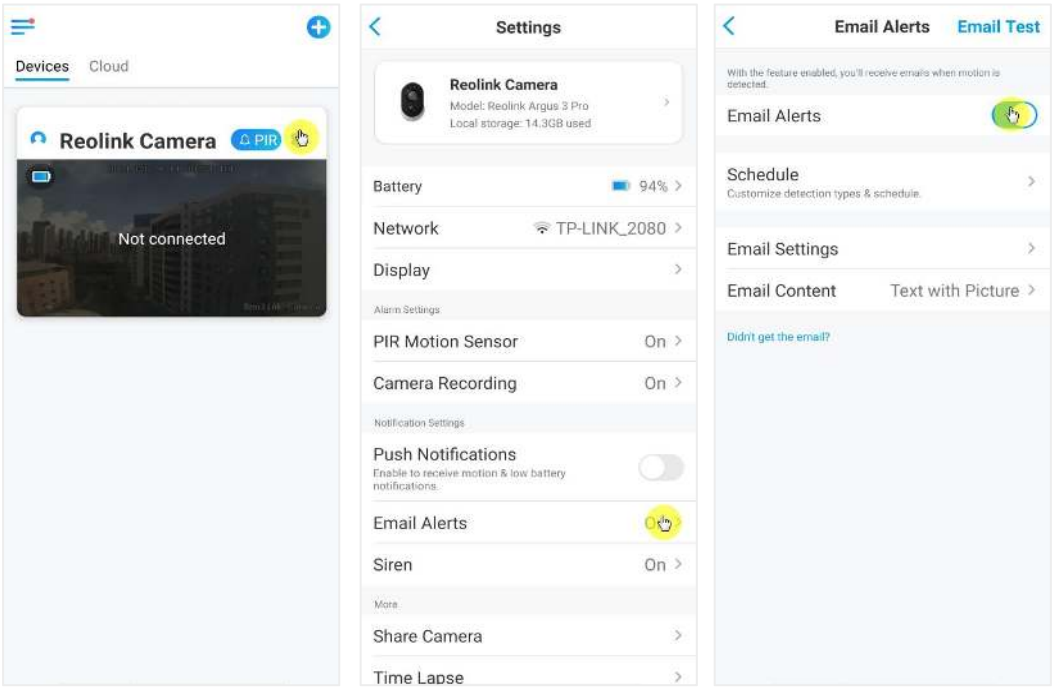


Alarm Email

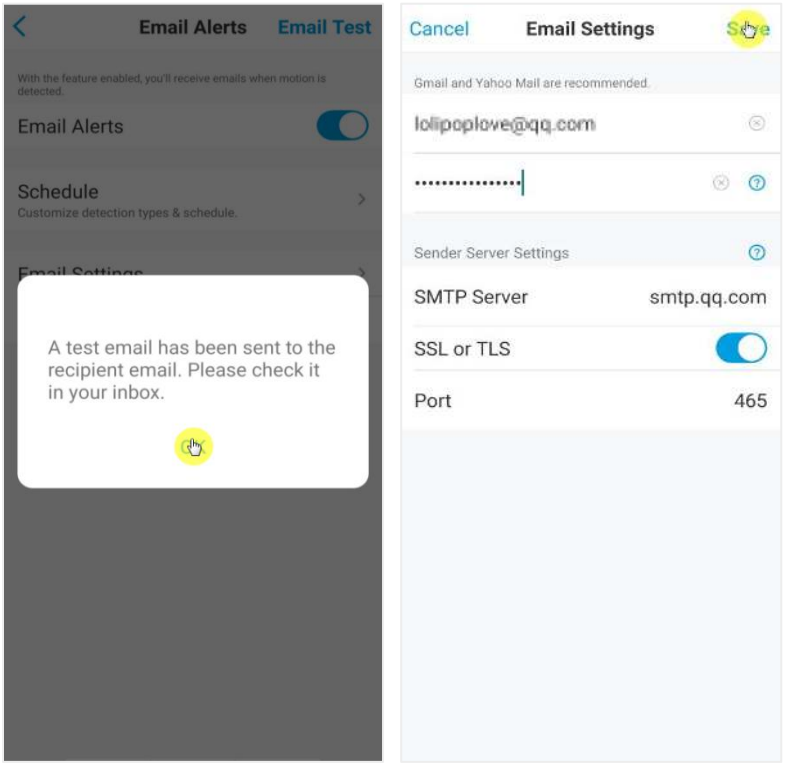
When the camera detects a motion, it will send an alarm email with plain texts or the camera's live image.

Set up Alarm Email

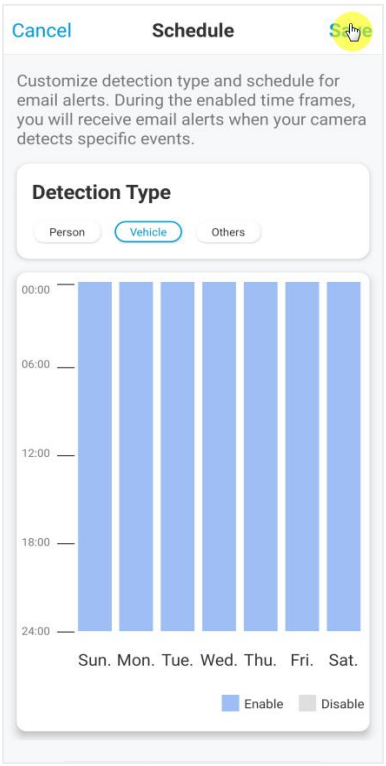
1. Tap on ⚙, then tap **Email Alerts** and enable this function.



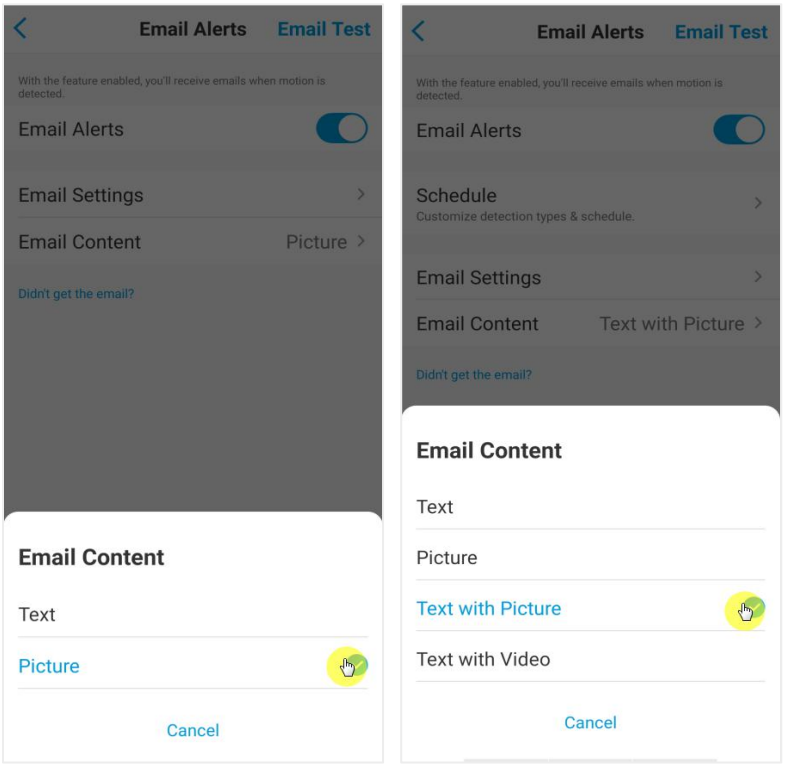
2. Tap **Set up Now** to enter **Email Settings**, and enter the **Email address** and **Email password**, **SMTP server** and **port**. Then tap on **Save**.



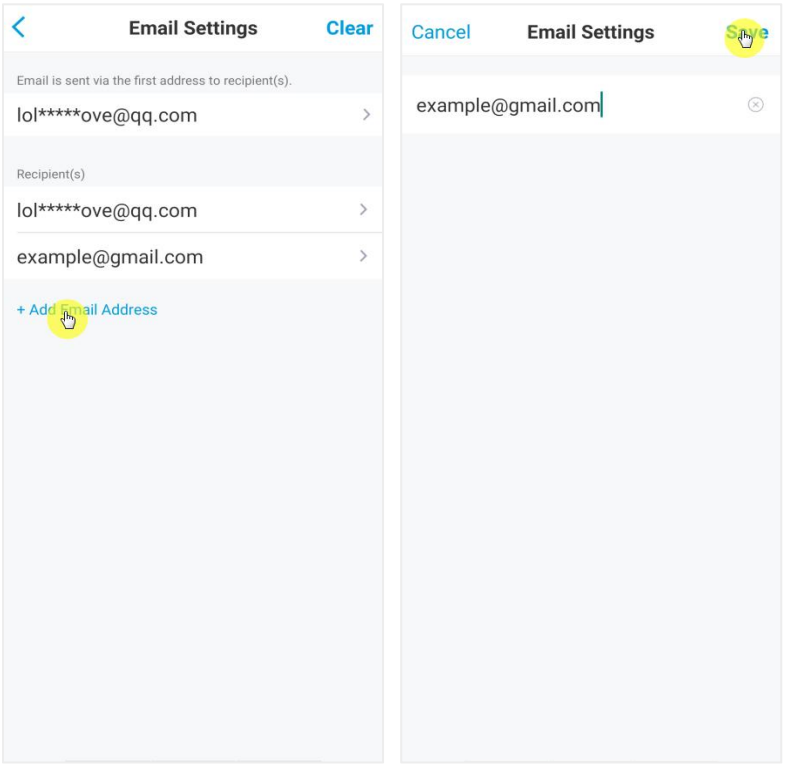
3. Tap **Schedule** to set up a schedule when you'd like to receive the email alerts, and tap **Save**.
For Argus 3 Pro, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



4. Tap **Email Content** to choose for the camera to send Email with **Text** or **Picture**.
For model Argus 3 Pro, you can choose **Text**, **Picture**, **Text with Picture** or **Text with Video.**



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

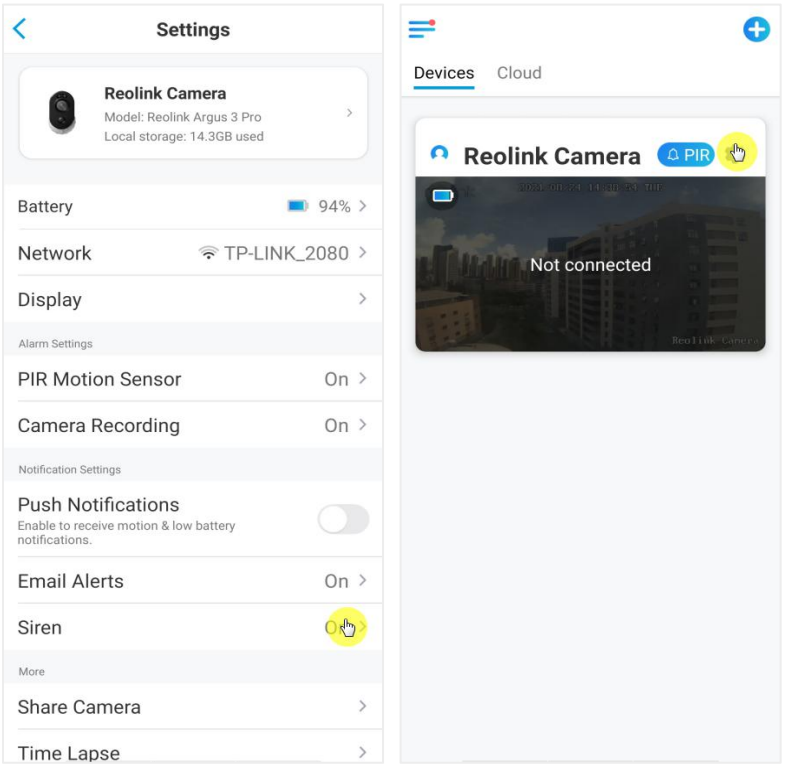


Alarm Siren

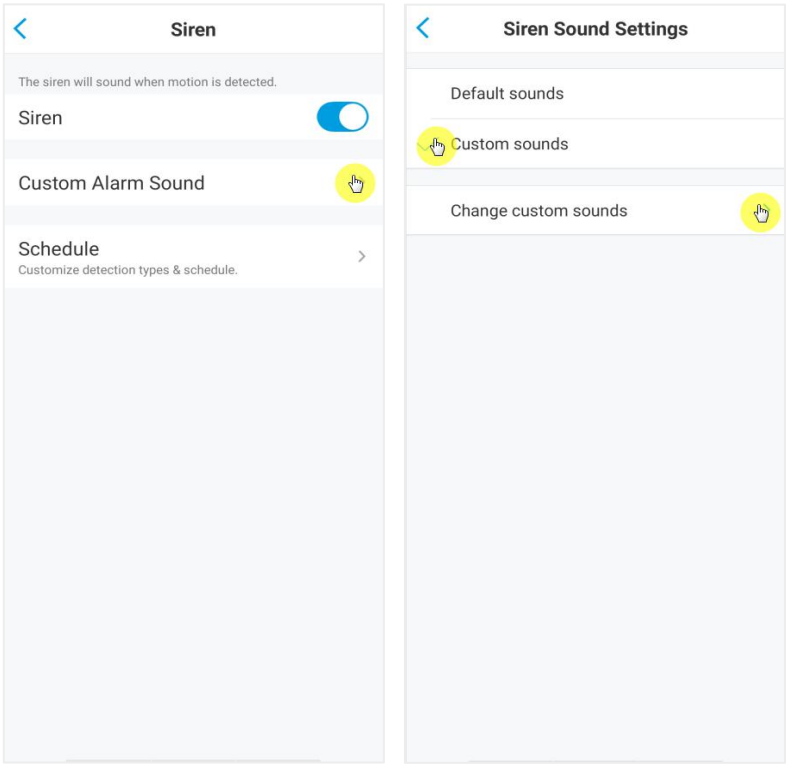
You can set up the camera siren to make an alert sound when a motion is detected.

Set up Siren

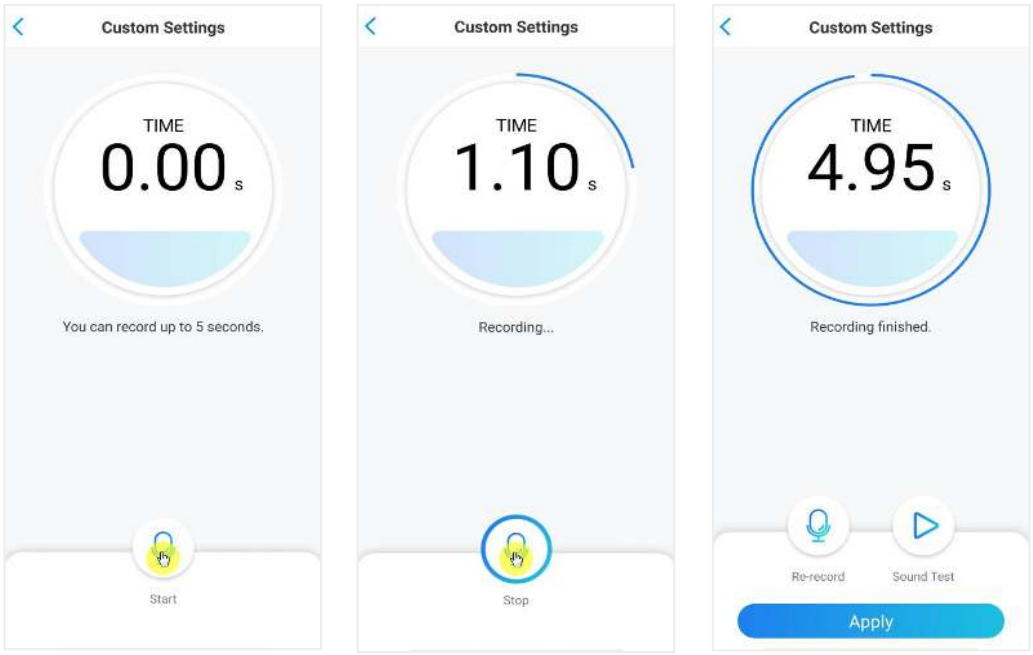
1. Tap on ⚙. Tap on **Siren** and enable **Siren**.



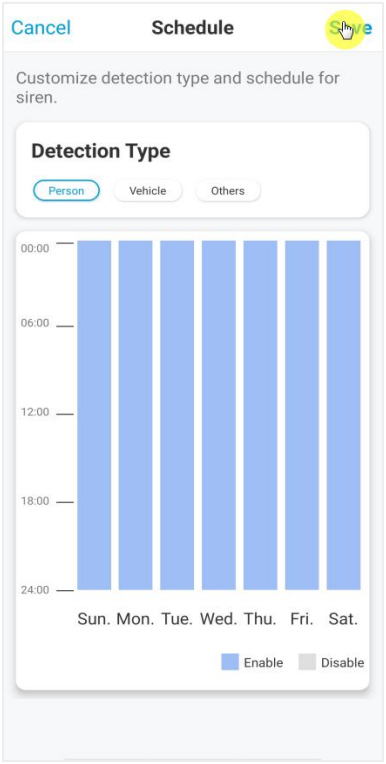
2. Tap on **Custom Alarm Sound**, if you want to use a custom sound. Tap **Custom sounds**, then tap **Change custom sounds** to record an up-to-5-second sound.



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.



3. Tap **Schedule** to set up a schedule when you want the siren to work, then tap **Save**. For Argus 3 Pro, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.

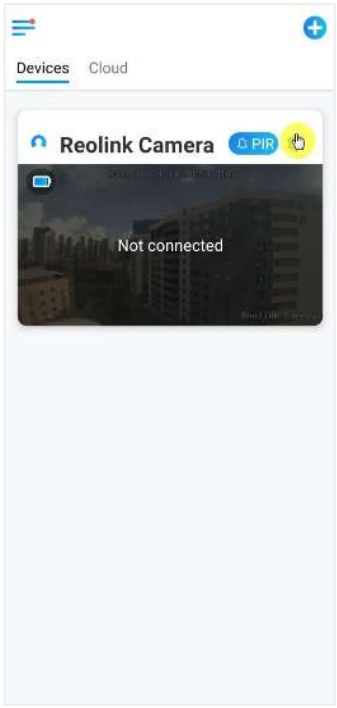


Alarm Spotlight

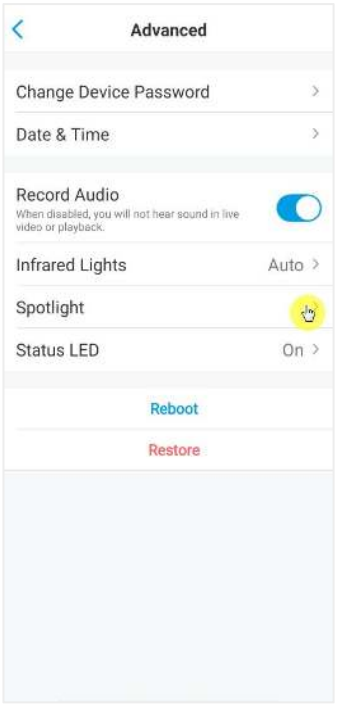
Camera model Argus 3 and Argus 3 Pro have built-in spotlights, which can automatically turn on when a motion is detected.

Setup Alarm Spotlight

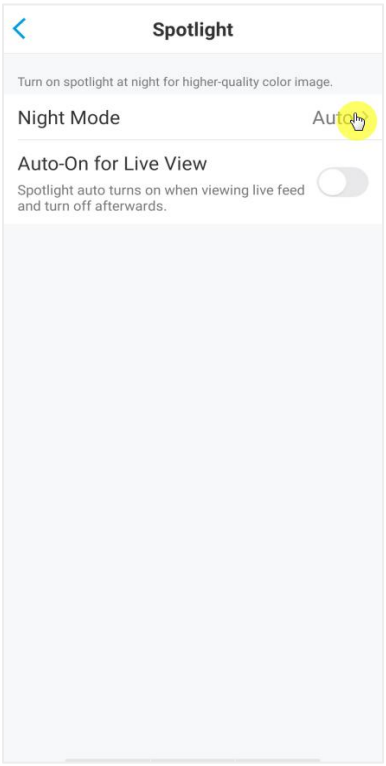
1. Tap on ⚙. Then tap **Advanced**, then tap **Spotlight**.







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.

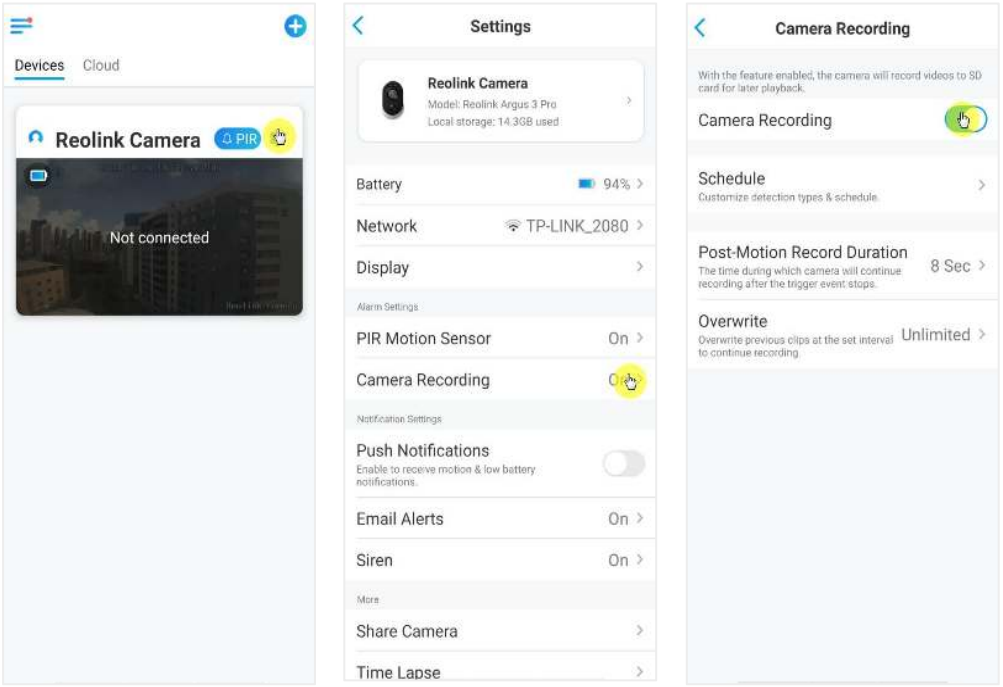


Set up Motion Recording

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, refer to the part of Install the Micro SD card in Chapter 7 about choose the correct SD card and learn how to insert the SD card.

Set up Motion Recording

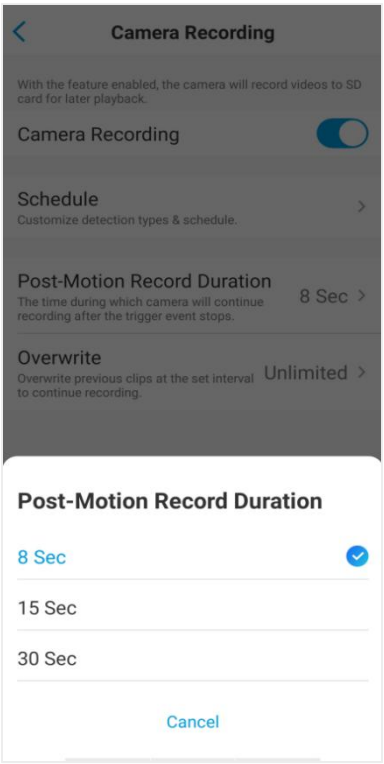
1. Tap on ⚙. Then tap on **Camera Recording**, tap again to enable Camera Recording.



2. Tap **Schedule** to set up a schedule when you want the camera to save motion recordings, then tap **Save**. This is only applicable for Argus 3 Pro and you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



3. Tap **Post-Motion Record Duration** to set up the motion recording length, you can choose 8 sec, 15 sec or 30 sec.



Improve Your Motion Detection

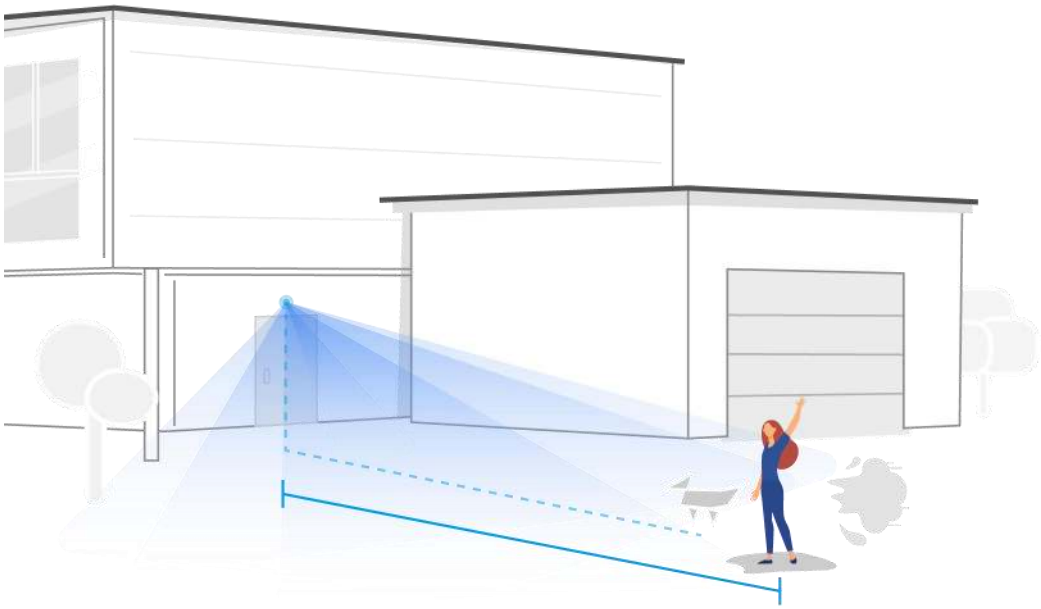
Reolink battery-powered cameras have a PIR sensor on each side of the camera and the camera detects the temperature differences between two sides to detect motions. So it's more sensitive when a person or car is passing in front of the camera from side to side, compared to coming towards to the camera.

Installation Tips for the Camera to Detect Motion

Tip 1: Install the camera according to its viewing field.

1. Please check the viewing angel of your camera first. Then make sure that the monitoring area is well within its field of view.

2. The ideal viewing distance is 2-10 meters (7ft - 33ft), within which people will be recognized. To achieve a better viewing experience, it's advised not to place the camera too far away or too high (suggested mounting height: 2-3 meters) from the designated monitoring area.



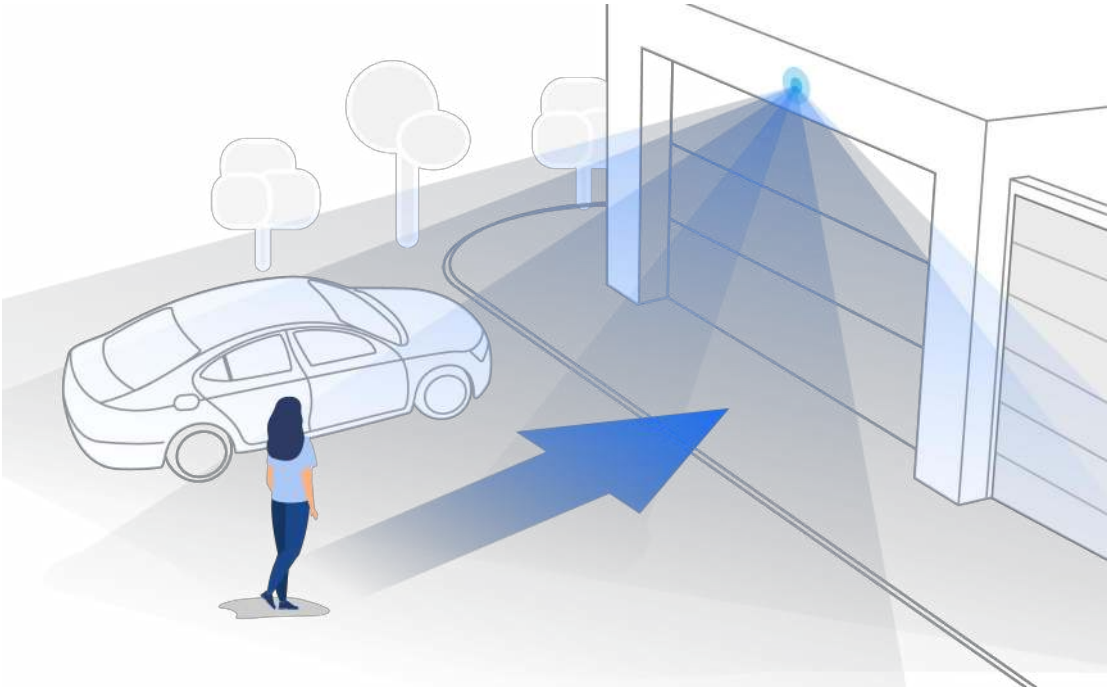
Ideal Viewing Distance: 2-10 meters (7-33ft)

Tip 2: Install cameras according to the detecting field of PIR motion sensors.

1. The detecting distance of PIR motion sensors is 9 meters, and the detecting angle is 120° horizontally. Motions out of this range can't be detected.

2. Our PIR motion sensor is more sensitive to side-to-side movement than movement heading straight toward the camera.

For example, when a person moves straight toward the camera (shown below), the PIR motion sensor will be less sensitive to the movement.



Tips for Reducing False Alarms

1. Do not install the camera facing bright lights, including sunshine, bright lamp lights, etc.
2. Do not place the camera too close to a place where many vehicles move frequently; 15 meters (55ft) away from the vehicle is the recommended distance based on our numerous tests.
3. Stay away from the outlets, including the air conditioner vents, humidifier outlets, the heat transfer vent of projectors, etc.
4. Do not install the camera facing the mirror.
5. Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones in order to avoid wireless interference.

Tips for Improving Detection Alarms

When the camera failed to detect some motion, below tips can help improve the motion detection accuracy.

1. Adjust the sensitivity level to high.
2. Adjust the installation angel of the camera in the direction crossing the possible intruder instead of facing him/her so that it can detect motion more accurately.



3. Adjust the installation height, it's suggested to mount camera 2 to 3 meters from the ground. Mount the camera too low or too high both will cause it hard to detect alarm.
4. Ensure the detecting target is within the detection range of the PIR sensor. Ideal monitoring range is from 7ft to 33ft.

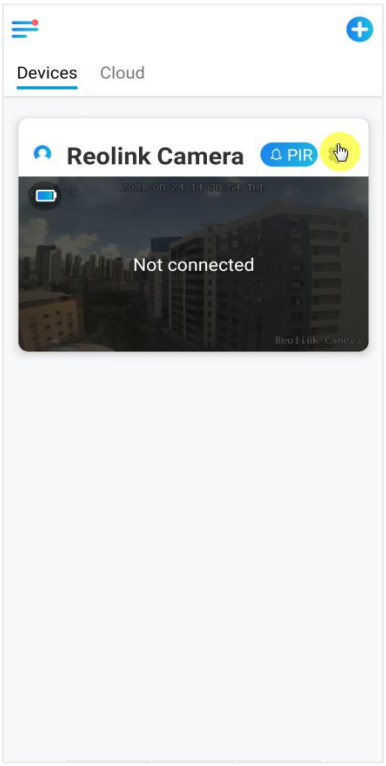
5. Recording and Playback

Set up Recording

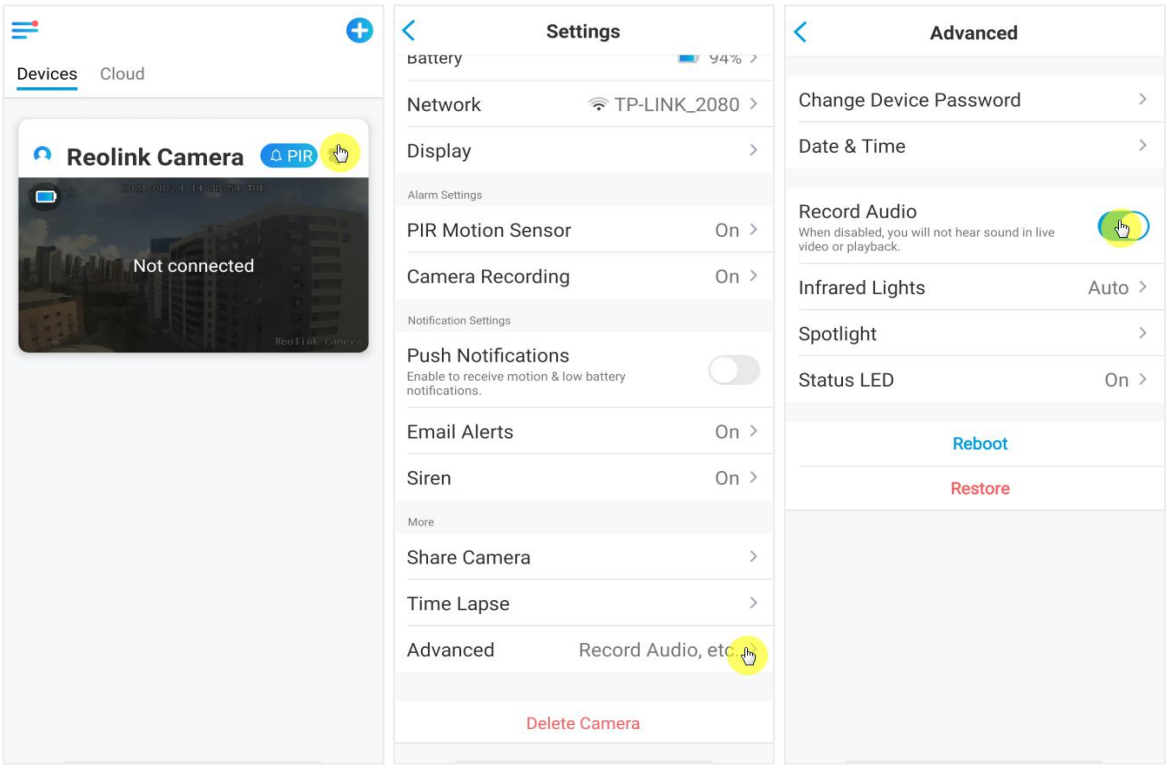
Reolink battery-powered cameras only support motion recordings but not continuous recordings. And recordings can be saved into micro SD cards. For details of the setup steps, please refer to the part of Set up Motion Recording in Chapter 4.

Record with Audio

1. Tap on ⚙.



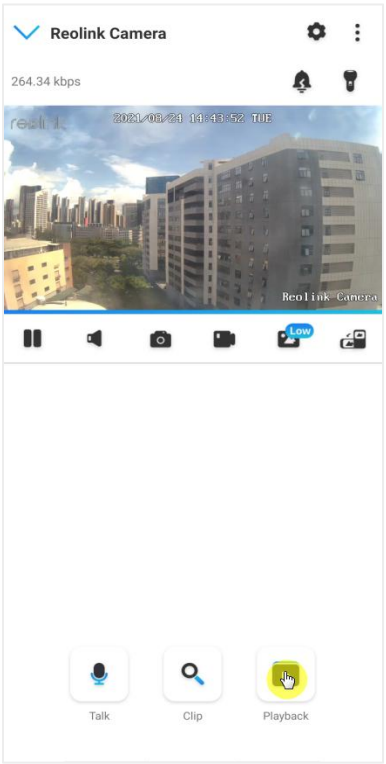
2. Tap on **Advanced** and then find **Record Audio**, tap to enable record audio option. Then the camera will record audio in video recordings.



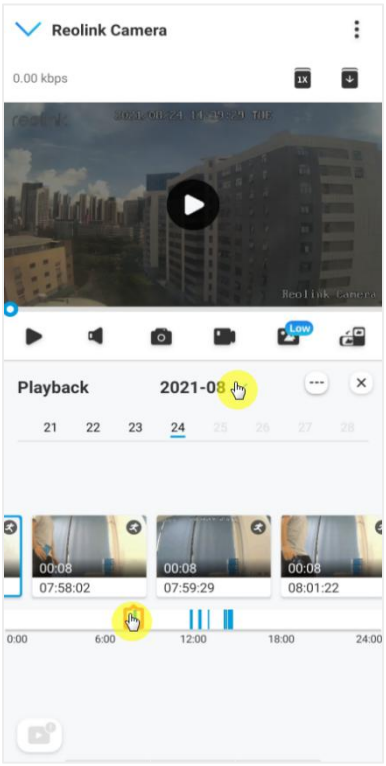
Playback and Download Recordings

Playback Recording

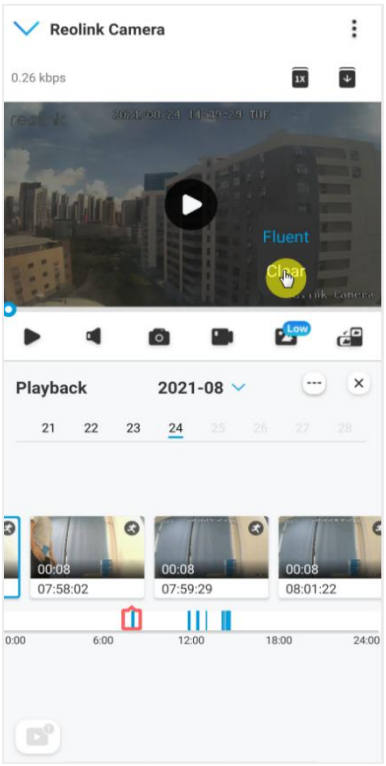
1. Open live view of the camera. Then tap on **Playback** on the bottom.



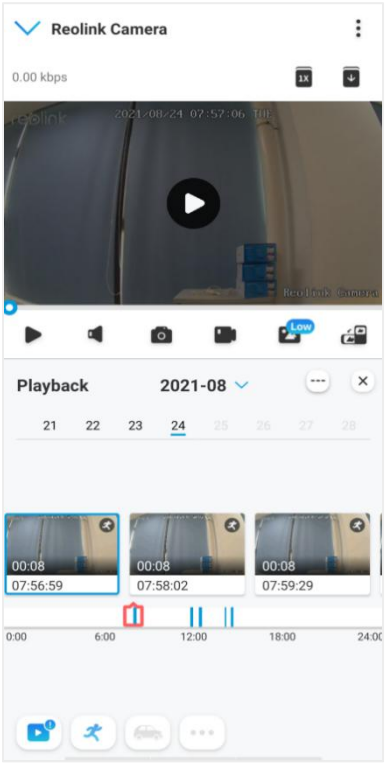
2. Select a date to search the recordings. Slide through the timeline to find the recordings you want to replay, tap on the selected recording and it'll automatically starts to play.



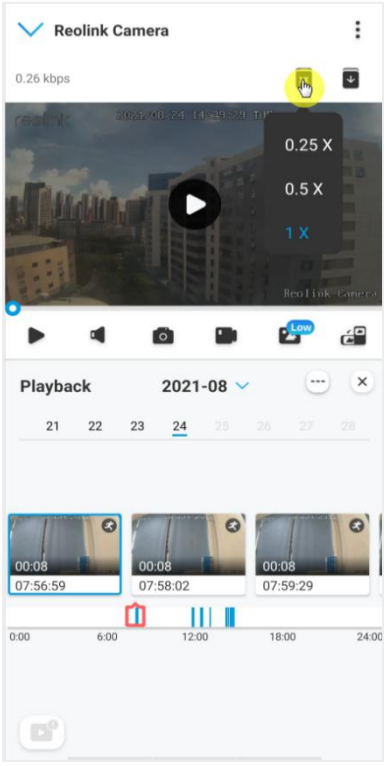
3. Tap on Low to choose **Fluent** or **Clear** to replay the recordings in clear mode or fluent mode.



4. Tap **show alarm** icon on the bottom to show the alarm recordings only. This is only applicable for the Argus 3 Pro camera, and you can select motion recording type of **Person**,**Vehicle** or **Others** to replay.

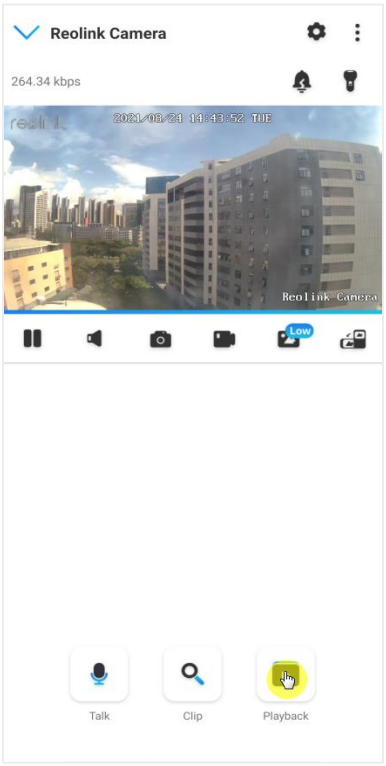


5. To replay the recording in slow or fast speed, please tap on **icon** and then choose the playback speed at 0.25X, 0.5X or 1X.

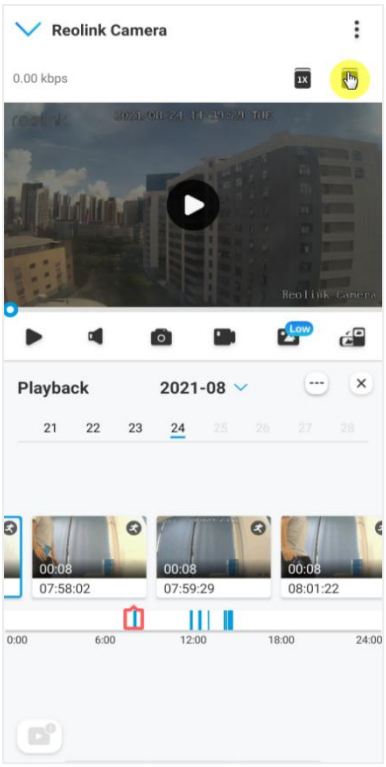


Download Recordings

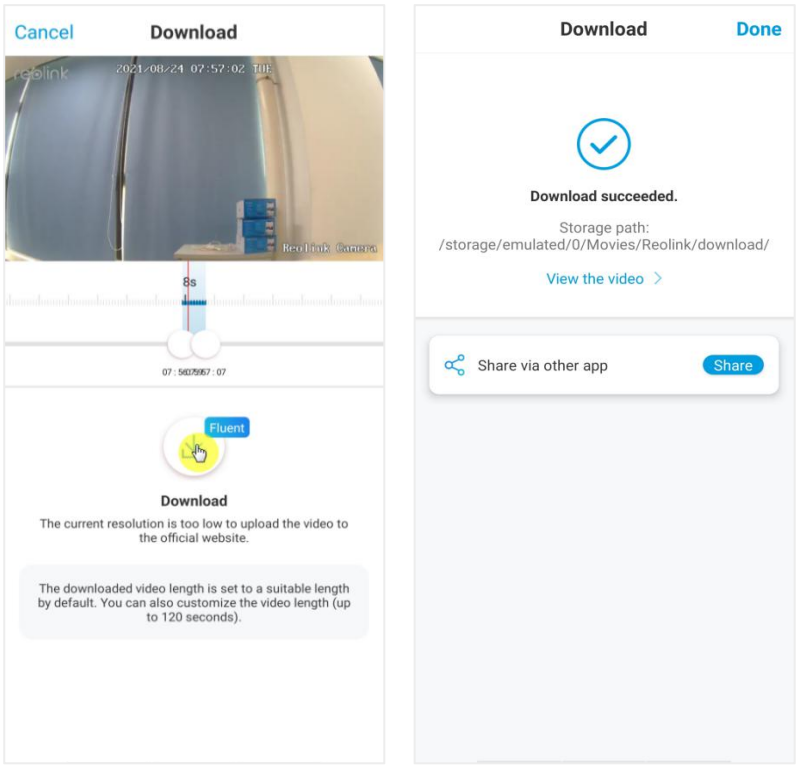
1. Open live view of the camera. Tap on **Playback** on the bottom.



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.

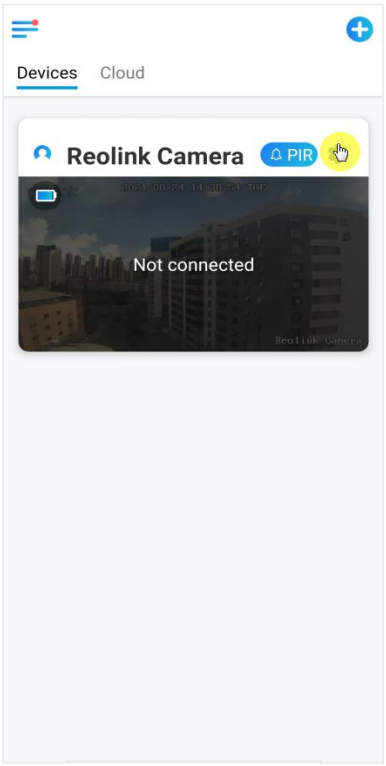
Time Lapse

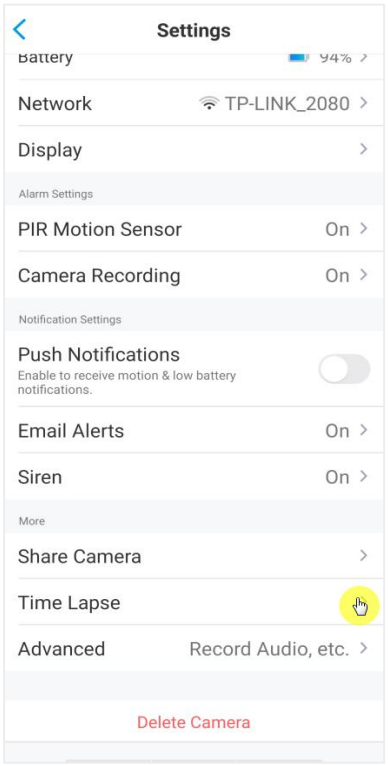
Time-lapse photography, also known as time-lapse video, is a shooting technique that compresses time. It shoots a group of photos or videos, by connecting photo series or extracting video frames, the process of several minutes, hours, or even several years is compressed into a short period of time and 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.

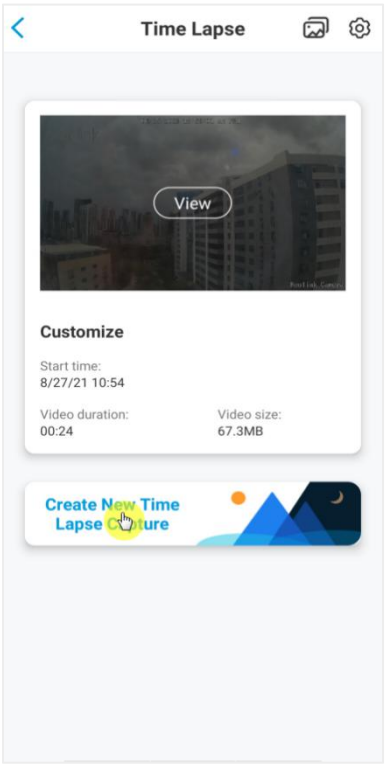
Set up Time Lapse

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



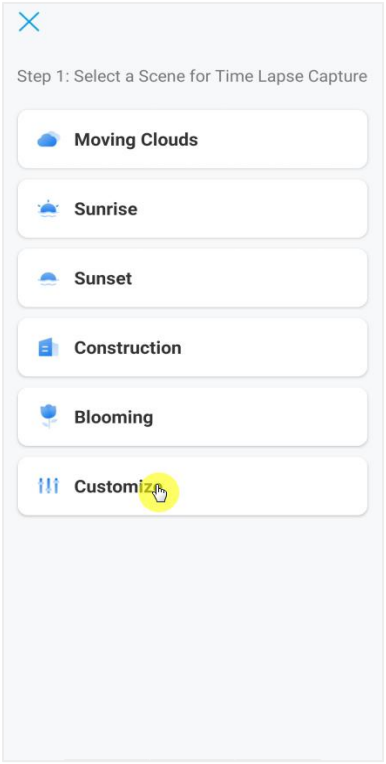


2. Tap **Try Now** or **Create New Time Lapse Capture**.

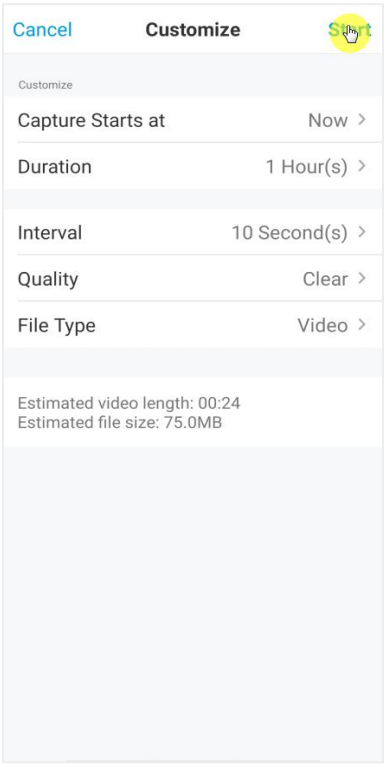


3. **Select a scene** from the list or tap on **Customize** to create a customized time

lapse capture.

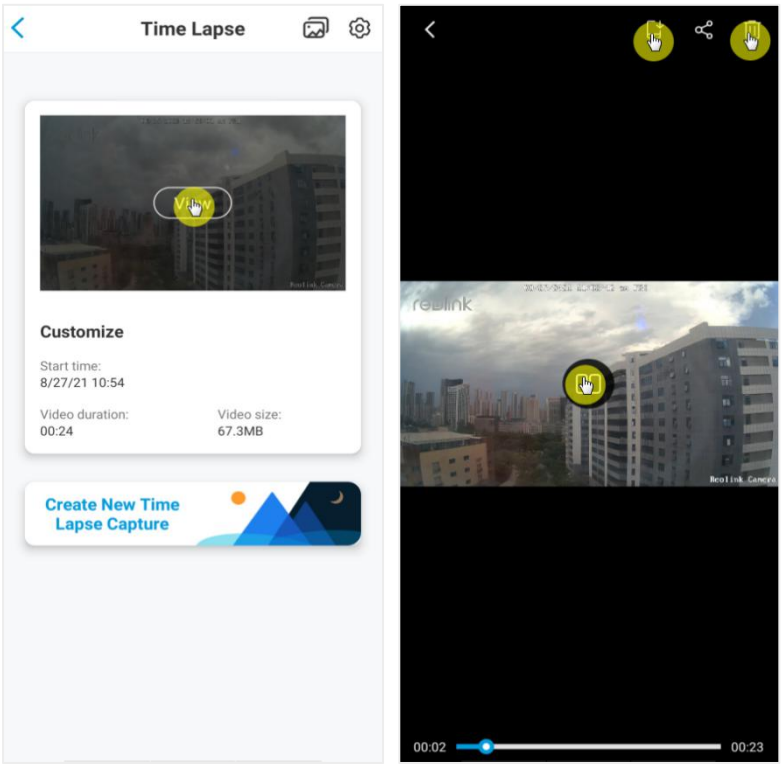


4. Customize the settings of **Capture Starts time**, **Duration**, **Interval**, **Quality** and **File Type**, then tap on **Start**. The camera will automatically start to capture at the set time.

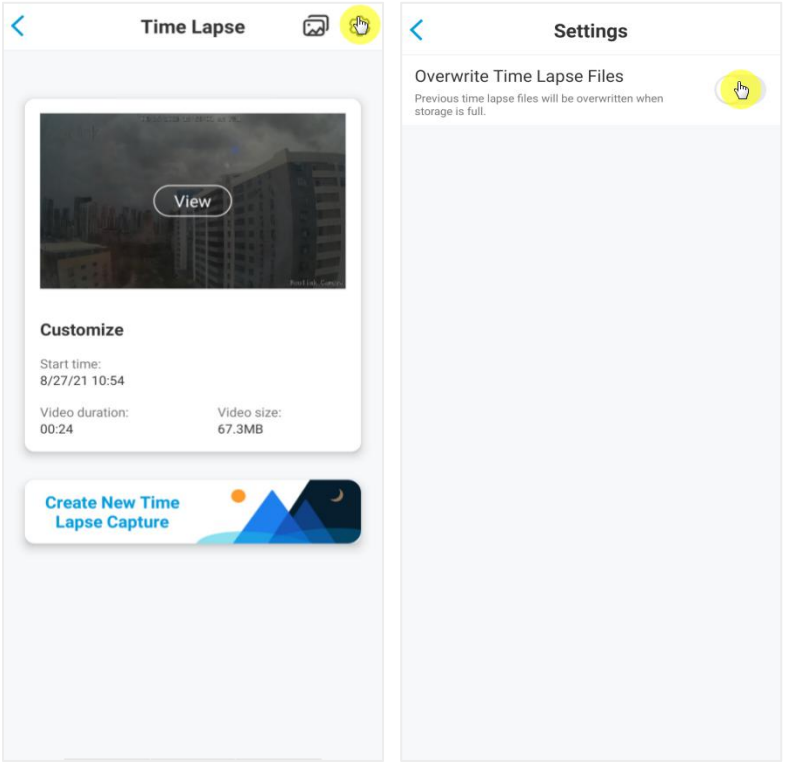


5. Later when the time lapse video is created, you can tap on **View** on the **Time**

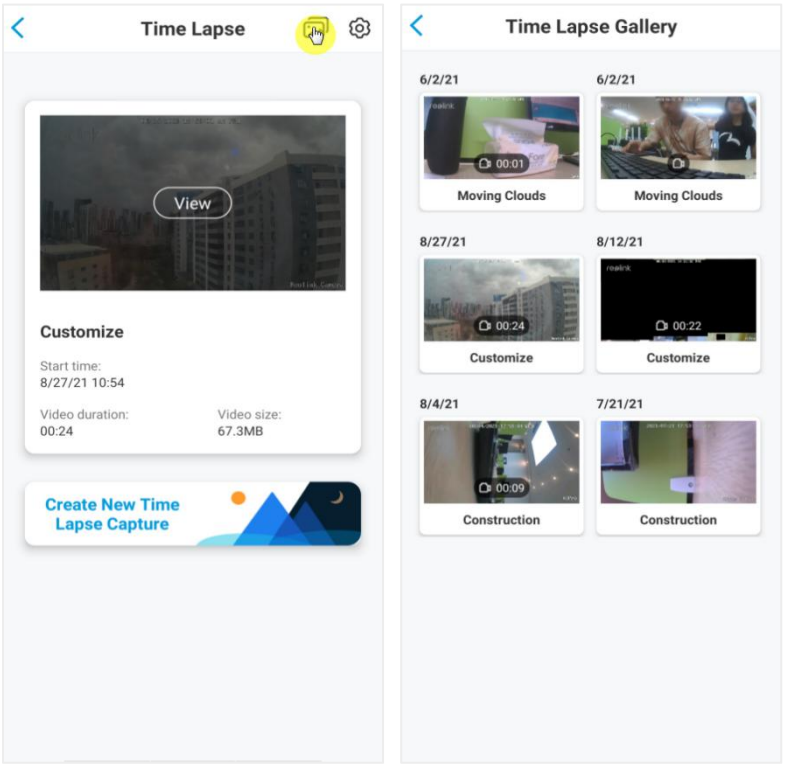
Lapse page to play back or download it. It usually takes several seconds or minutes for the time lapse video to cache before playback starts. You can also tap on the trash icon to manually delete the time lapse video.



6. Tap on **Settings** 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.



Cloud Recording

Introduce Reolink Cloud Recording

Reolink Cloud Recording allows the camera to upload and save motion alarm recordings to the cloud server, asides from saving recordings to SD card. You can access your cloud video history via Reolink App or web page anytime, from anywhere. Reolink provides free basic plan that supports uploading one camera's video to cloud, as well as paid plans for multiple cameras. More information can be found on Reolink Cloud website: https://cloud.reolink.com/

Supported Models and Countries

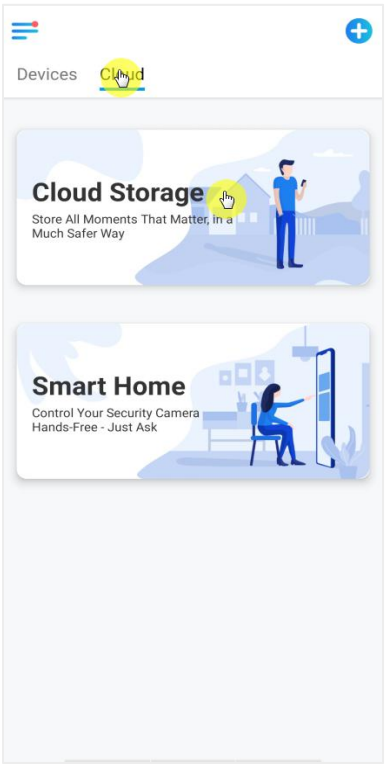
For Reolink battery-powered Wi-Fi cameras, model Argus 2, Argus Pro, Argus Eco, Argus PT, Argus 3 and Argus 3 Pro support cloud recording.

And Reolink Cloud recording is currently available in 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.

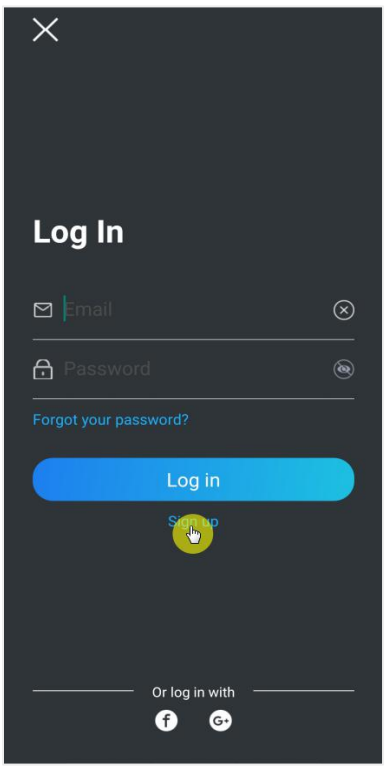
Register an Account and Set Up to Upload Cloud Recording

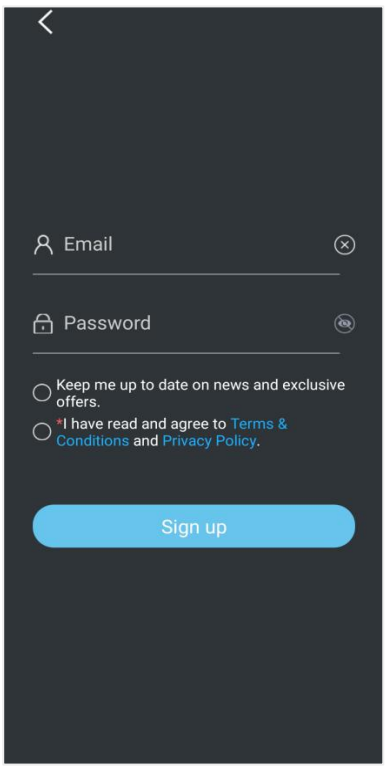
Register an Account

1. Open up Reolink app, and tap on **Cloud** then tap **Cloud Storage**.

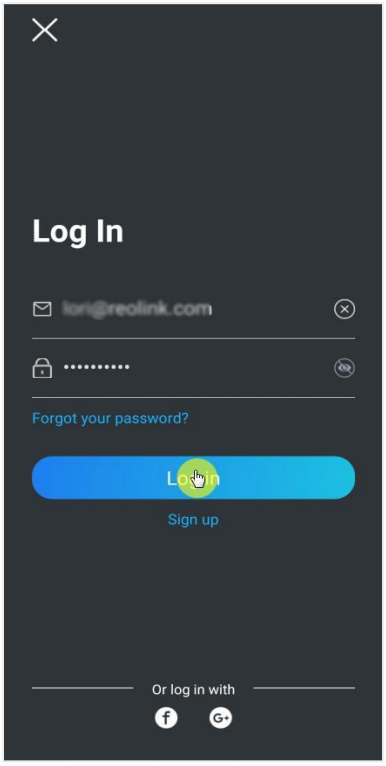


2. Tap **Sign up**, then enter your Email address and password. Tick terms and conditions, and then tap on **Sign up** to register an account.



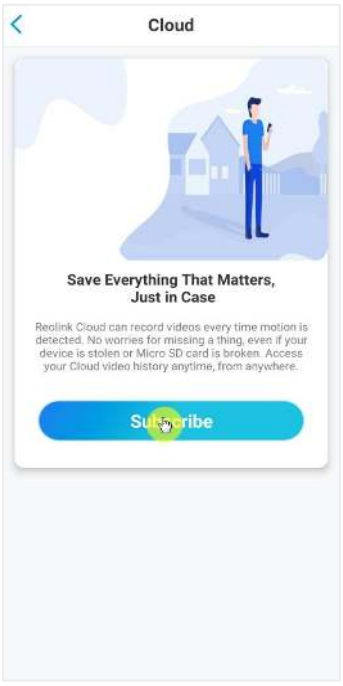


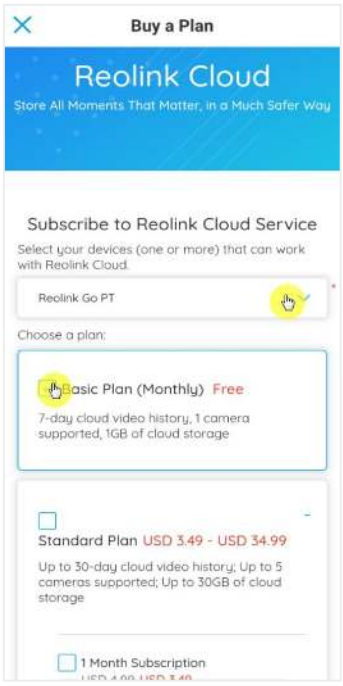
3. A register confirmation email will be sent to your inbox. Tap the link in the email to verify your account.
4. Then you can use the registered account to **Log in** Reolink App.

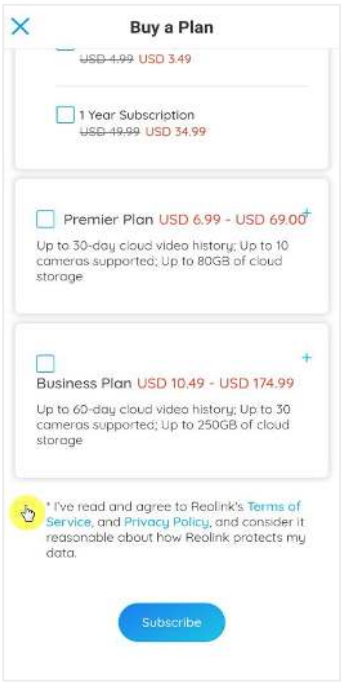


Subscribe to a cloud plan and bind the camera to cloud

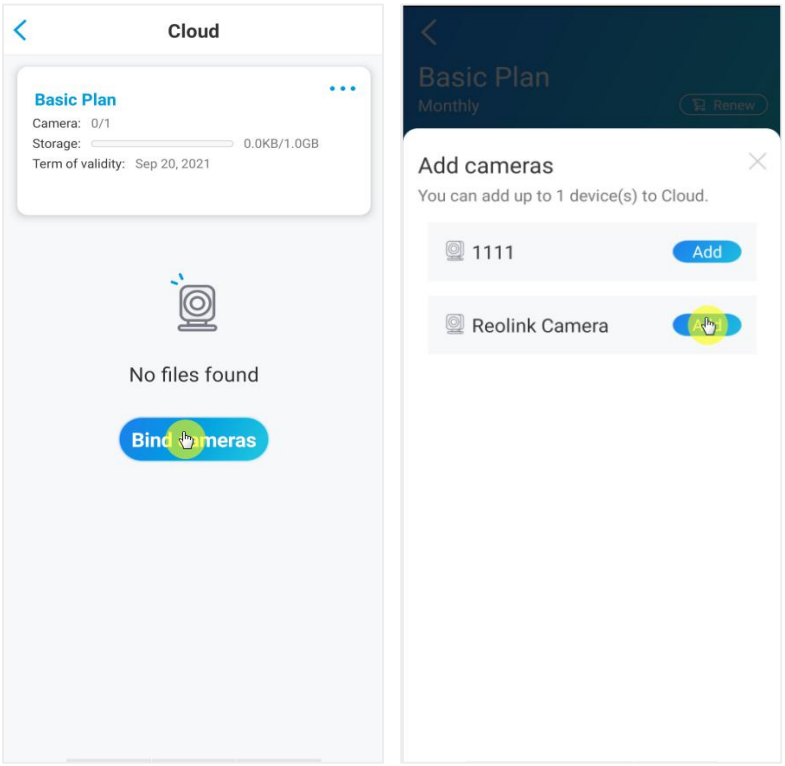
1. Tap **Cloud Storage** then tap **Subscribe**. Choose to buy the free basic plan or a paid plan.







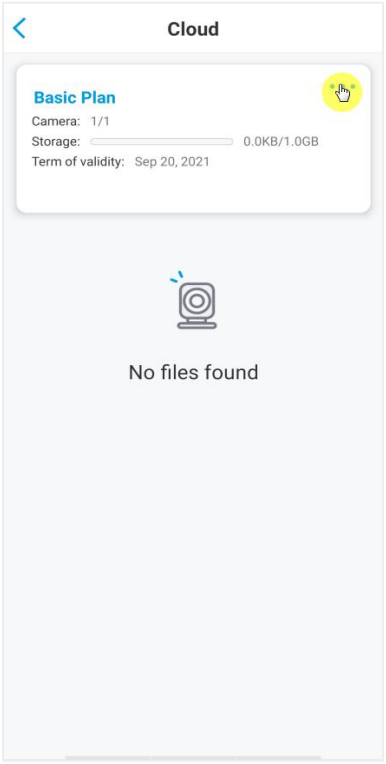
2. After buying a plan, tap **Bind cameras**, and it'll search all the cameras that support cloud. Choose the camera you want to bind to cloud and tap **Add**.



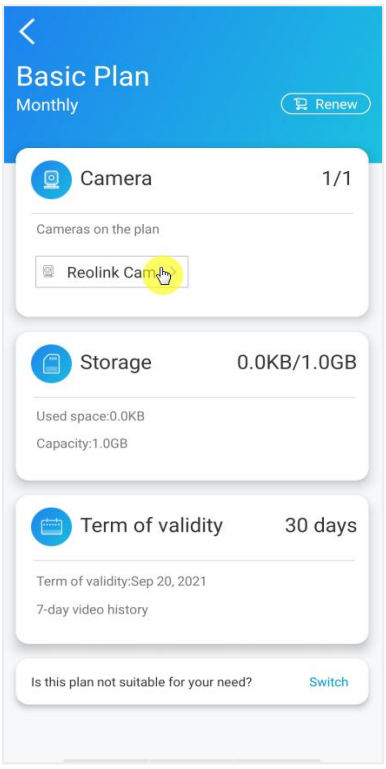
Note:
If your camera firmware is outdated, it'll show **Upgrade**. Tap **Upgrade** to update the firmware to the latest first, then tap **Add** to bind the camera.

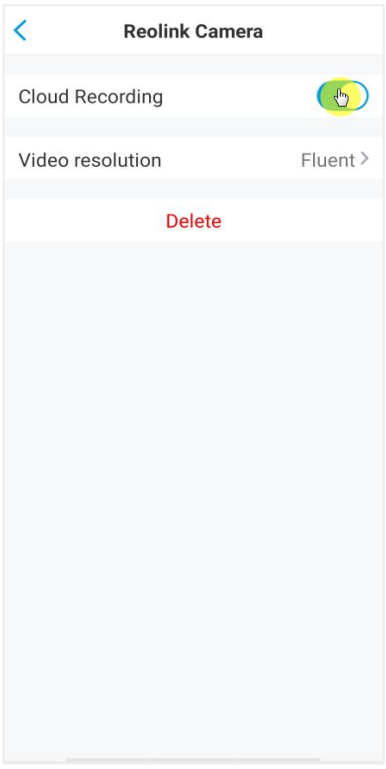
Turn on/off cloud recording and unbind the camera

1. Tap **Cloud Storage**, then tap the three dots on rights side of your plan.

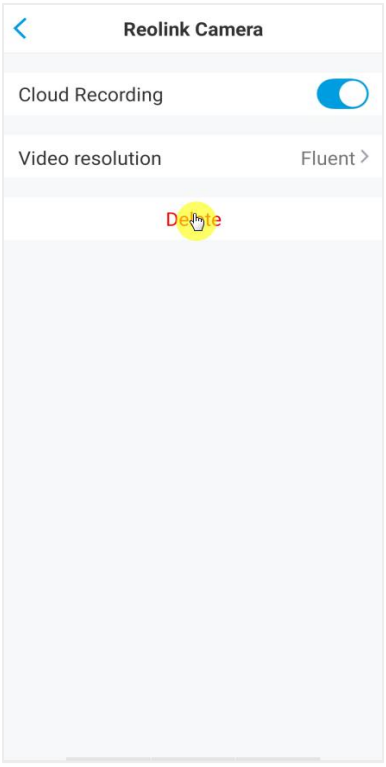


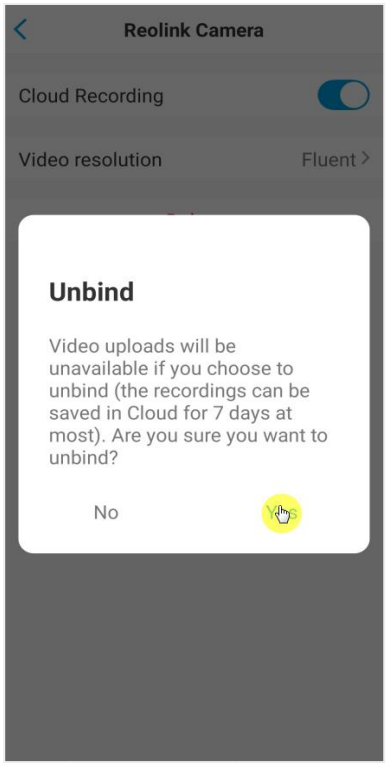
2. Tap your camera. Here you can tap to turn off or turn on **Cloud Recording**.





3. Tap **Delete**, and it'll unbind this camera from cloud plan.

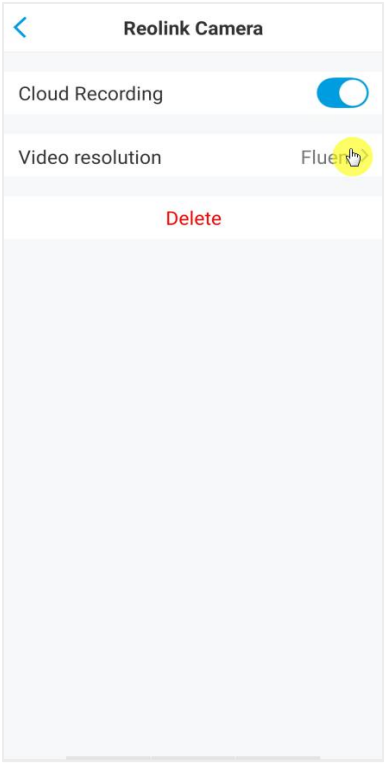


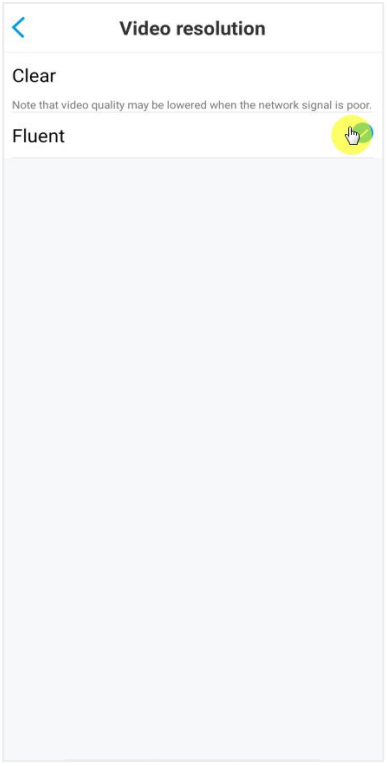


Change Uploaded Video Resolution

Tap **Video Resolution**, and choose **Fluent** or **Clear** to change the resolution of

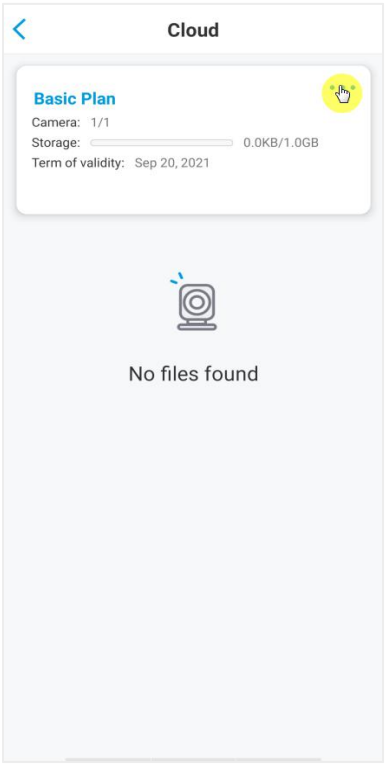
uploaded videos.

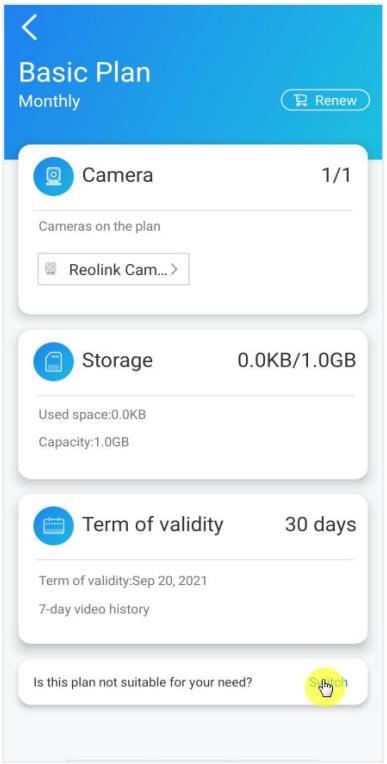




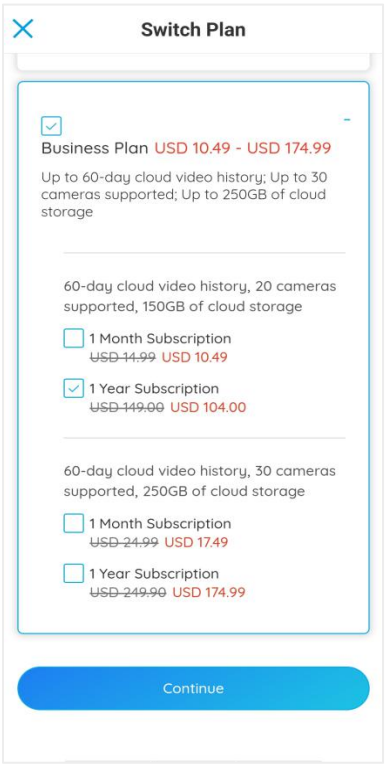
Upgrade the Cloud Recording Plan

1. Tap **Cloud Storage**, then tap the three dots on the right hand corner of your plan card.
2. At the bottom, tap on **Switch**.





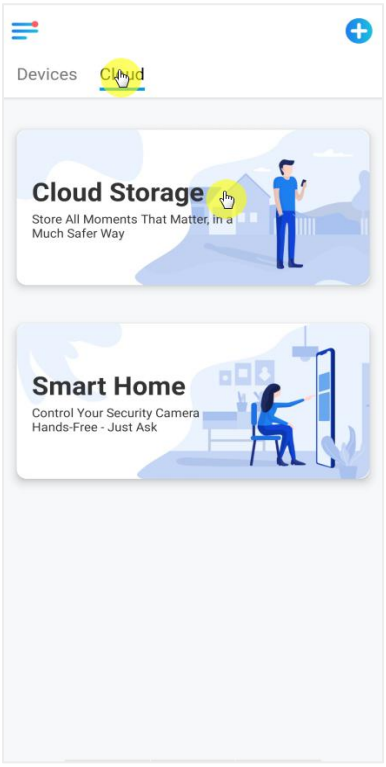
3. Choose the plan you want to upgrade to, then tap **Continue** to checkout. Once upgraded, all cameras currently bound will be updated to the new plan.



Playback and Download the Cloud Recording

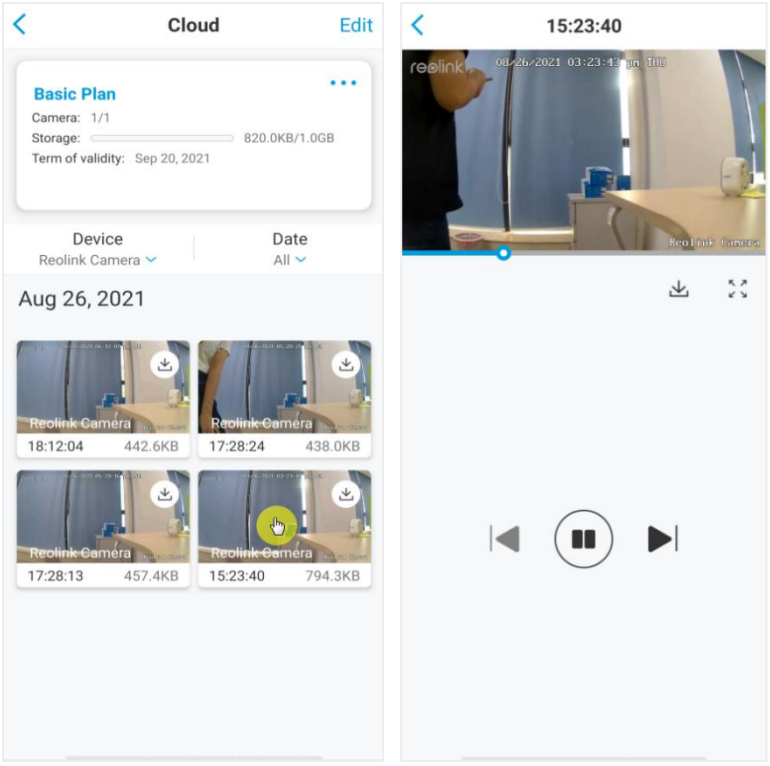
Via Reolink App

1. Tap **Cloud Storage**, and it'll show uploaded recordings autocratically.

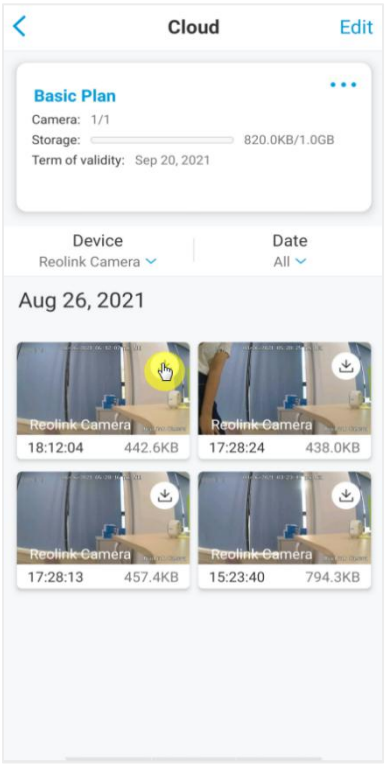


2. Select the device and date to find the recordings you want to play back, then

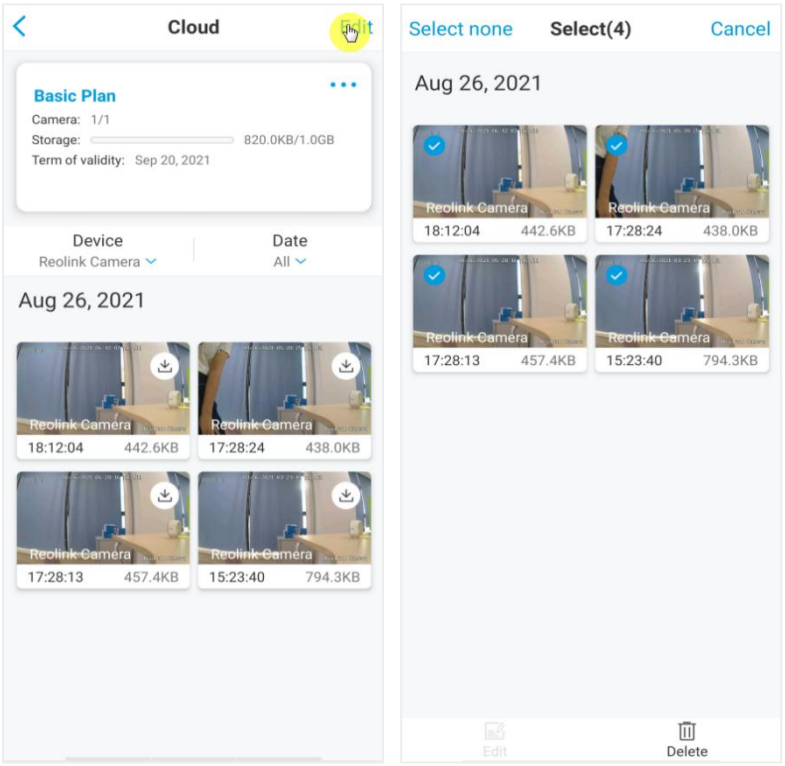
tap the video to play back.



3. Tap on the download icon to start downloading the recording.



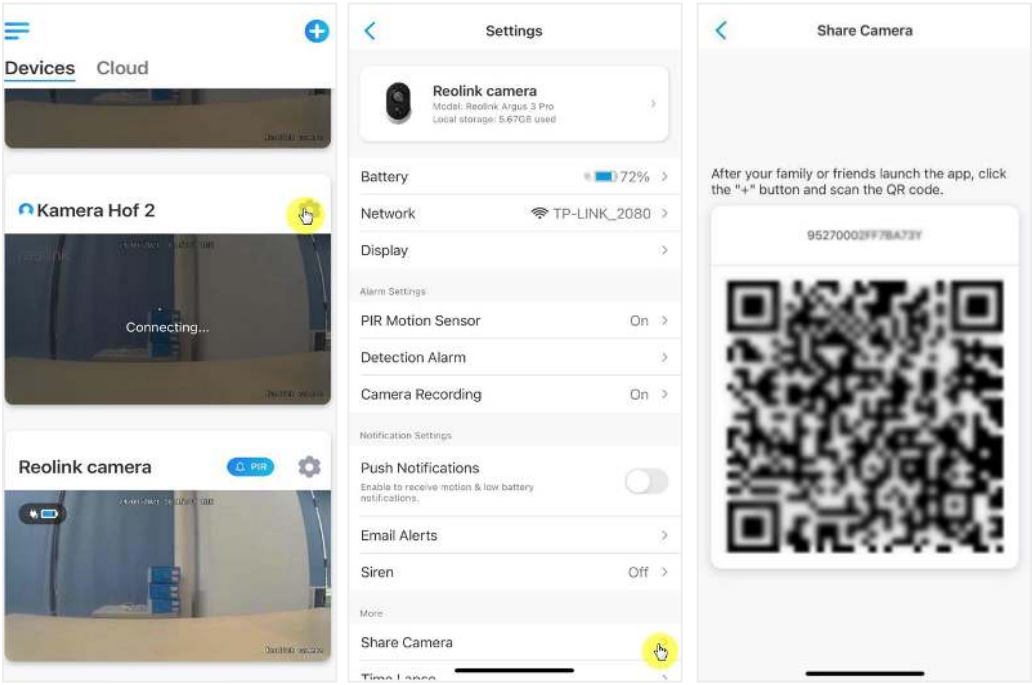
4. To delete the cloud recordings, tap on **Edit**, then select the videos you want to delete. Tap on **Delete** icon to delete the selected videos.



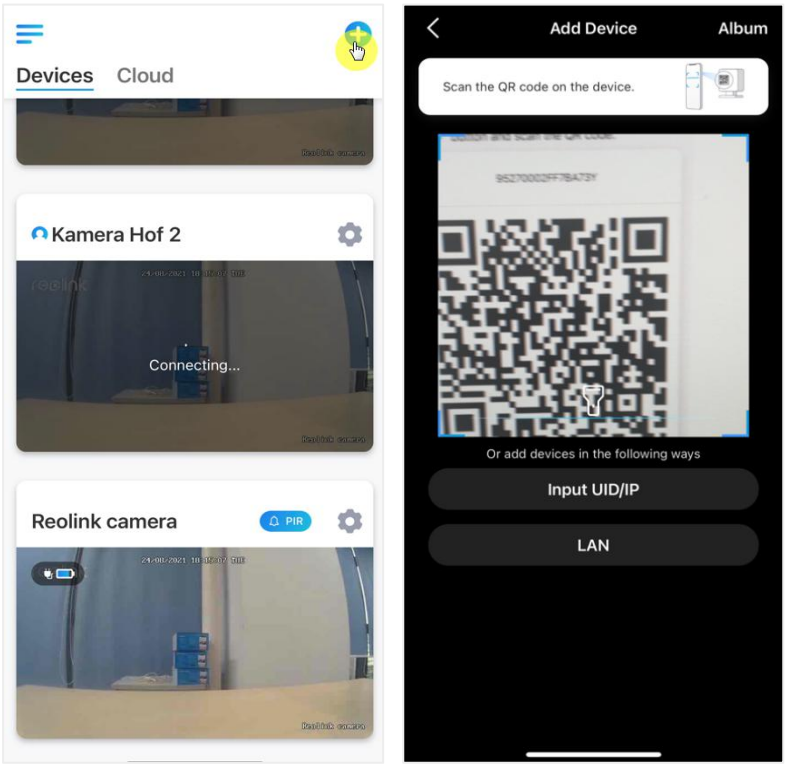
5. Use the Reolink App

Share your devices with others

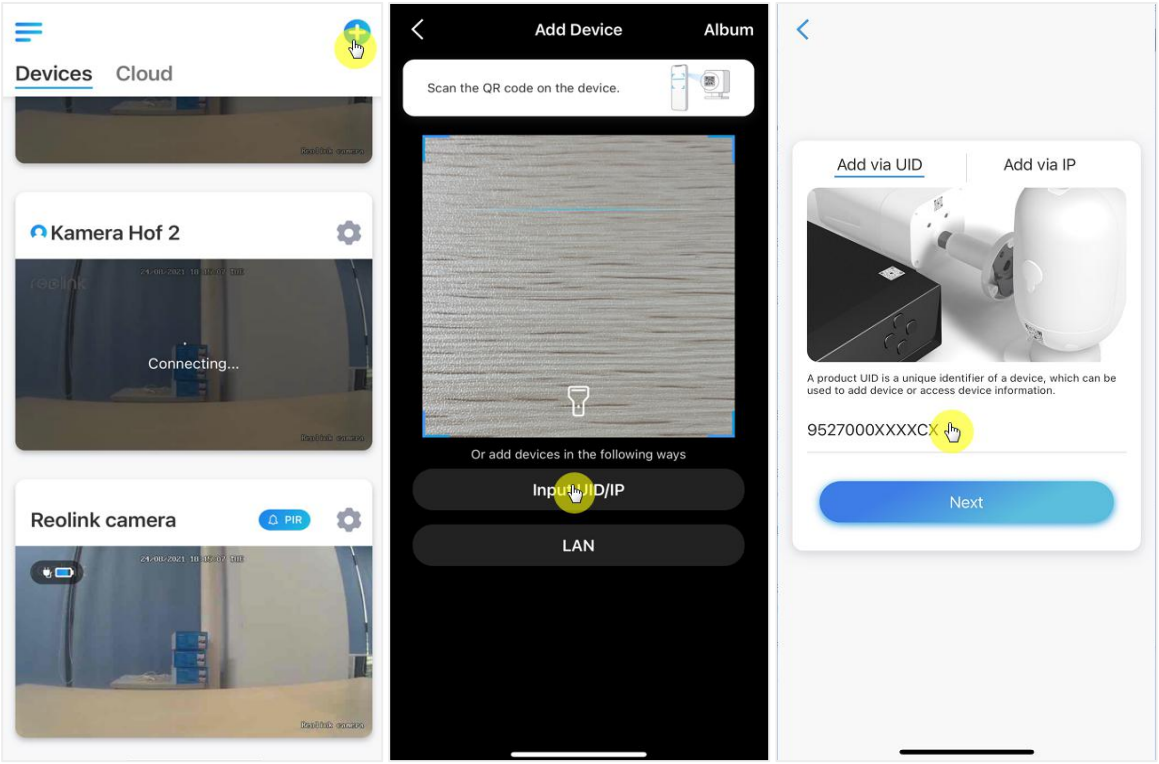
1.Launch Reolink App on your phone, then tap ⚙ to enter the **Device Settings** page. .Tap **Share Camera** to get the camera's QR code.



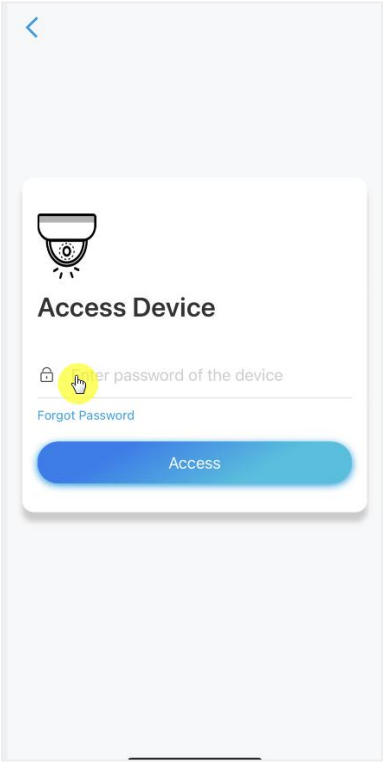
2.Launch the Reolink App in another smart phone and tap button to scan the QR code.



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



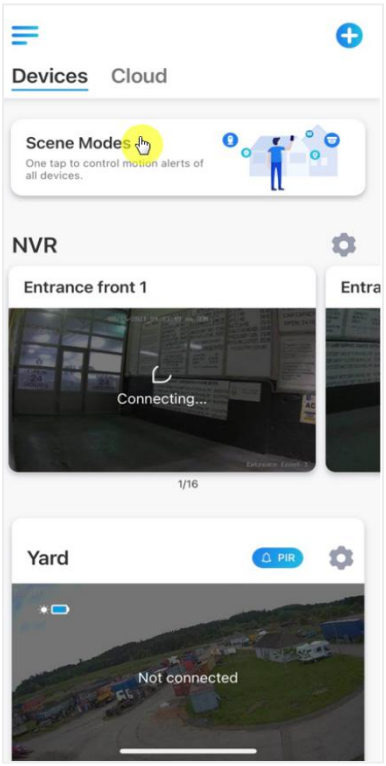
After entering the UID, please tap **Next** to enter the camera password to log in.



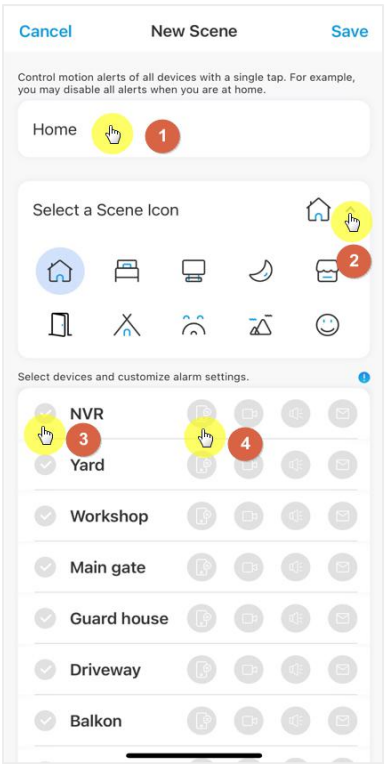
Scene Modes

The **Scene Modes** settings 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 are away.

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

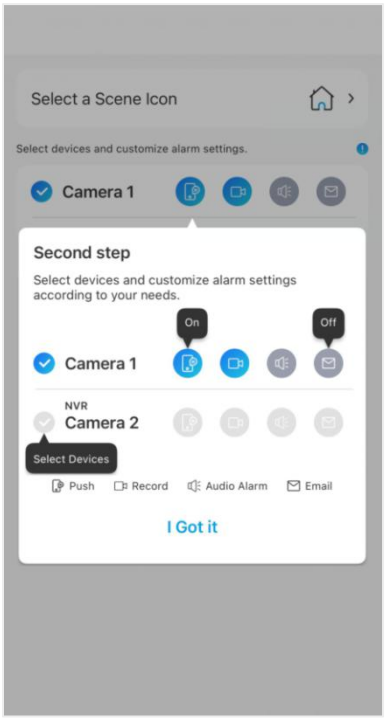


2. Tap it to name the scene and select a scene



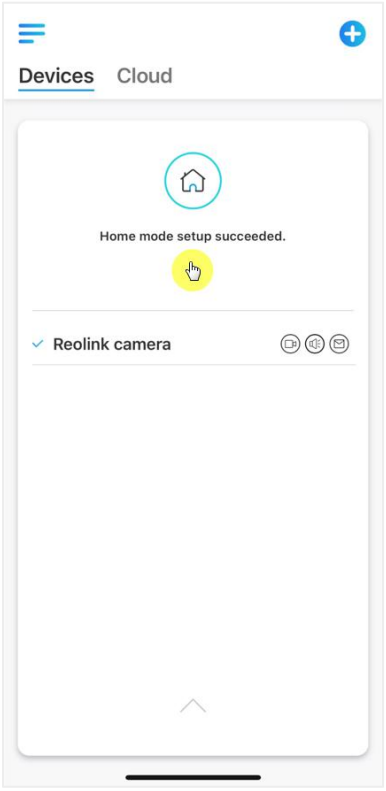
1	Name the scene
2	Select a scene icon
3	Select devices
4	Customize the alarm settings

3.Select devices for this scene and customize the alarm settings.
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,Blue icon means enable, Grey means disable.



	push notifications,Blue means enabled, grey means disable
	recording,Blue means enable, Grey means disable
	audio alarm, if the motion triggered the camera, it will alarm with siren,Blue means enable, Grey means disable
	email notifications, Blue means enable, Grey means disable

4.Tap **Save** in upper right corner to save the settings.
Note: If the selected cameras are successfully activated,the prompt of "**xxx mode setup succeeded**" will be displayed.



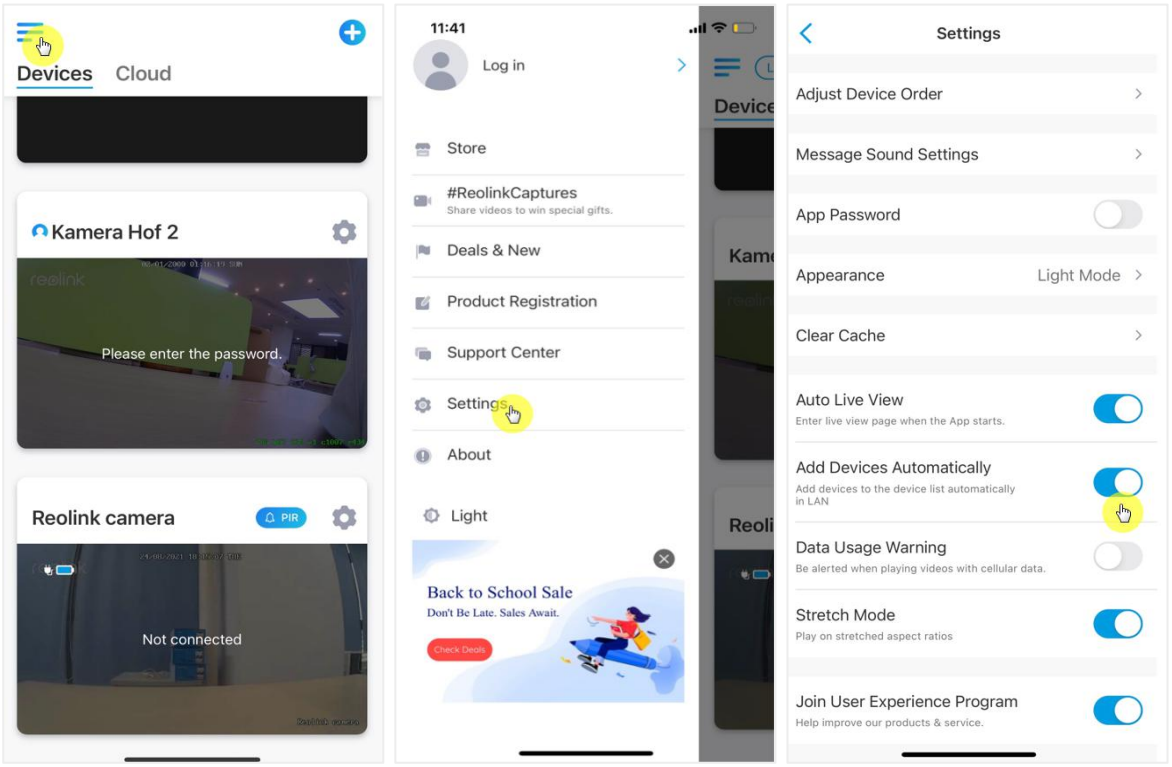
If you want to make some changes to a certain scene, long-press the scene button to edit or delete the scene, the camera you selected will stay in this mode until you change to another mode.

Add or Delete a Camera

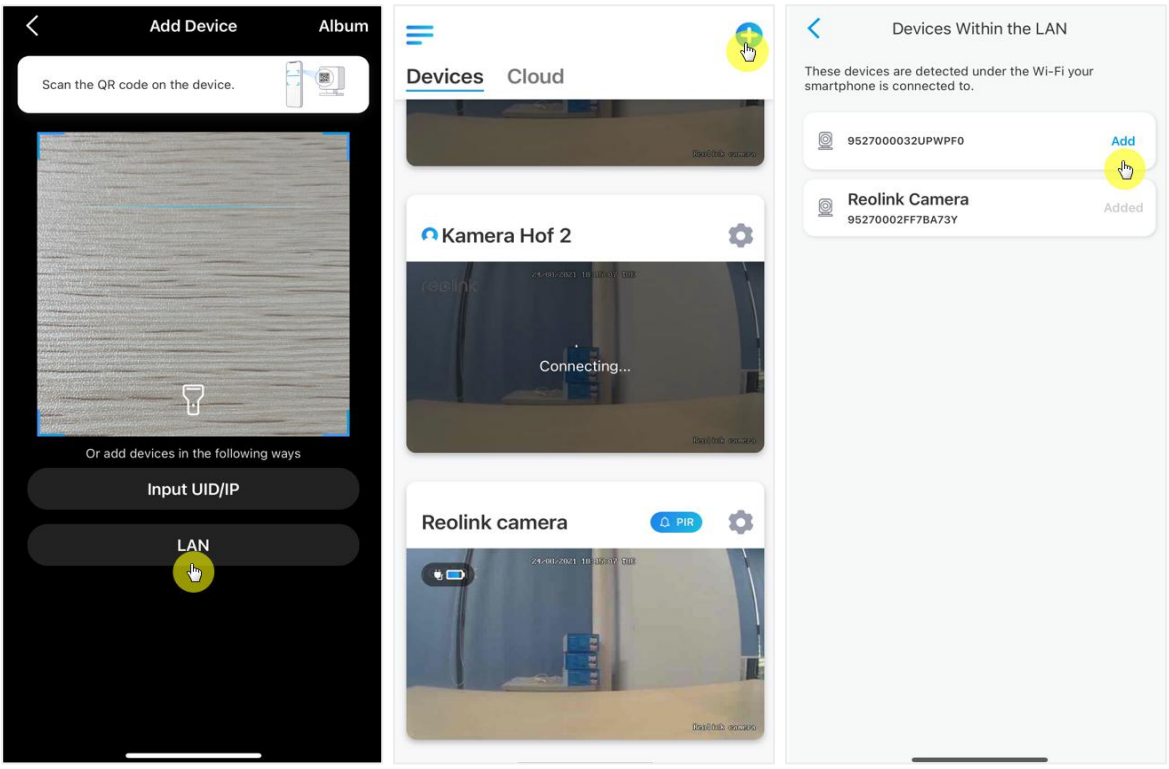
Add the camera in LAN

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 the same network, the Reolink App can find the Reolink device automatically in LAN.

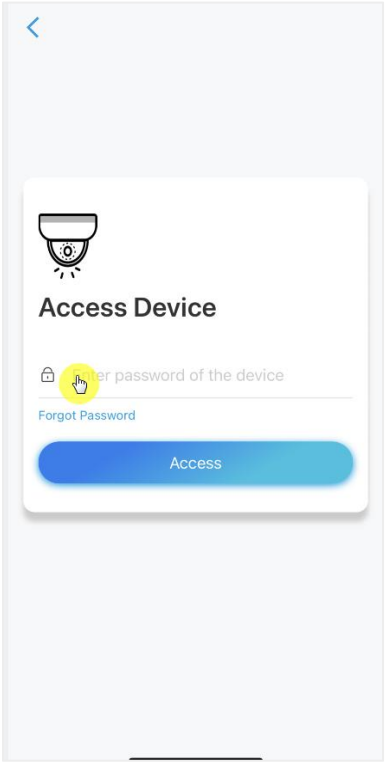
2. Tap ☰ and go to **Settings >Add Devices Automatically**



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

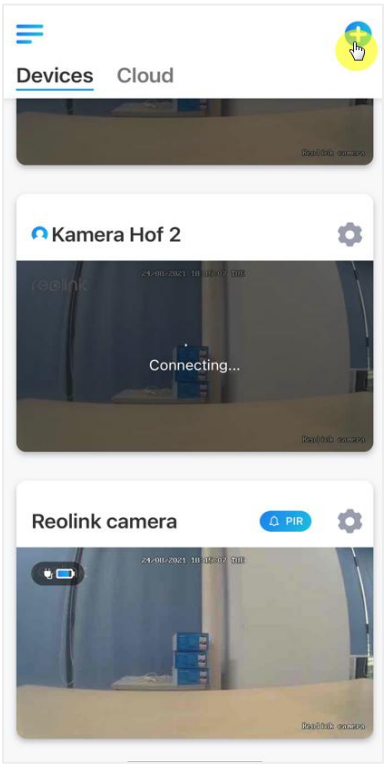


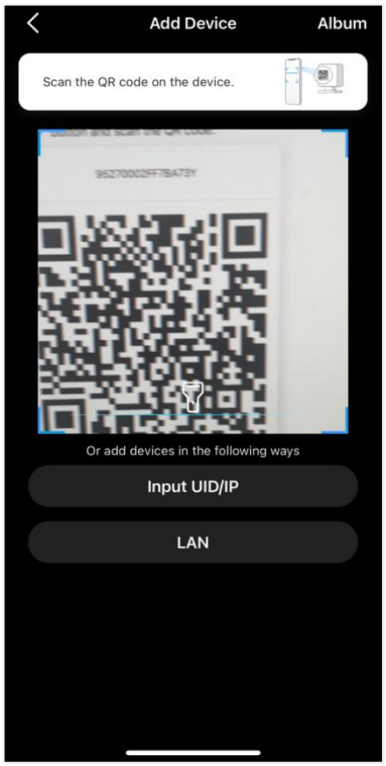
3. Enter the camera password to log in.



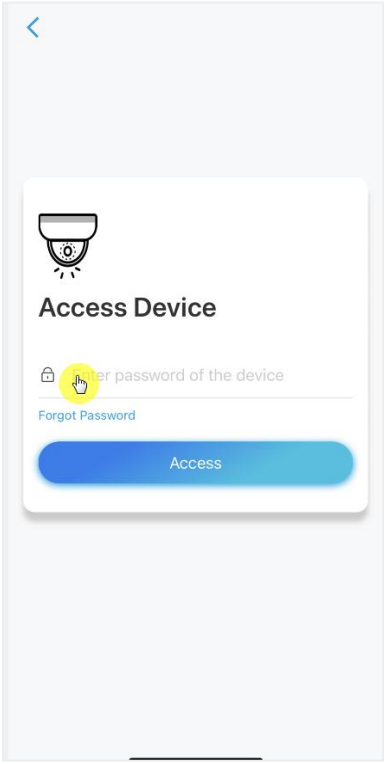
Add the camera by scan the QR code

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



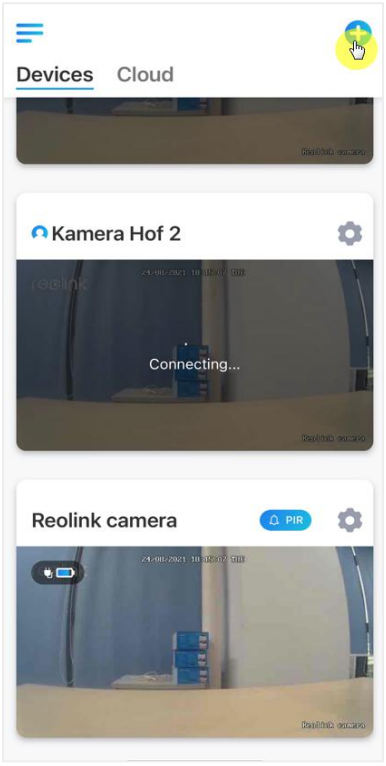


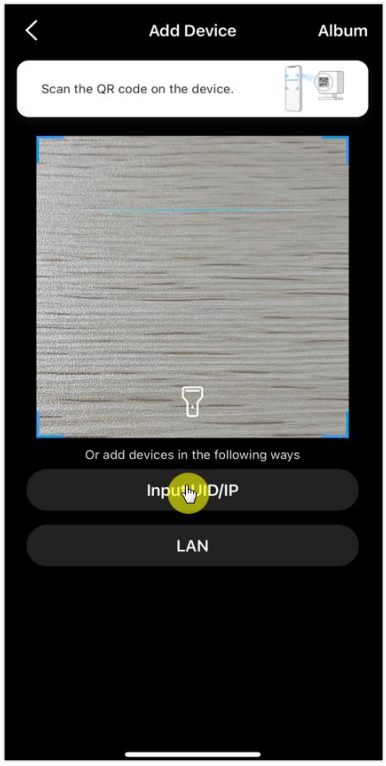
2.Enter the camera password to log in.



Add the camera by entering the UID

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



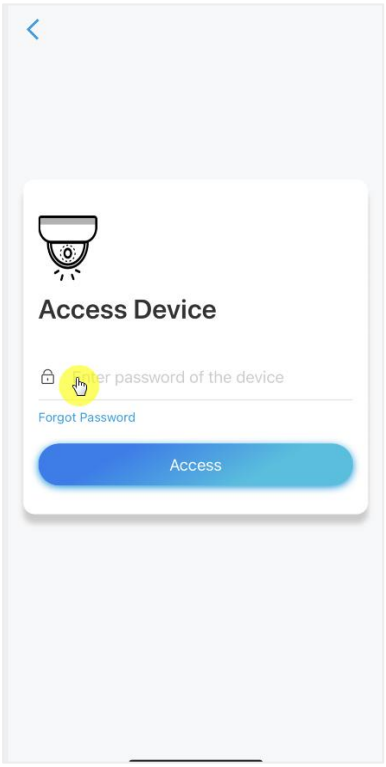


Note:

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

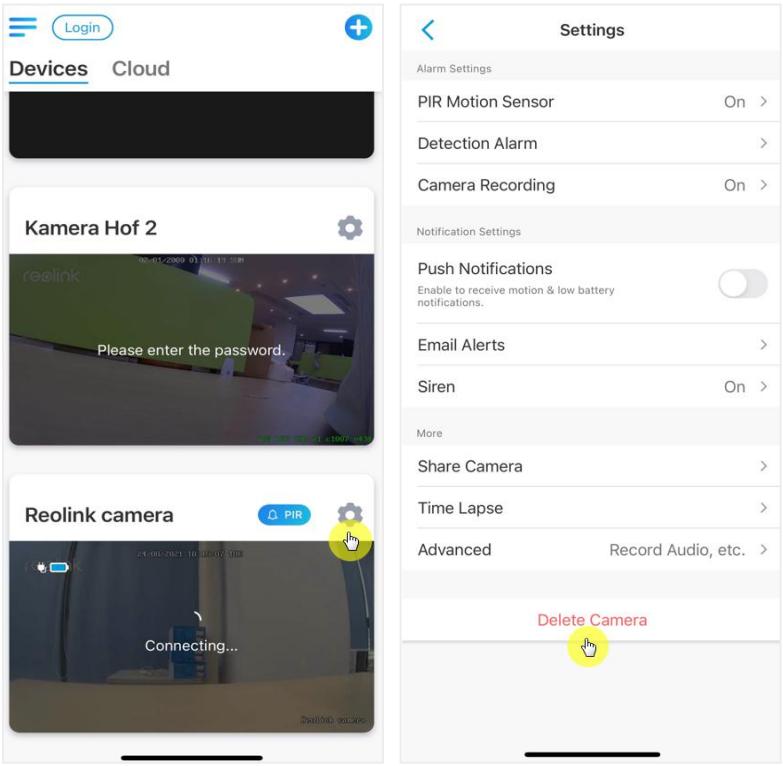
2.Enter the camera UID,tap **Next** to log in with the camera password.





Delete a camera from Reolink App

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



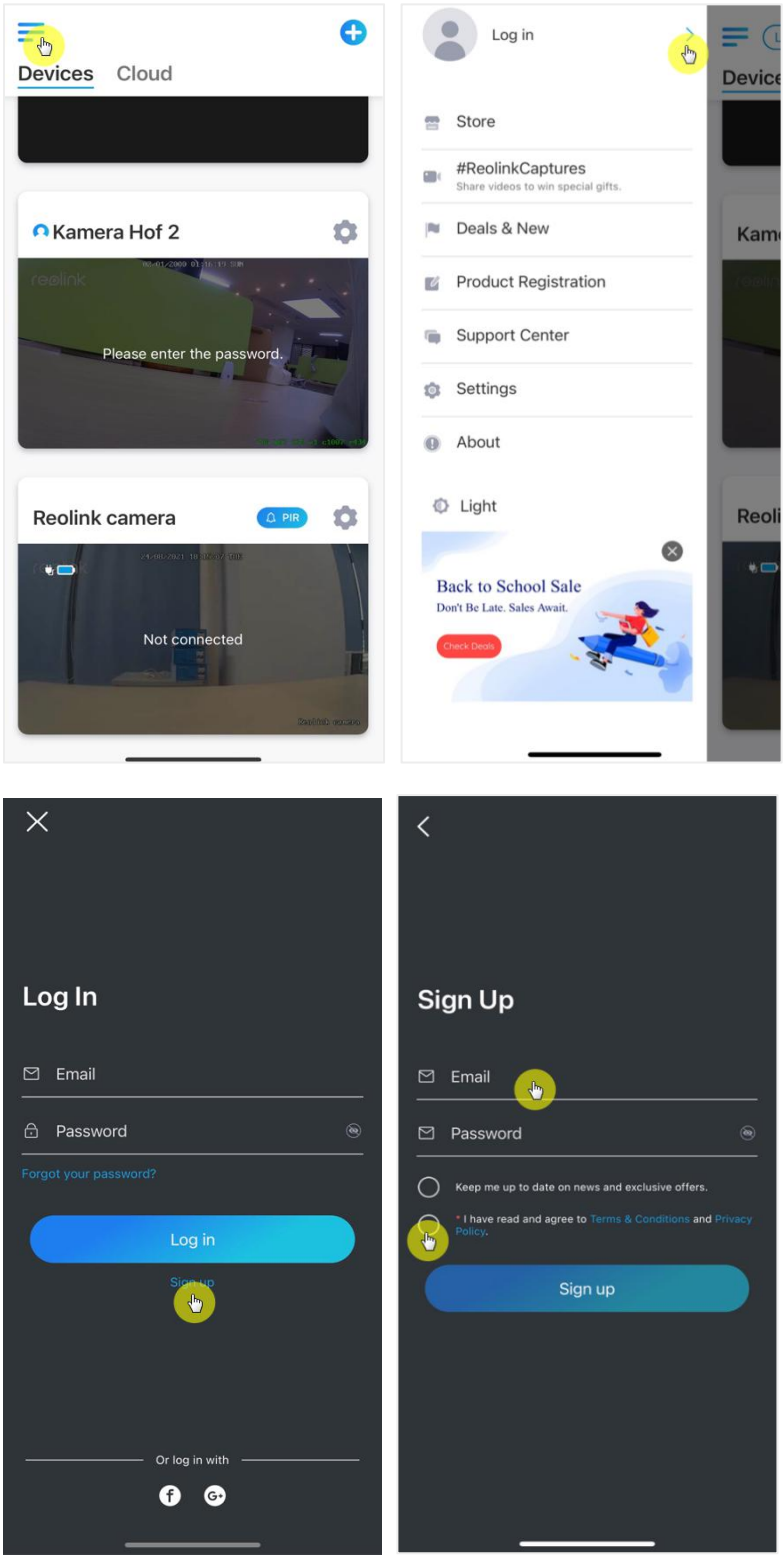
Register Account

A Reolink account can be used to place orders on the Reolink website, check order history, and log into Reolink cloud or smart home like Google Home or Alexa.

You can follow up the steps below to register a Reolink Account.

Tab 〉 and enter your email address and password to sign up.

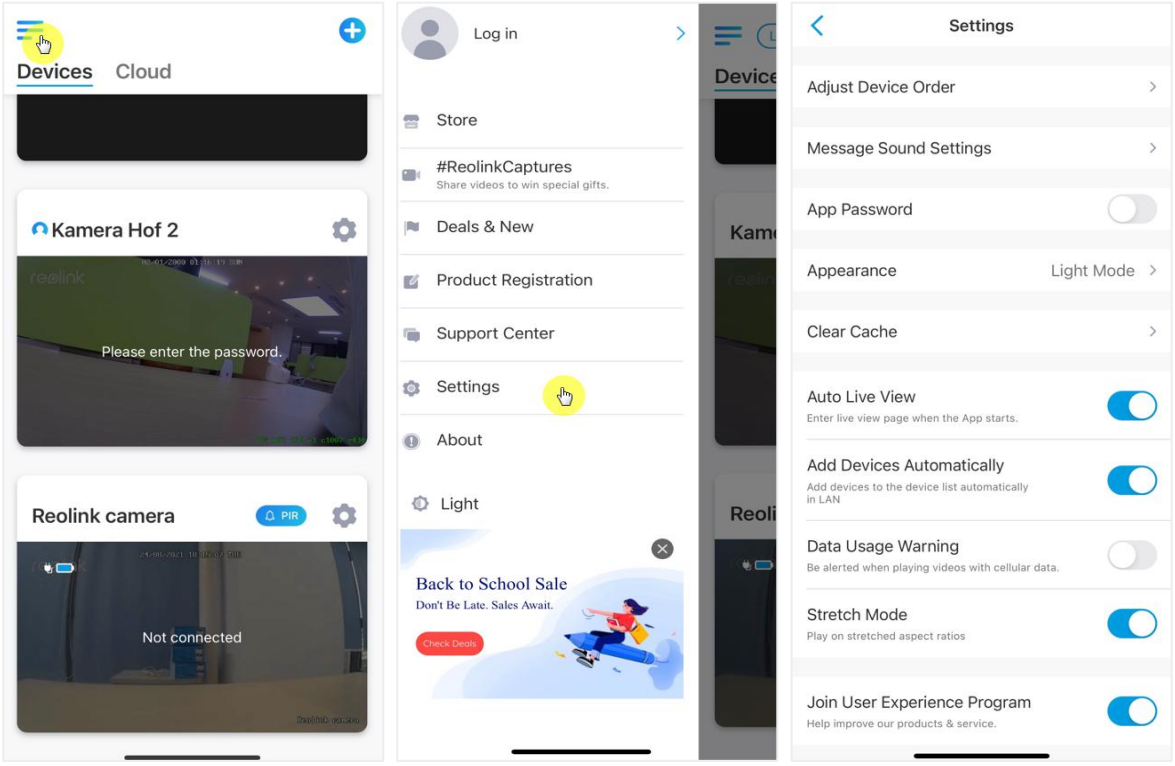
Note: Only check“**I have read agree to Terms & Conditions and privacy policy**”



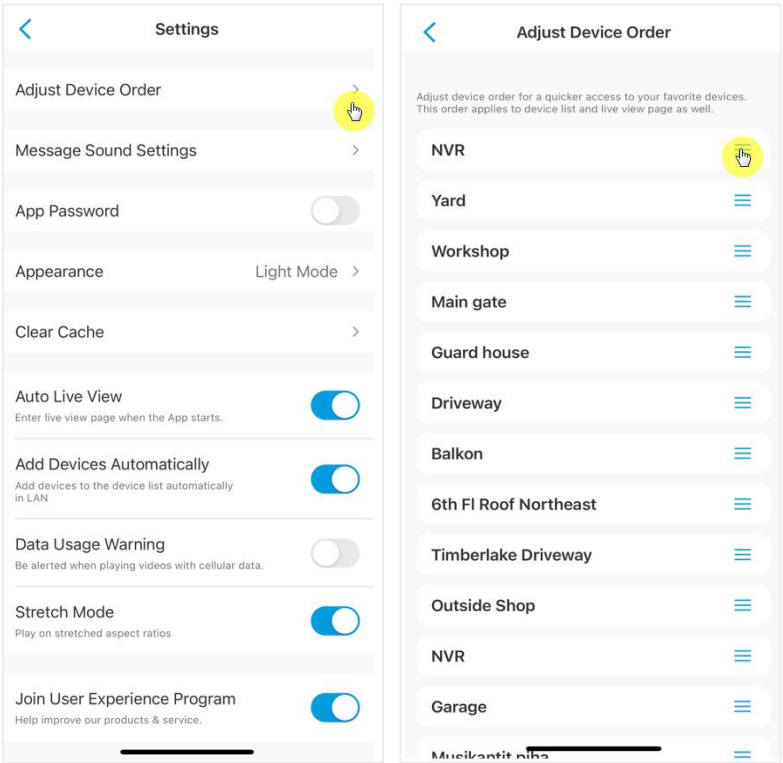
After that you will receive a verify email, Once verified the email, you can log in your Reolink Account.

App Settings

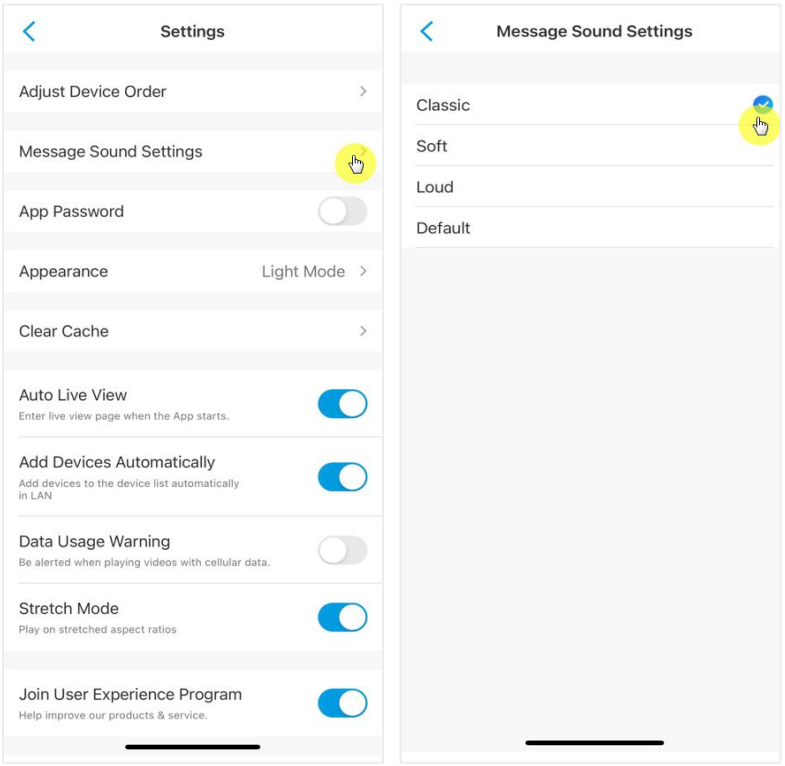
Launch the Reolink App. Tap ☰ and you can adjust the device order, change sound settings, App password, clean cache, etc.



·**Adjust Device Order:**Adjust order for a quicker access to the devices you want, tap ☰ and drag the device to the position 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:**While you launch the Reolink App, the app will start the live stream automatically.
·**Add Devices Automatically:** It will 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.

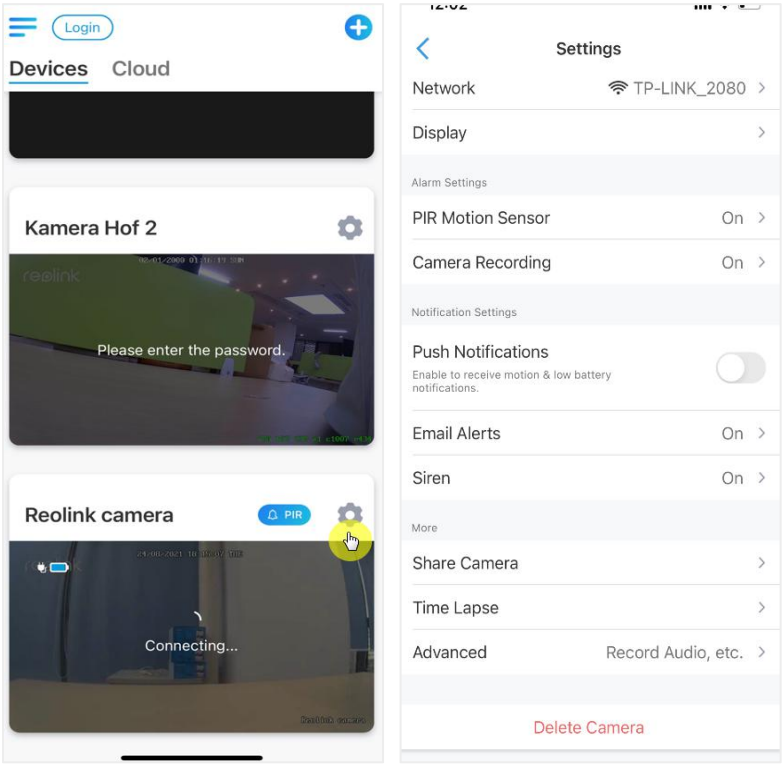
7.Camera Settings

Network and Wi-Fi Connection

Check the Wi-Fi and wireless signal

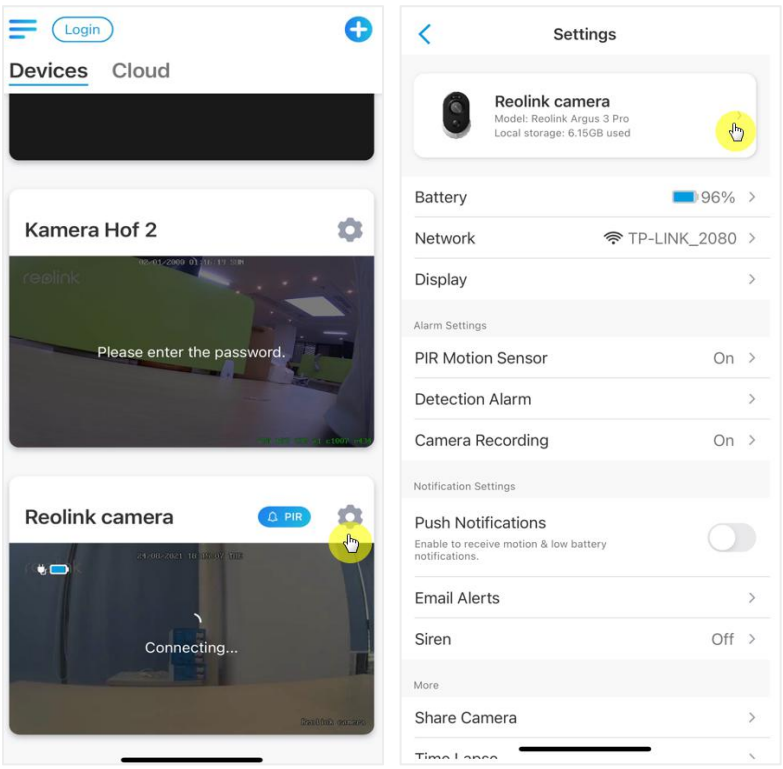
You can see which Wi-Fi network this camera connected and how about the wireless signal.

Launch the Reolink App and go to camera **Settings**, then tap on **Network** menu and you'd see which Wi-Fi the camera is connected to and how is the signal strength.

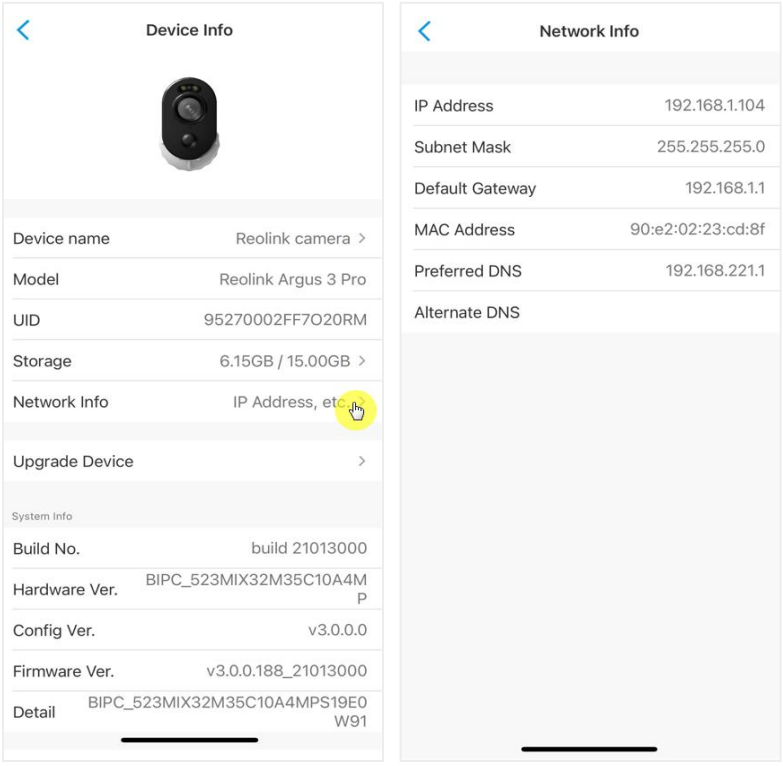


Check the network information

1. Launch the Reolink App and tap on **Device Settings**, then tap camera name go to **Device Info.**

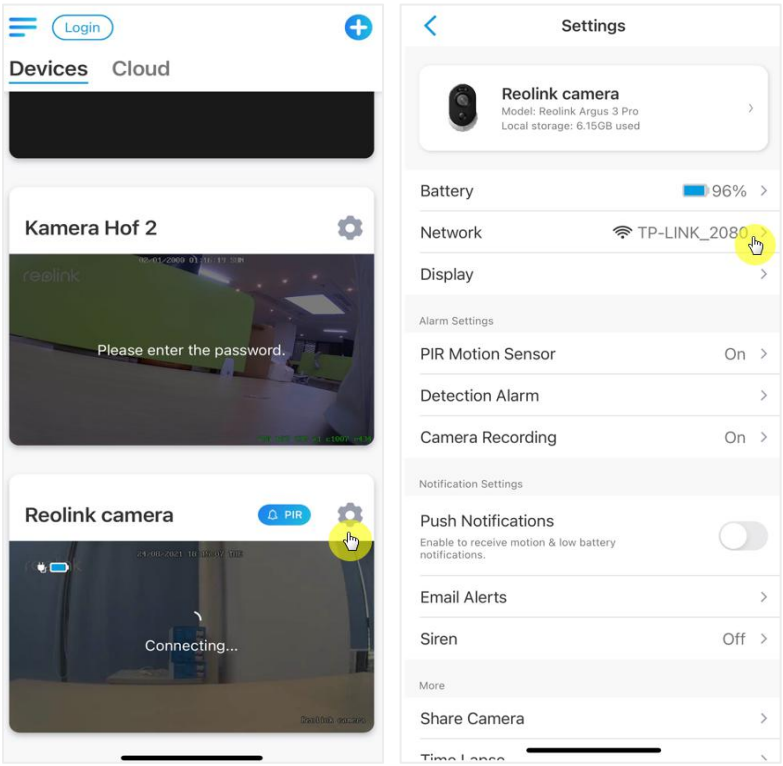


2. Tap **Network Info** and you will see the camera's IP address, default gateway and DNS info.

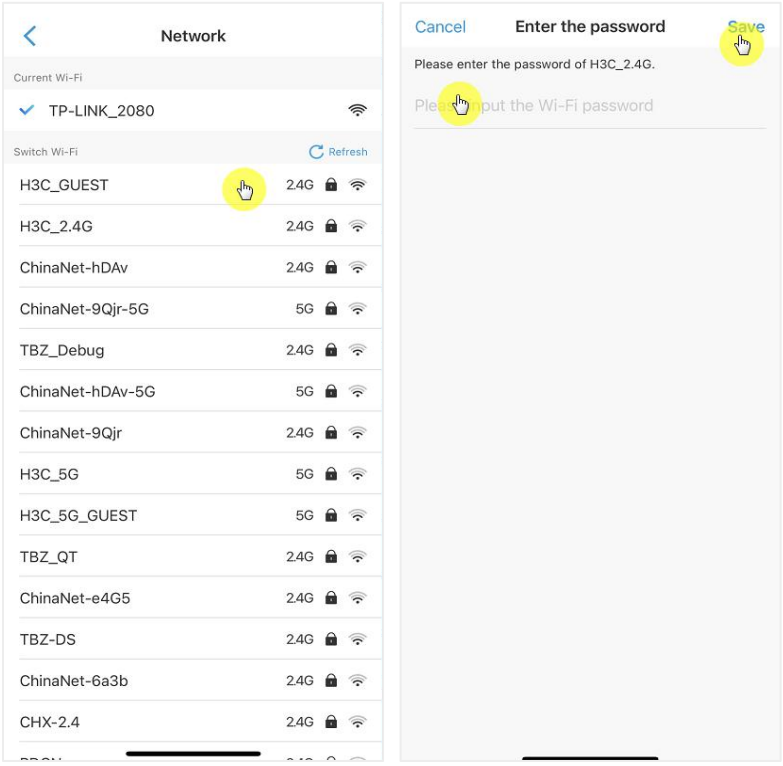


Change Wi-Fi connection of the camera

1.Tap on camera **Device Settings**, then tap **Network** menu.



2.Choose the available Wi-Fi you want the camera to connect to, and input the Wi-Fi password. Then tap **Save** to connect. It'll take a minute for the camera to re-connect to the new Wi-Fi.



Warm Tips

The Wi-Fi signal strength of wireless cameras can be interfered with by numerous factors, such as other Wi-Fi networks around, the distance from the router/hot spot, walls/obstacles in between, transmitting power of the router/extender, etc.

Make sure that the wireless signal is three bars or at least two bars. One bar signal is too weak to establish a stable connection. If the Wi-Fi signal strength is low/weak, you may refer to the following guides to improve the Wi-Fi signal strength of the wireless camera.

·Shorten the distance between your wireless camera and the router.

·Change the wireless channel on your router to avoid interference from Wi-Fi networks around.

·Keep the wireless camera away from appliances or electronic devices like a microwave, computer, wireless router, etc.

·Install the wireless camera to somewhere with fewer walls and obstacles in between with the router.

·Fasten the antennas on the wireless camera.

·Change a router which has higher wireless transmitting power.

·Install a Wi-Fi extender

SD card Storage

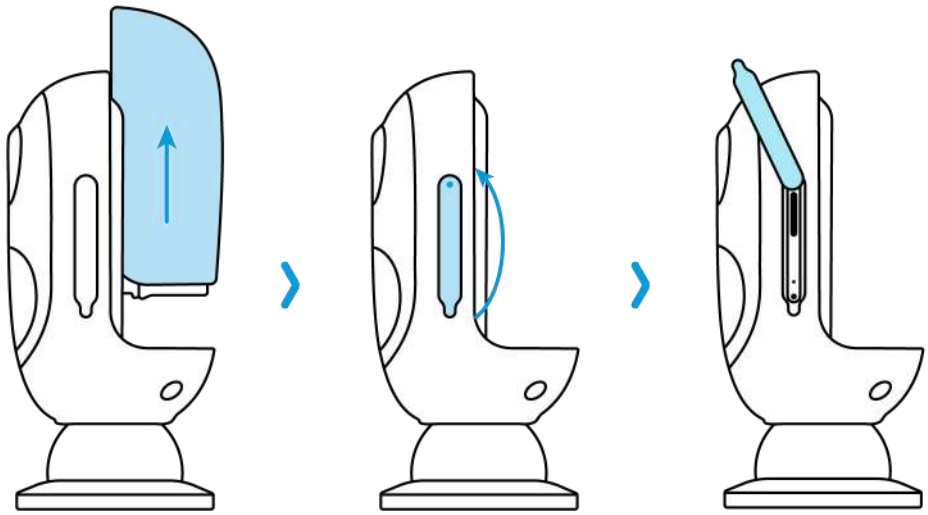
Choose a proper SD card

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

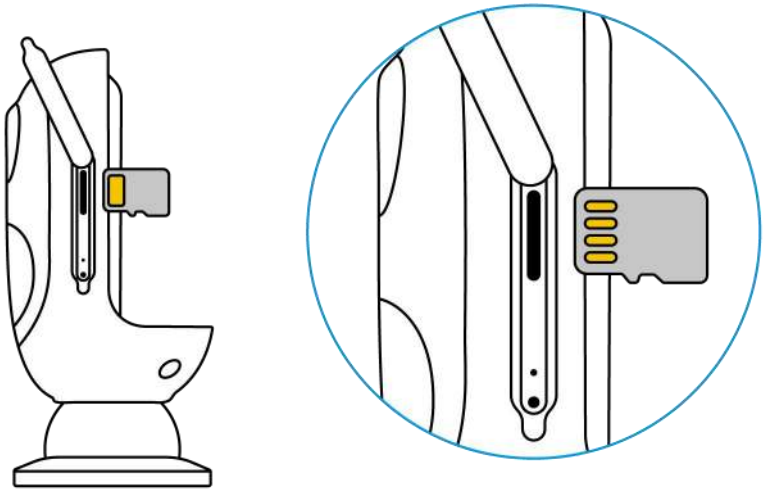
Item	**Requirement**
Capacity	Up to 128GB (Argus 2; Argus 2E; Argus 3; Argus Pro; Argus Eco; Argus PT; Reolink Go PT with the latest firmware version)
Read and Write Speed	Class 10 or higher/ ≥26Mbps
Format	FAT32

Install the Micro SD card (example: Argus 2)

1.Switch off the camera before installing the micro SD card.



2.Insert the micro SD card into the micro SD card slot on the right side of the camera.

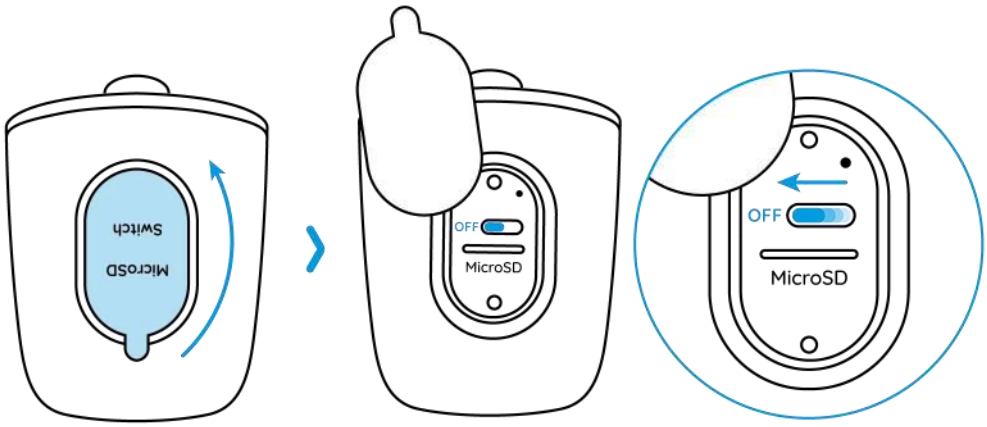


Note:

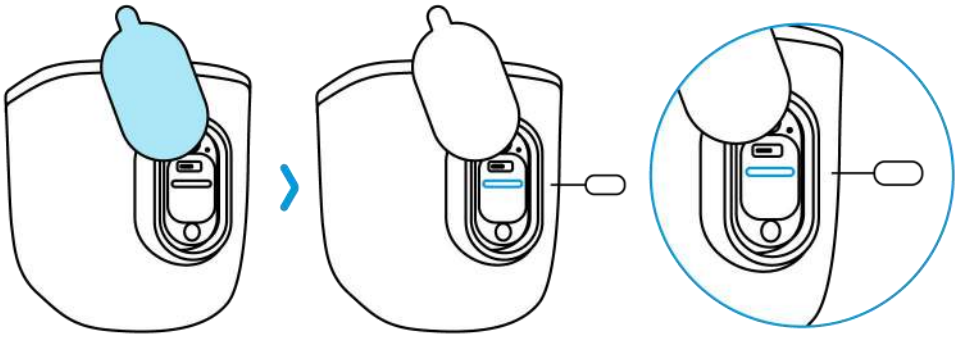
Please use your fingernail (or use the provided reset needle) to push the SD card in until you feel that it's locked or you hear a "Tap".

Remove the Micro SD card (example: Argus 3)

1. Please switch off the camera before removing the SD card.



2. Find the micro SD card slot and please use something sharp such as the reset pin or a paperclip or your fingernail to push the SD to make it pop out.

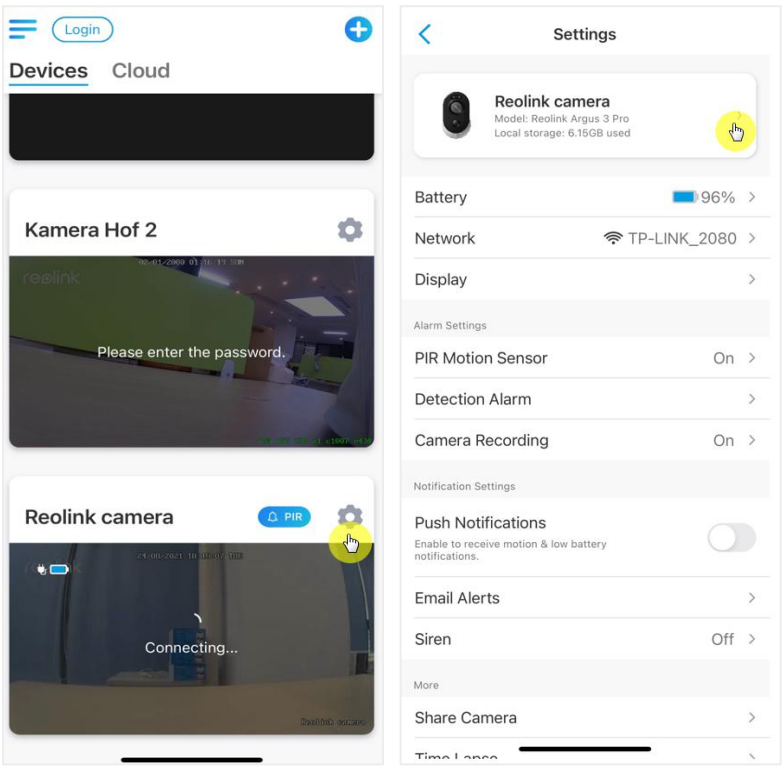


Note:

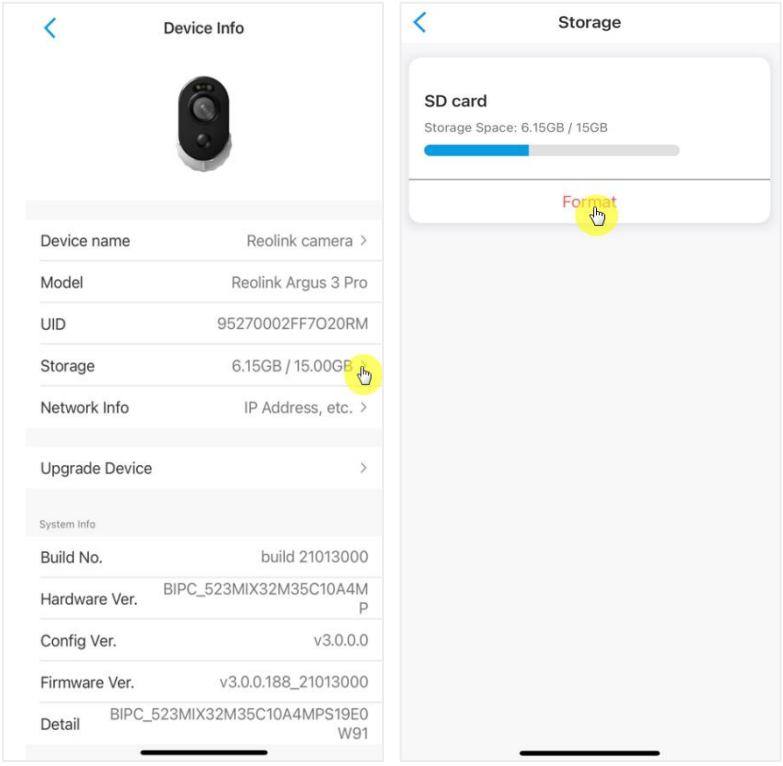
For other models, the steps to install or remove the SD card are similar. Please refer to the part of Device Overview in Chapter 1 to find the SD card slot.

Check the micro SD card status

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



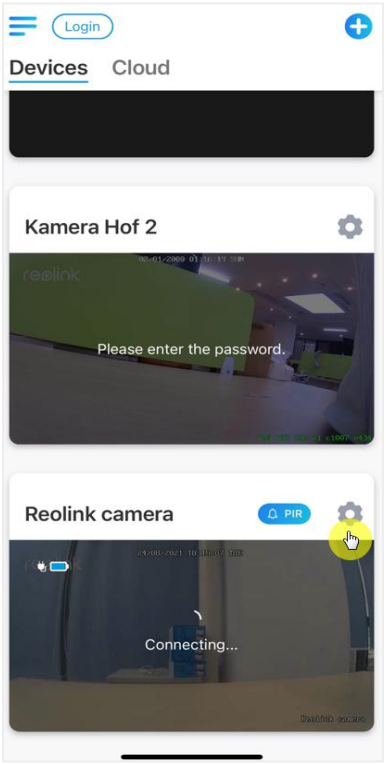
2. Tap **Storage,** and you can see the SD card used space/total storage space.Tap **Format** to format the SD card.

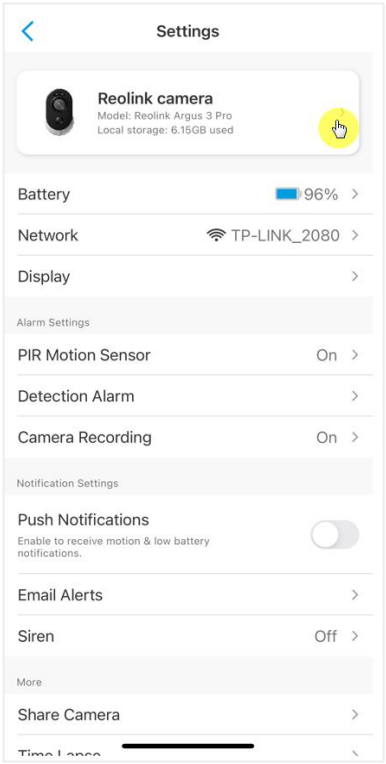


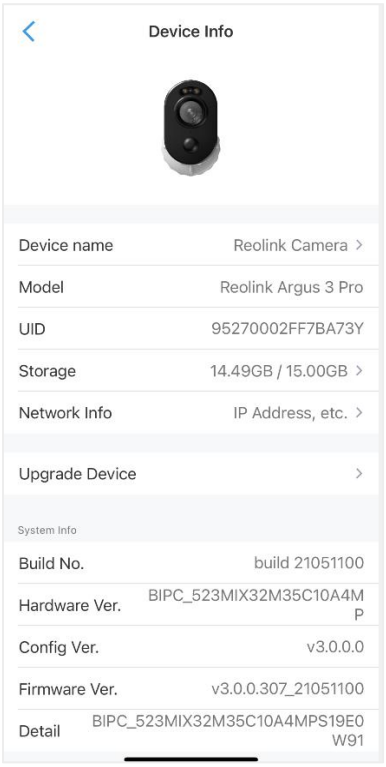
Device Information

From device information page, you can check the basic information about your camera include Model No, UID, and firmware version.

1. Launch the Reolink App then tap ⚙ then go to **Device Info.**







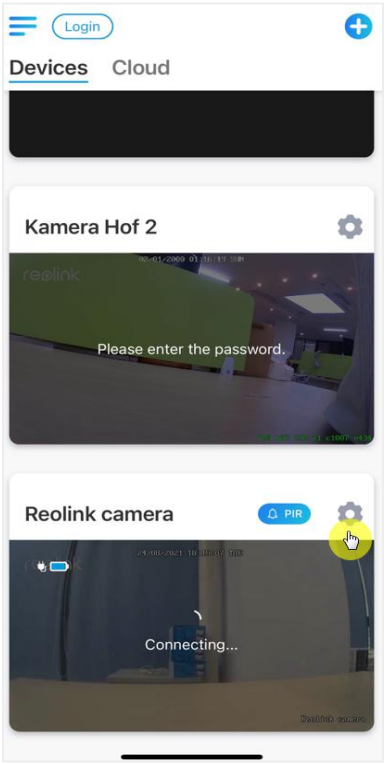
Device name	Camera name
Model	camera model No.
UID	starts with 9527xxxxxxxx
Storage	SD card storage
Network Info	Camera IP address
Firmware Ver	camera firmware version

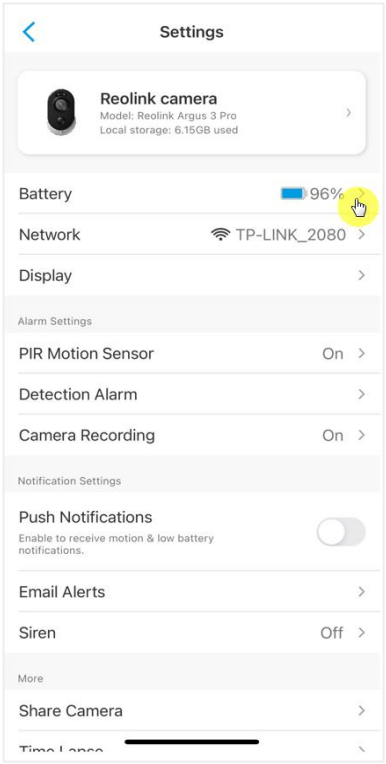
Battery Information

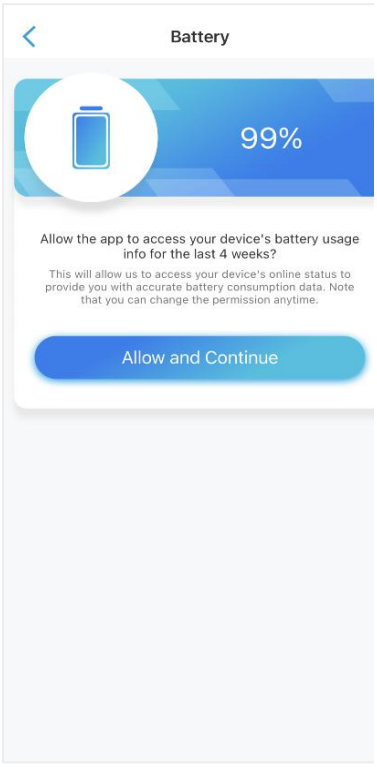
User can check the battery status and level here.

1. Launch the Reolink App and tap > **Battery**.

The camera battery level will be displayed as picture below.



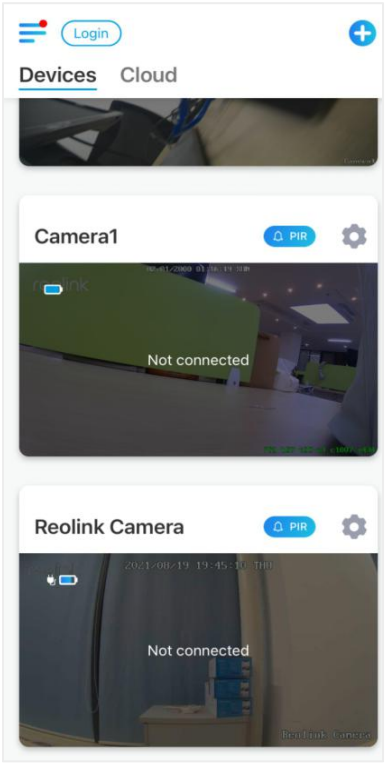




	low battery level below 15%
	full battery
	15%-30%
	connected with charger, not charging
	connect with DC charger and charging
	connected with solar panel, not charging
	connected with solar panel and charging

Allow and Continue: This will allow to count your battery consumption data for last 4 weeks.

You can also check the battery level and charging status from Devices page.



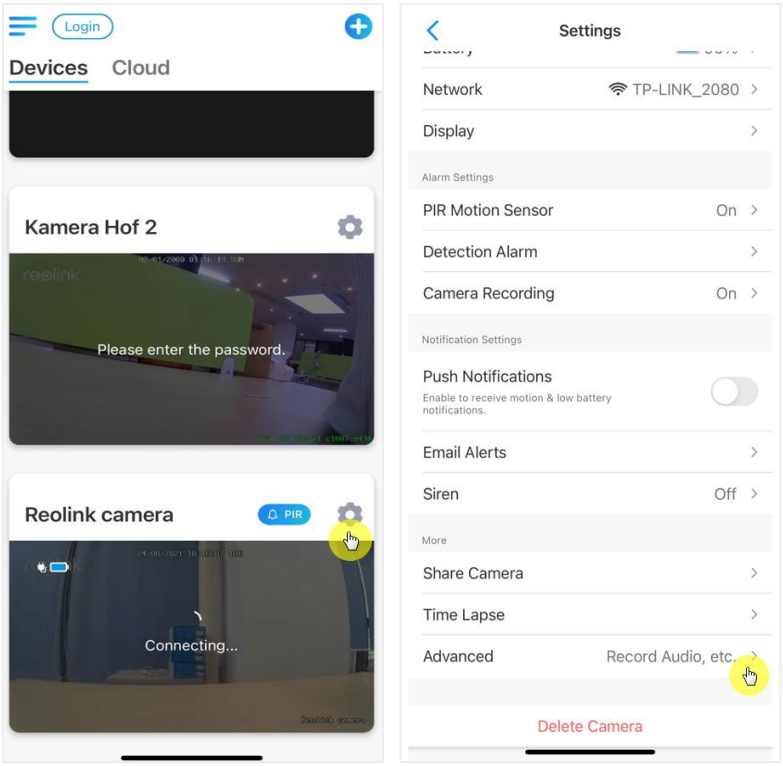
	low battery level below 15%
	15%-30%
	30%-100%
	100%
	connected with charger
	connected with solar panel

Device Password

To access and use camera a password is required, the default username is admin and password is blank (no password). During setup the camera, it'll ask for creating a password before you can access the camera.

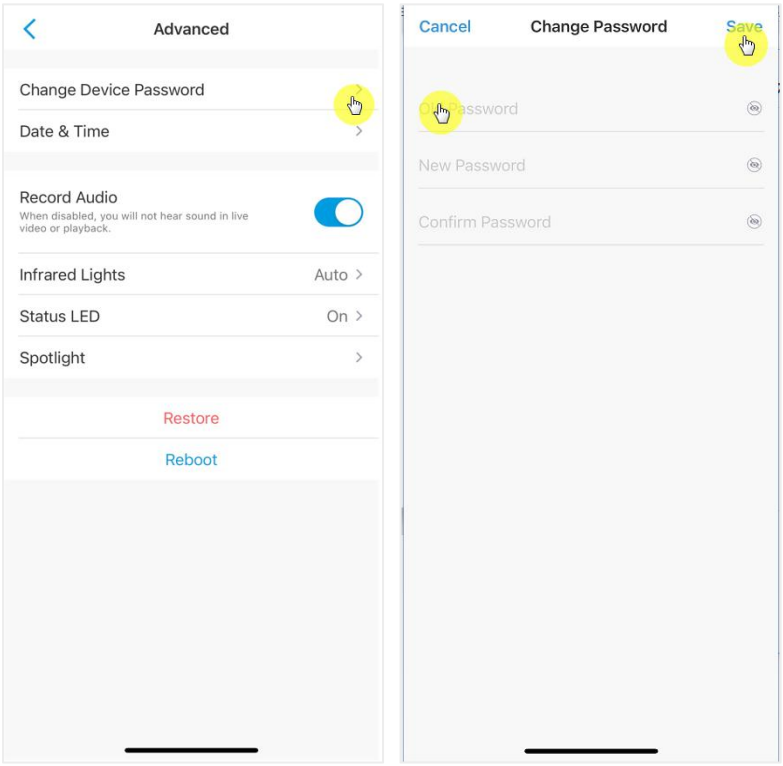
Change Device Password

1. Launch Reolink App and tap **Settings** > **Advanced** > **Change Device Password**.



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

Note:
Confirm password should be the same with new password.

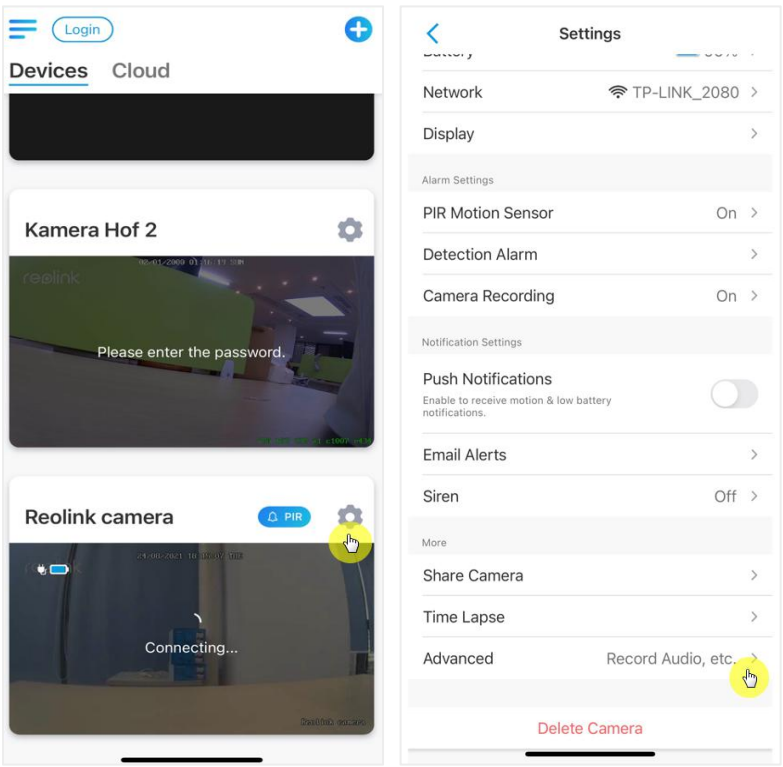


3. Tab **Save** to save the changes

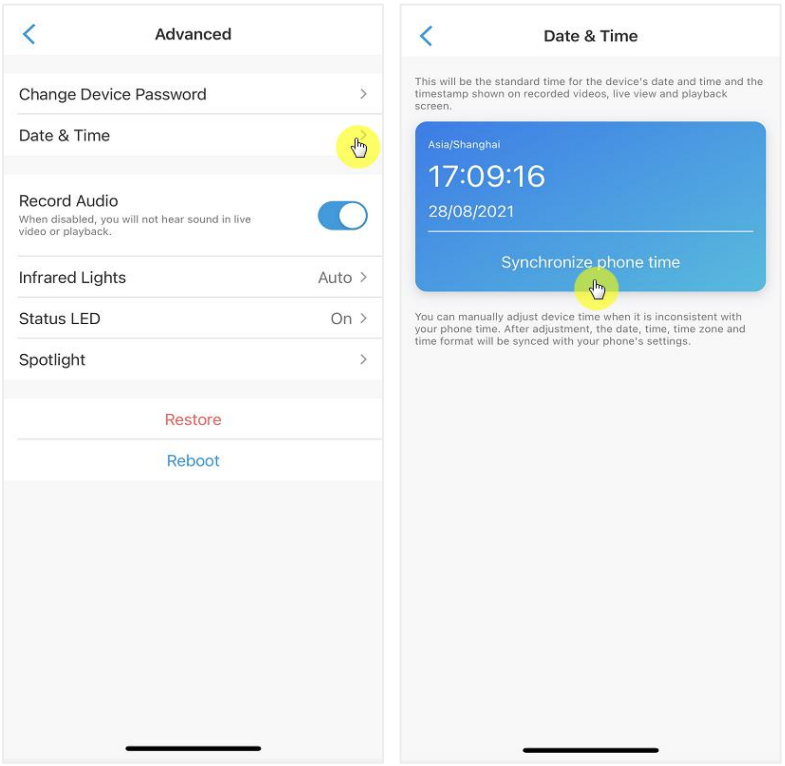
Date and Time

Sync camera time with your smart phone

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



2. Then tap **Synchronize phone time**. If your camera's date and time is already the same as your mobile phone, then this option is not available.

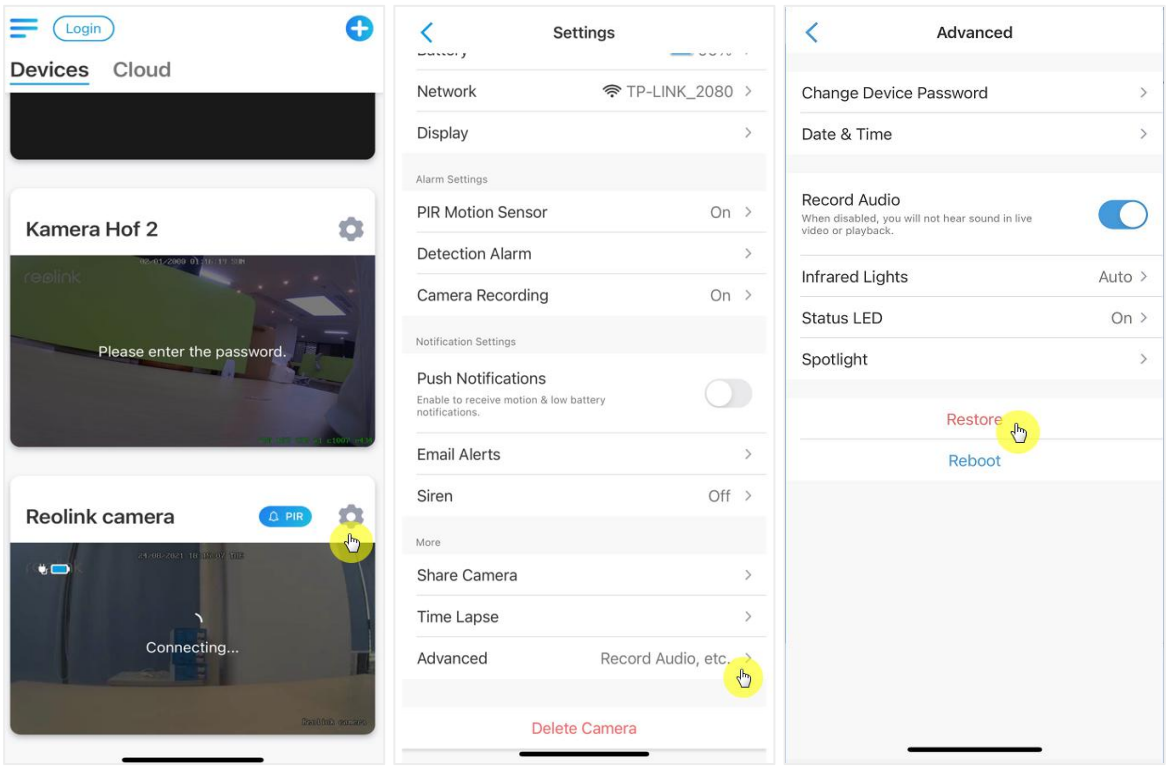


Reboot and Restore

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

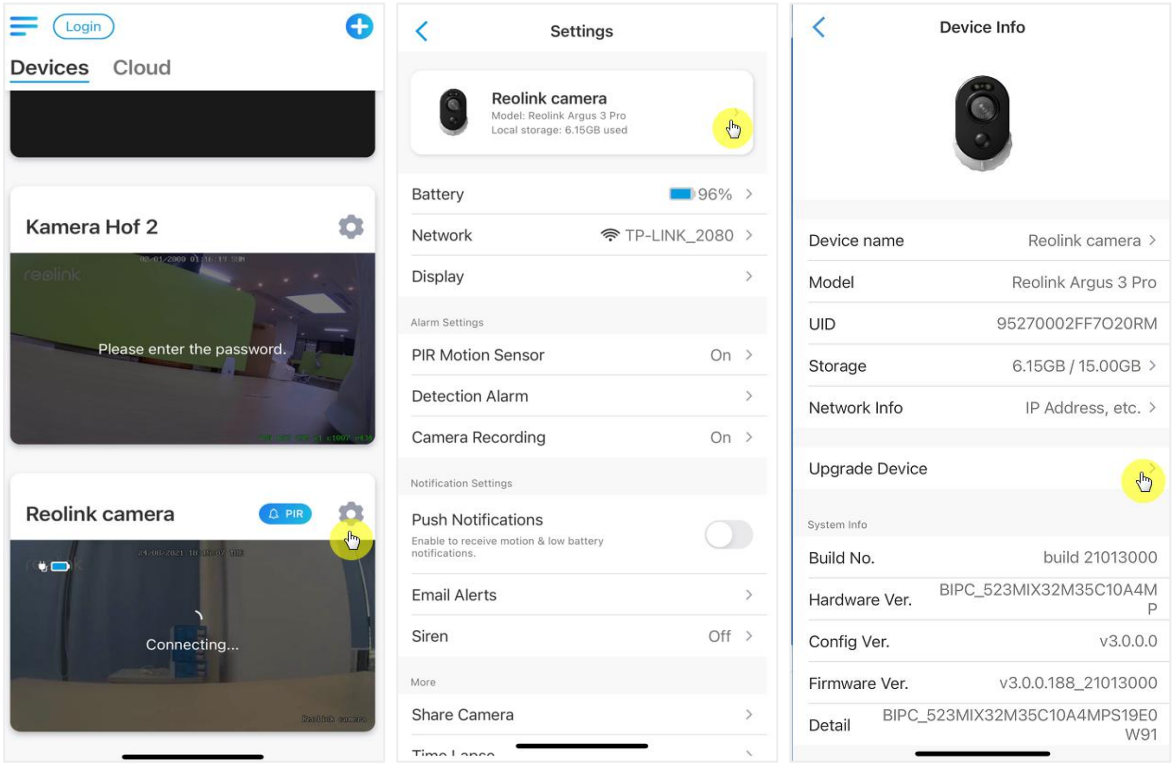
Note:

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

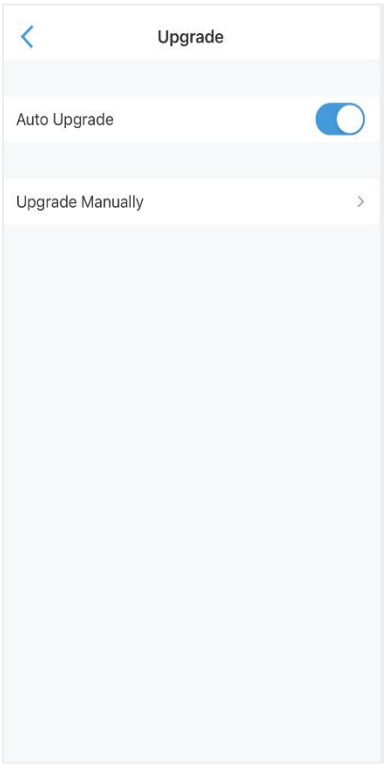


Firmware Upgrade

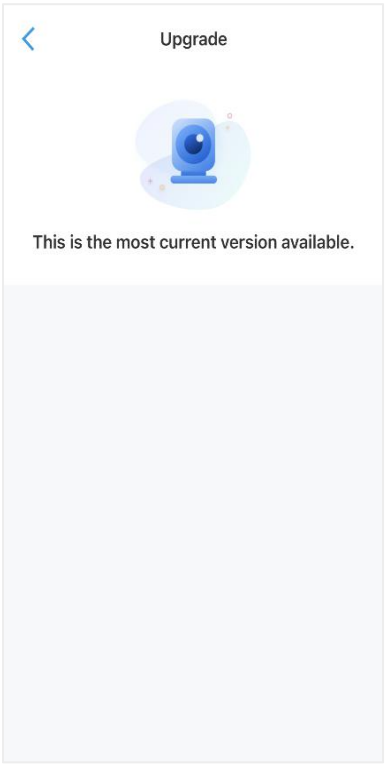
1.Launch the Reolink App and tap > **Device Info**> **Upgrade Device**.



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



If the **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.

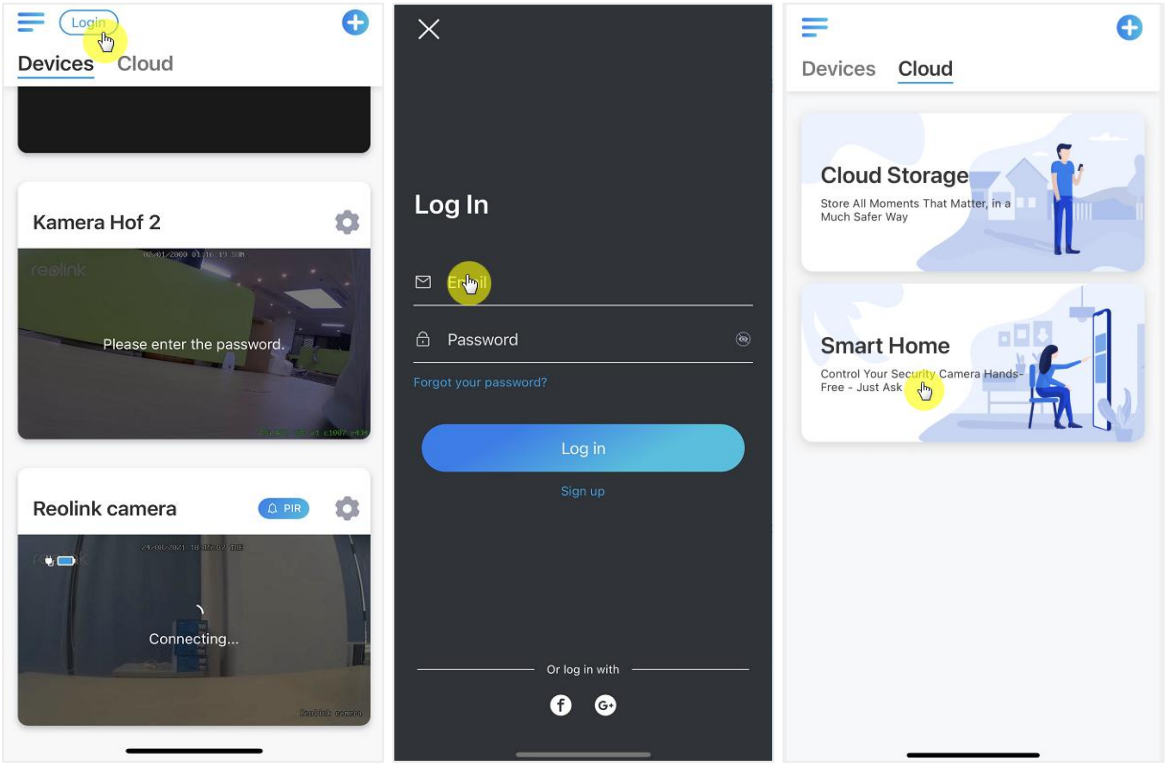


Smart Homes

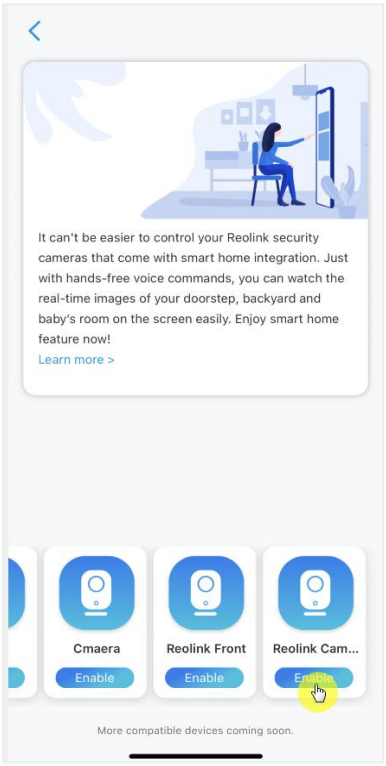
Google Home

Note: Reolink Argus, Reolink Go, Reolink Go PT, and cameras coming with the NVR system cannot work with Google home or Alexa.

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

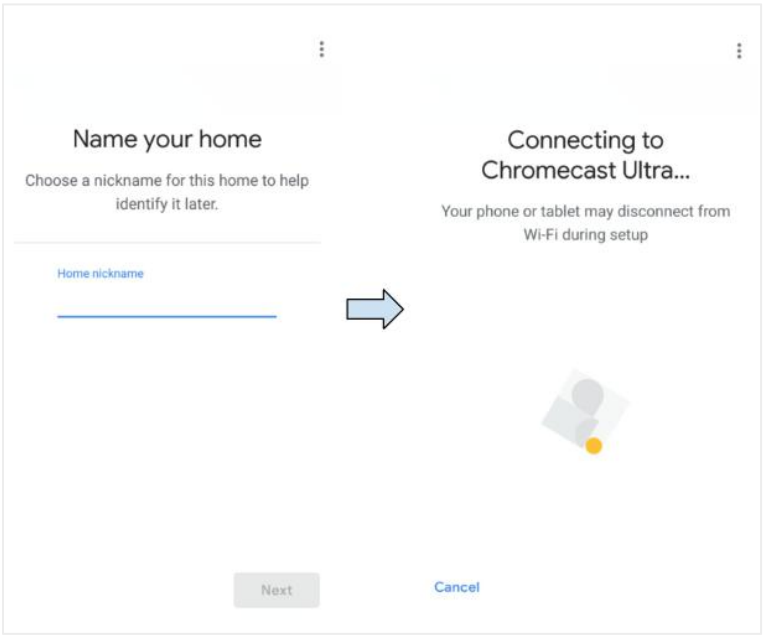


2.Tap **Enable** to add the device to **Google Home** in the **Smart Home** page.
Note:only when it turns to **disable** that means the smart home feature is enabled.

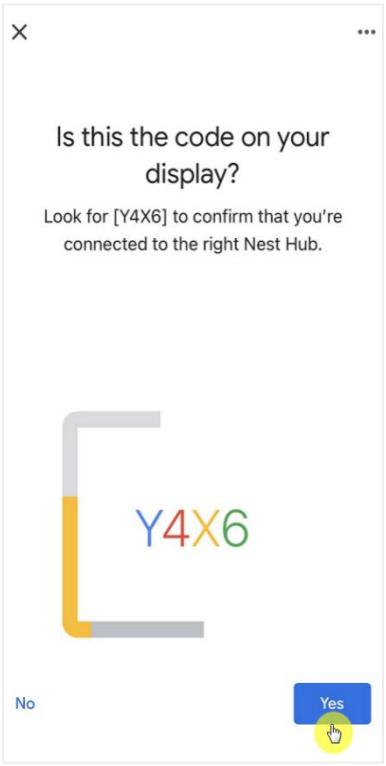


3. Launch the **Google Home**, sign in your account and then **Get Started** to create a home.

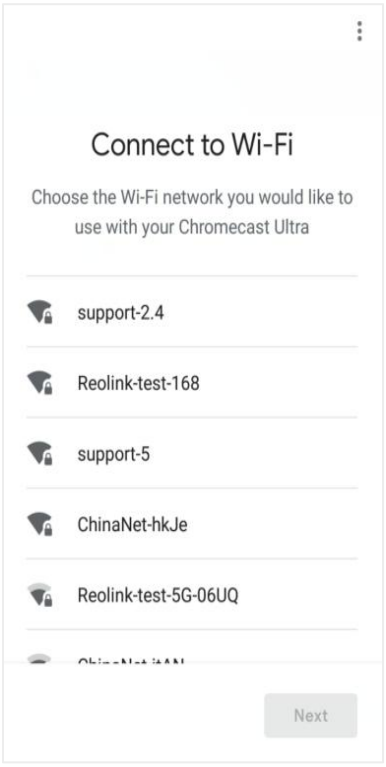
4.Name your home and tap **Next** to build a connection between the **Chromecast** and the **Google Home**.



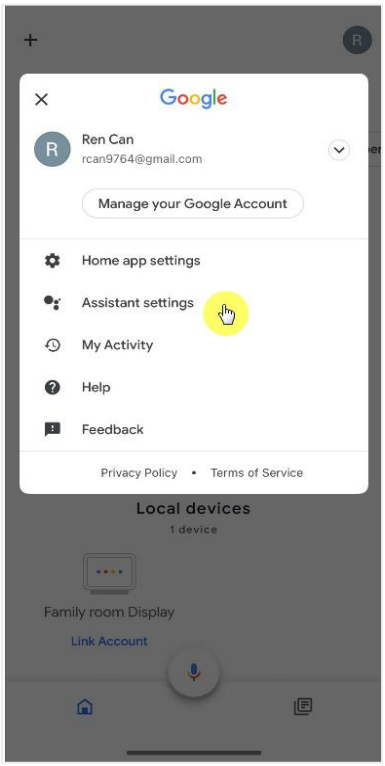
5. After the **Chromecast** found, please check the code shown on your TV and tap **Yes** to continue.

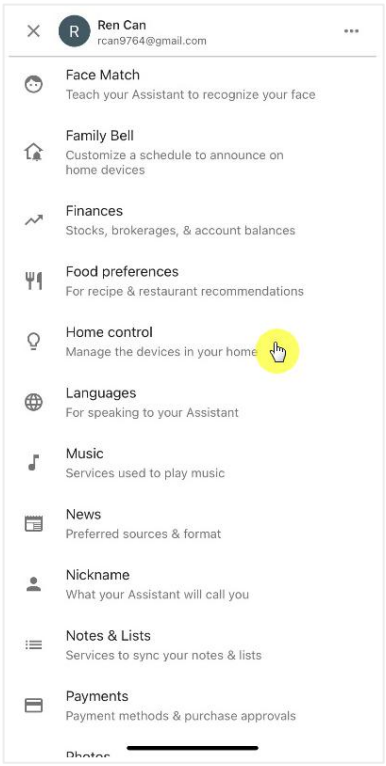


6. Connect the Wi-Fi network you would like to use with your **Chromecast**, then you can customize a room name, which will be added to your room list.

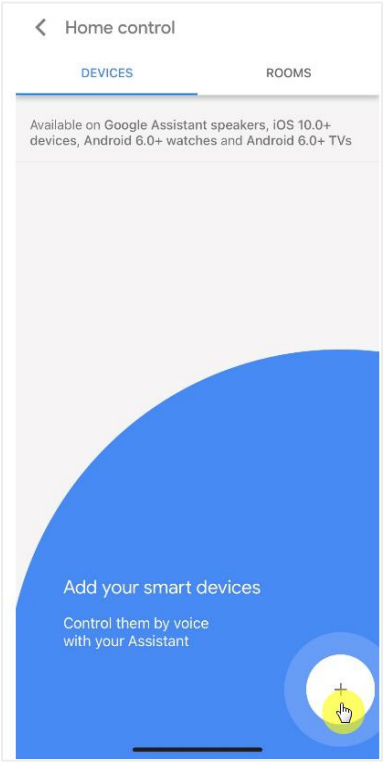


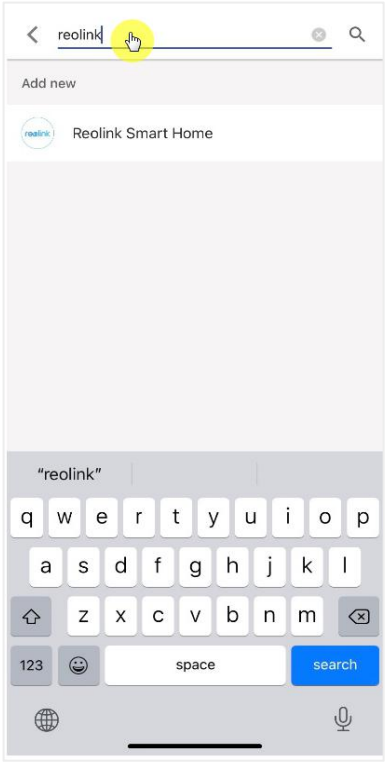
7.Now tap the button to enter the account page, and then tap **Settings > Assistant > Home Control**.



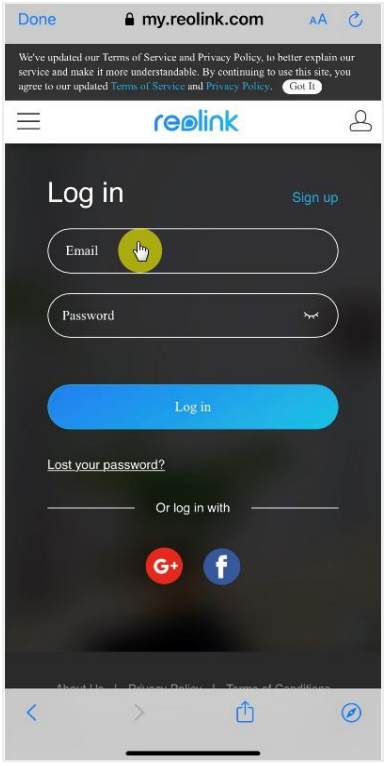


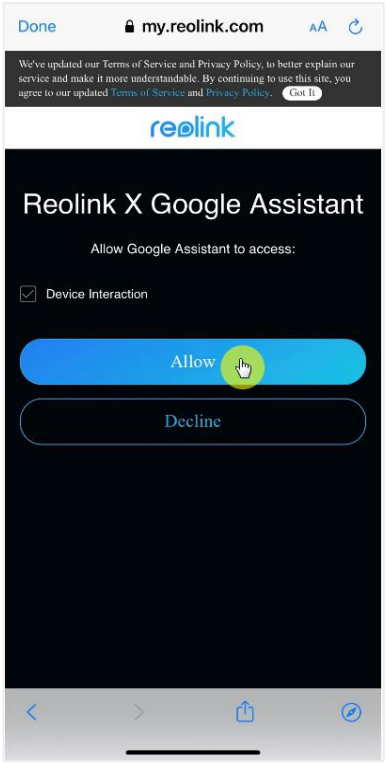
8. Tap the button and search **Reolink** in the search bar.



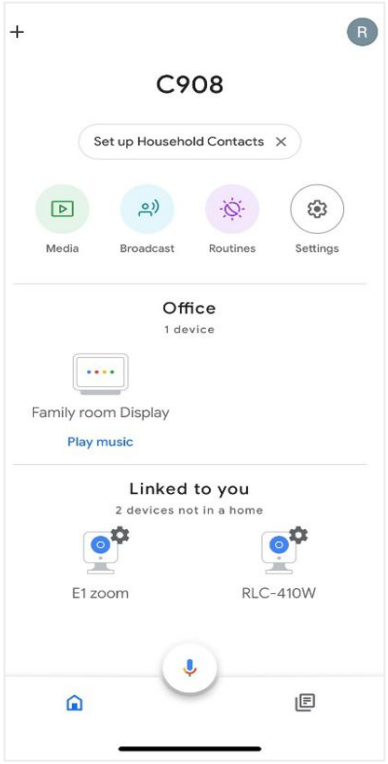


9. Enter your Reolink account and password to log in first,then tap **Allow.**





10. Assign the room for the camera you enabled in the cloud account via Reolink App.



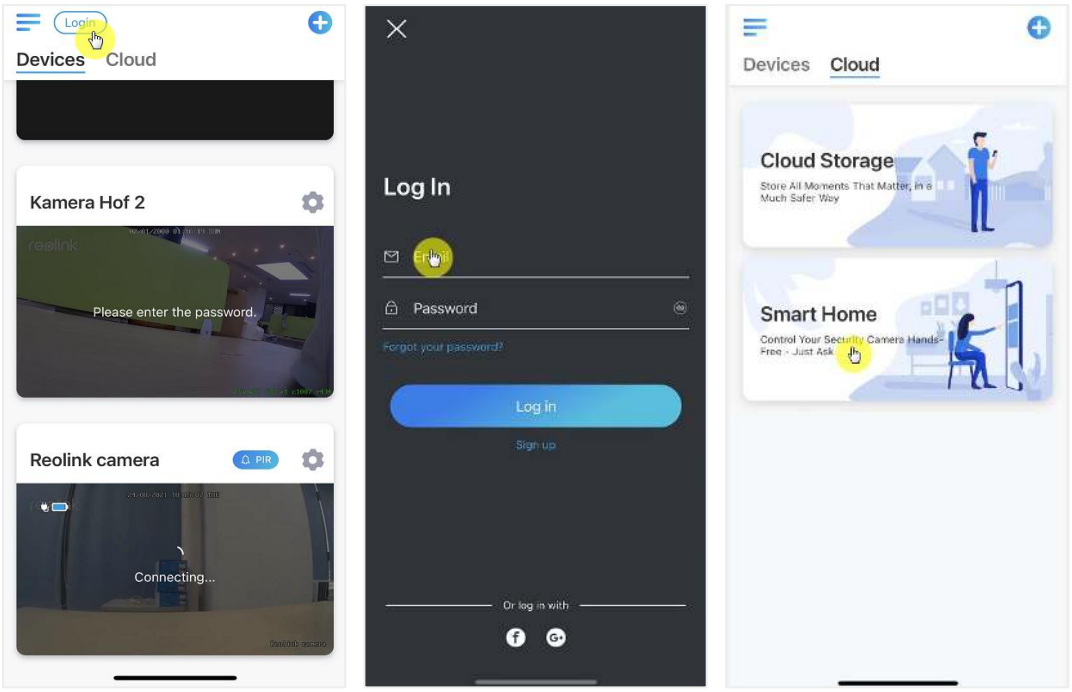
11. **Done!** Now you've added the Reolink camera to the **Google Home** successfully. Please launch the **Google Assistance** and say **“Hey Google, show [name of room where the camera is placed] on [name of Chromecast device].”**

Amazon Alexa

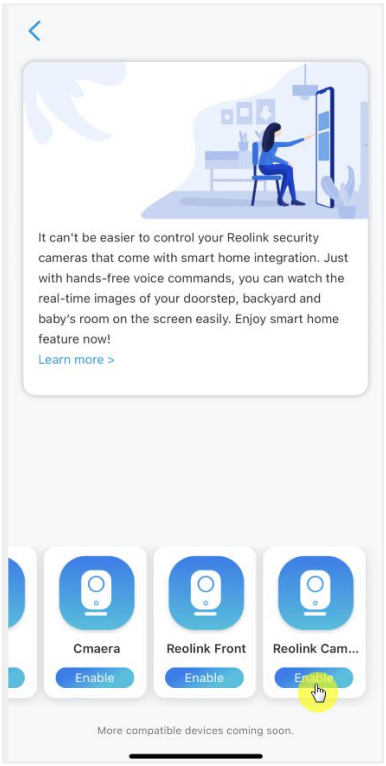
To connect your camera to Alexa, make sure you have 3 devices at hand: a Reolink camera, an Amazon Alexa device(**Amazon Echoshow** ,**Amazon Echo dot)** and your mobile phone; and 2 apps on your phone: the Reolink App and Amazon Alexa App.

Alexa doesn't support all countries currently, it is only available for the below countries:
America: United States, Brazil, Canada, Mexico
Europe: Germany, Spain, France, Italy, United Kingdom
Asia & Oceania: Japan, India, Australia

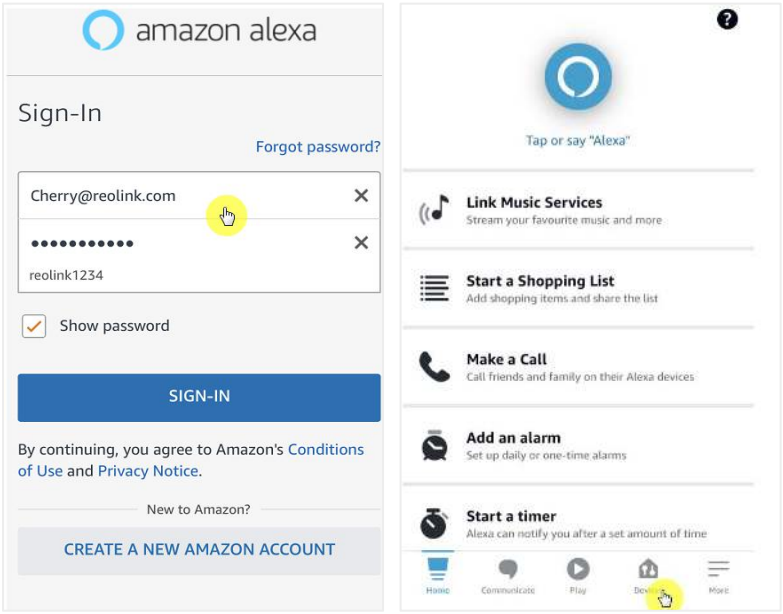
1. Launch the **Reolink App** to tap Login to log in your Reolink account and go to > **cloud** > **Smart home.**



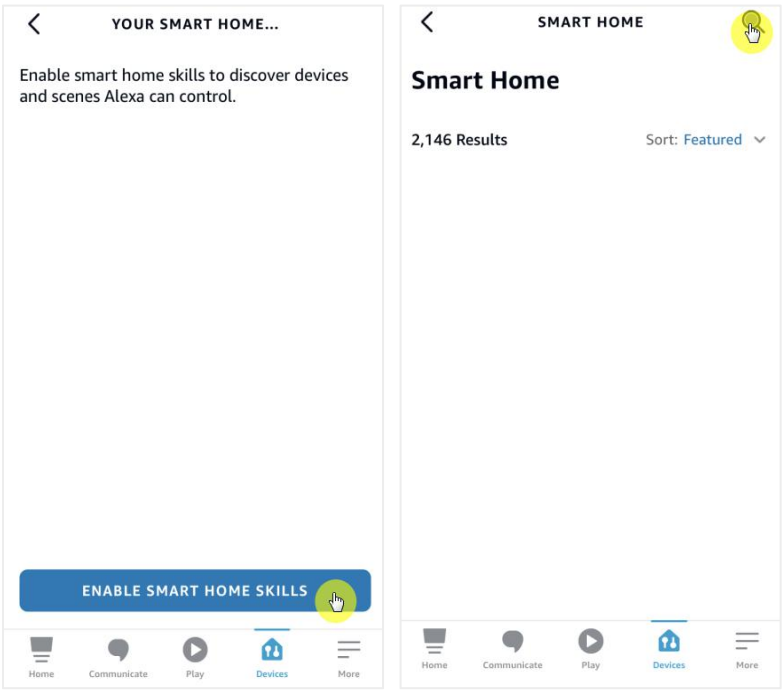
2.Tap **Enable** to add the device to **Amazon Alexa** in the **Smart Home** page.
Note:only when it turns to disable that means the smart home feature is enabled.



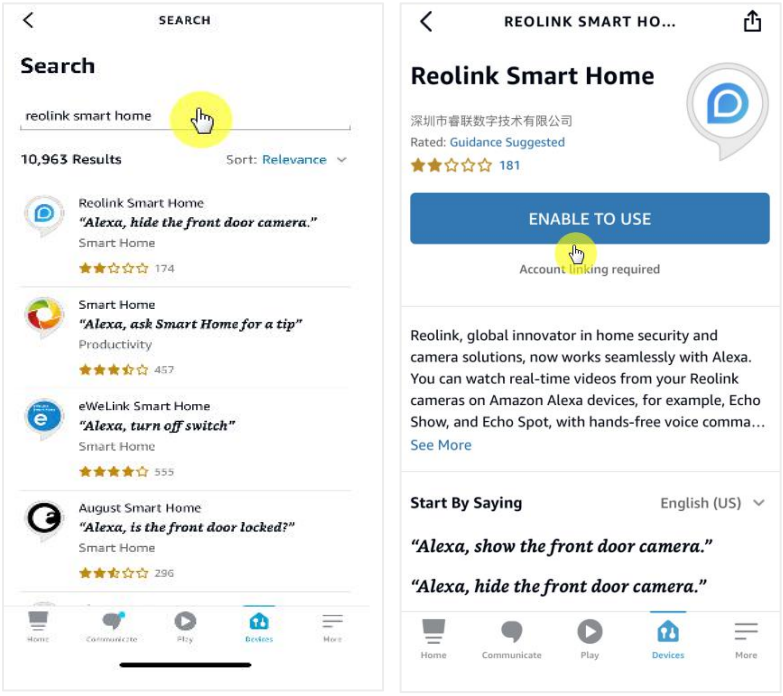
3.Launch the **Amazon Alexa** APP, sign into your Alexa account and then tap on **Devices** in the bottom right corner.



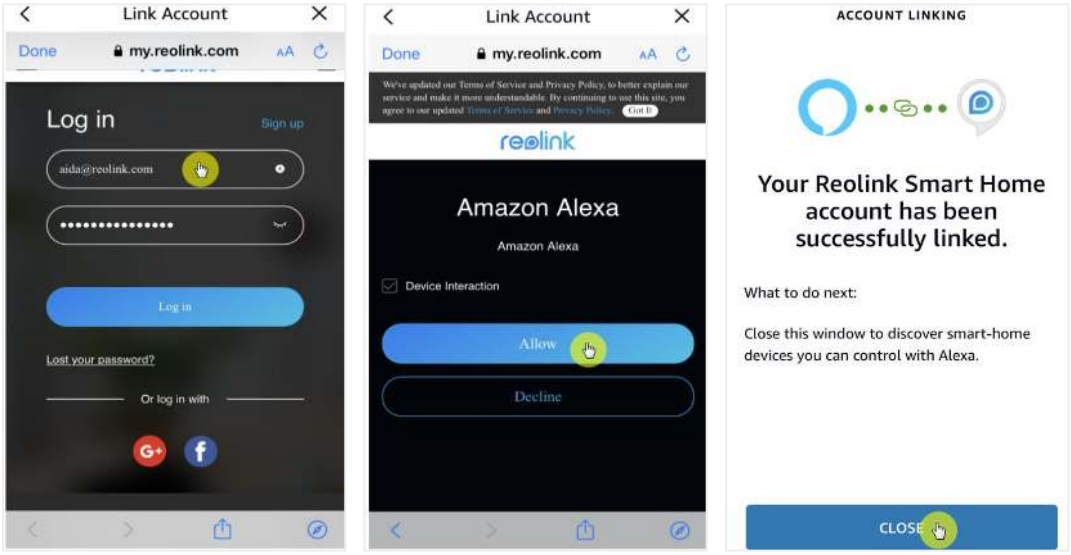
4. Select **Your Smart Home Skills** and tap **Enable Smart Home Skills**. Please tap the **Search** icon at the top right corner and search **Reolink Smart Home**.



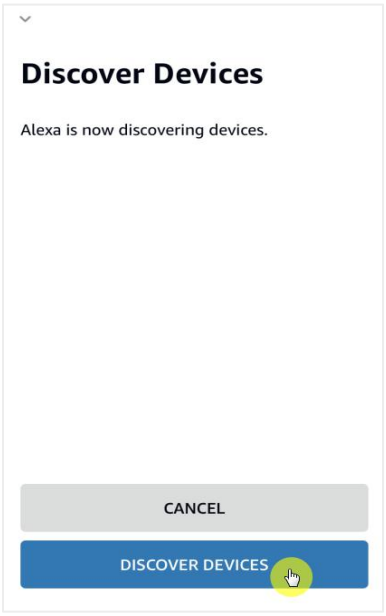
5. After search and find **Reolink Smart Home**, tap **ENABLE TO USE**.



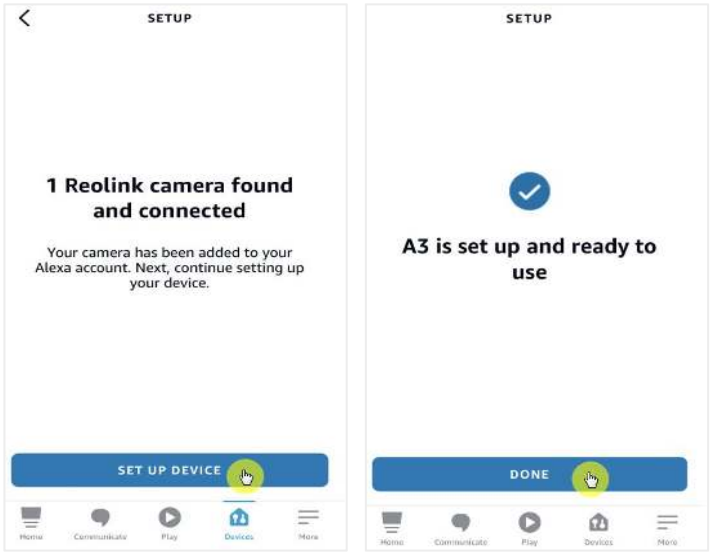
6.Type in your Reolink account, and then Tap **Log in**. After logging in successfully, then tap **Allow**,the App will remind that "**Reolink Smart Home has been successfully linked**". Tap **Close** to go to the next step.



7.Tap on **Discover Devices** or say a 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 set.



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.

8.Battery Instructions of Battery Usage

Battery powered camera is not designed for 24/7 full capacity running or around-the-clock live streaming. It's designed to record motion events and remotely view live streaming only when you need it.
1.The battery is built-in. Do not remove it from the camera.(Battery of Argus pro, Argus 2, Reolink Go, Reolink Go plus is able to remove)
2.Charge the rechargeable battery with a standard and high-quality DC 5V/9V battery charger or Reolink solar panel. Do not charge the battery with solar panels from any other brands.
3.Charge the battery at temperatures between 0°C and 45°C and use the battery at temperatures between -20°C and 60°C.
4.Keep the USB charging port dry, clean and free of any debris and cover the USB charging port with the rubber plug when you stop charging the battery.
5.Do not charge, use or store the battery near any ignition sources, such as open flames or heaters.
6.Do not use the battery if it gives off an odor, generates heat, becomes discolored or deformed, or appears abnormal in any ways. If such battery is being used or charged, remove the battery from the device or the charger immediately, and stop using it.

7.Always follow the local waste and recycling laws when you get rid of the used battery.

9.FAQ and Troubleshooting

FAQs

Q1:Can customer from European countries use cloud service?
A: No, the cloud is not available in European countries,We recommend that you install a micro SD card to record footage.

Q2: Can this camera work with 256GB micro SD card?
A:No, the camera can only support up to 128GB(fat 32, class 10 or above)

Q3: Can my friend access the camera with his or her smart phone?
A: yes, your friend can access the camera with his or her smart phone, the camera can support up to 8 simultaneous video streams (6 sub streams & 2 mainstreams)

Q4: Is it possible to keep charging the camera with USB charger?
A: For safety reasons, it's not recommended to keep charging the camera with USB charger.

Q5: Can this camera work with Your NVR?
A: No, our battery-powered camera cannot work with NVR.

Q6: Can this camera work with Blue iris, Synology, QNAP or other brand third party software?
A: No, the camera cannot work on other software, it can only work with Reolink App or Reolink PC client.

Q7: How long can the battery last?
A: In normal use and one time charge, the battery can last about 1-4 weeks according to different working environments.

In frequent trigger and one time charge, the battery of Reolink Argus 2/Pro will last 16 hours in day mode (or 9 hours with LEDs on at night, equivalent).

Please kindly note that when batteries are used repeatedly, they lose capacity as the number of charge cycles increases, until they are eventually considered to have reached the end of their useful life, which is normal for all lithium batteries, just like the one in your smart phone.

Q8: Can this camera record continuously?
A: No, the battery powered camera can only record motion video.

Q9: Can two cameras work with one solar panel?
A:No, one solar panel can only work with one solar panel.

Q10: How long the solar panel power extension cable can connect.
A:The cable length of Reolink solar panel is 4 meters. If it is not long enough in your case, you may consider purchasing our solar panel extension cable (4.5 meters/15 feet). You can add up to 2 Solar Panel extension cables to the solar panel so that the total distance can reach up to 13 meters (43 feet).

Q11: Can i grant a user account and limited the feature of user account.
A: No, the battery powered camera only have admin account, its unable to grant a user account for this camera.

Troubleshootings

1. Camera Is Not Powering On

If your camera is not starting up, please try the following solutions:
• Make sure the power switch is turned on.
• Charge the battery with a DC 5V/2A power adapter. (When the green light is on, the battery is fully charged.)
• If these don't work, please contact Reolink Support https://support.reolink.com/.

2. Camera Failed to Scan QR Code on the Phone

If the camera cannot scan the QR code on your phone, please try the following solutions:
• Remove the protective film from the camera lens.
• Wipe the camera lens with a dry paper/towel/tissue.
• Narrow the distance between your camera and the mobile phone so that the camera can focus better.
• Make sure there is enough lighting.
• If these don't work, please contact Reolink Support https://support.reolink.com/.

3. Camera Failed to Connect to Wi-Fi During Initial Setup Process

If the camera fails to connect to Wi-Fi, please try the following solutions:
• Make sure that you have entered the correct Wi-Fi password.
• Put the camera closer to your router to ensure strong Wi-Fi signals.
• Change the encryption method of the Wi-Fi network to WPA2-PSK/WPA-PSK (safer encryption) on your router interface.
• Change your Wi-Fi SSID or password and make sure the SSID is within 31 characters and password is within 64 characters.
• Set your password using only the characters available on the keyboard.
• Make sure the Wi-Fi is on 2.4Ghz, as the battery-powered Wi-Fi cameras don't support the 5Ghz Wi-Fi.

• If these don't work, please contact Reolink Support https://support.reolink.com/.

4. The Reolink App Failed to Scan the QR Code Sticker on the Camera Body

When you lost the QR code sticker, the sticker is damaged or the Reolink App simply cannot scan to read the QR code on the camera's body. Please check the below solutions.

• Manually enter the UID number, please find steps in Chapter 5 the part of Add or Delete a Camera.

• In the case the QR code sticker is lost, please check if you still have any other phone or computer that can access the camera. Go to Reolink App, click camera's Settings and click Share Camera and you'd find the QR code of the camera.

5. The Solar Panel Stopped Charging the Camera's Battery

When the solar panel can longer charge the camera's battery, please follow the below trouble shootings steps.

• Please check the connectivity between the USB cable and camera (test by plugging and unplugging the USB cable several times).

•Please check the installation location of the Solar Panel, make sure the solar panel is facing direct sunlight. And please note that your camera is not working in temperatures below 0°C (32°F) or above 45°C (113°F).

• Charge this camera using the USB charger (DC 5V2A) and see if it can be charged fully.

• Please reduce or stop using your camera for a day or two to see whether the battery level will increase. At the same time, please turn off the PIR sensor. Because extensive use of your battery-powered cameras will drain the camera's battery faster than the recharging speed of your Reolink Solar panel, especially with insufficient sun exposure.

• Charge other battery-powered cameras using this Solar Panel to help confirm if the issue is related to the solar panel.

6. The Camera Isn't Accessible From Remotely

The camera can connect properly at the same network, but cannot connect when you're away. Please check the below trouble shooting steps:

• Check at the camera's Network Status page to ensure the camera has obtained DNS server numbers.

• Reboot the camera and router.

• Ensure the UDP ports of the camera in your router are enabled. And if you don't sure how to check it, please contact your router or internet provider about it.

• Check on the computer or phone, there's no firewall, proxy,VPN etc that may block the camera's connection.

• Switch to try both WiFi and 4G connection on the phone.

• Test the camera with another phone or computer.
• At last, contact Reolink Support with the camera's UID for further help: https://support.reolink.com/.

7. The Camera Shows "Incorrect Password"

When add the camera or connect the camera's video, it shows incorrect password, please follow the below solutions.

If you still have a phone or computer that can access the camera, please directly restore the device via the software. After restore, you can create a new password.

• For Reolink App, go to camera Settings>Advanced page, click Restore.
• For Reolink Client, go to camera Settings>System> Maintenance, click Restore.

If currently no device has access to the camera, you have to reset it by press the reset button on the camera. Then set up the camera again from the start.

Please find the detailed steps about reset in this article: How to Reset Reolink Devices.