Sept 2021

QSG1_A

User Manual

Reolink Wireless Camera



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Note:

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

1. Camera Introduction

Device Overview

E1, E1 Pro, E1 Zoom

The E1 series are indoor cameras that are compact and can be seamlessly integrated into your home. Loaded with smart features, they can do many things like rotate at your disposal to reach more areas. Or send you customized motion alerts. With unbeatable price, they make smart and high-quality home protection accessible to everyone.

1	Speaker
2	Power Port
3	Ethernet Port
4	Lens
5	Status LED
6	Built-in Mic
7	Micro SD Card Slot

8	Reset Button

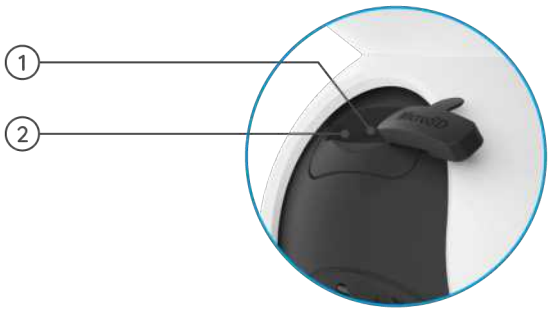


E1 Outdoor

E1 Outdoor is equipped with smart technology that detects humans and vehicles, allows real-time remote communication and offers color night vision with spotlights on.

1	Micro SD Card Slot

2	Reset Button
3	Spotlight
4	Daylight Sensor
5	Lens
6	Infrared Lights
7	Status LED
8	Built-in Mic
9	Speaker
10	Power Cable
11	Ethernet Port







Reolink Lumus

Reolink Lumus adds the bright motion-triggered LED spotlight to the IP camera, which allows for color night vision and powerful deterrent effect for criminals. Loading with smart features like PIR and motion detection and siren, this outdoor spotlight cam gives you one-of-a-kind protection.

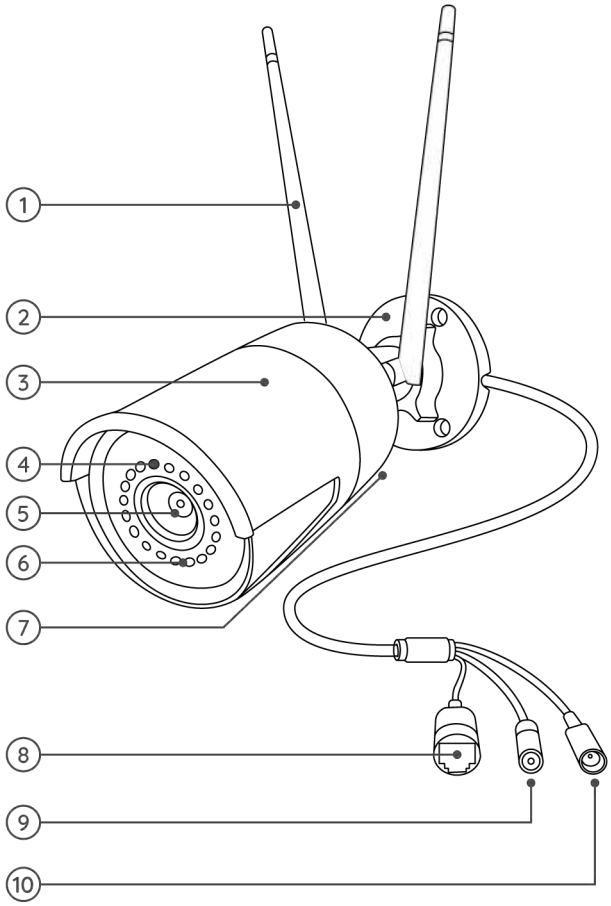
1	Speaker
2	Power Cable
3	Status LED
4	Spotlight
5	Lens
6	Daylight Sensor
7	Built-in Mic
8	PIR Motion Sensor
9	Micro SD Card Slot
10	Reset Button



RLC-410W/RLC-511W/RLC-511WA/RLC-510WA

RLC-410W: With 2560x1440 high resolution, this camera captures more beautiful and smoother 4-megapixel live video streaming and clips than 720p and 1080p cameras. It sees your home security more clearly. No details will be missed!

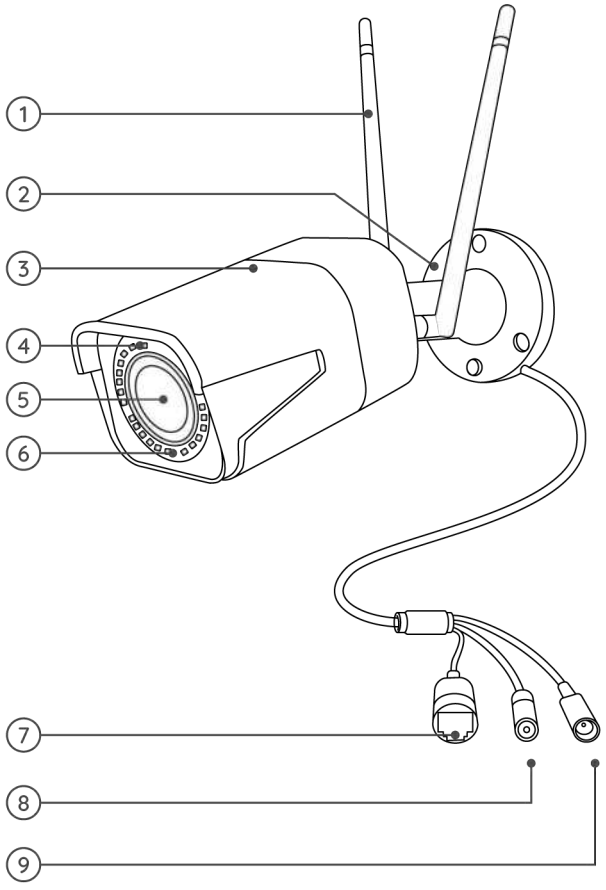
1	Antenna
2	Mount
3	Metal Aluminum Case
4	Infrared Lights
5	High Definition Lens
6	Daylight Sensor
7	Built-in Mic
8	Ethernet Port
9	Reset Button
10	Power Cable



RLC-511W:

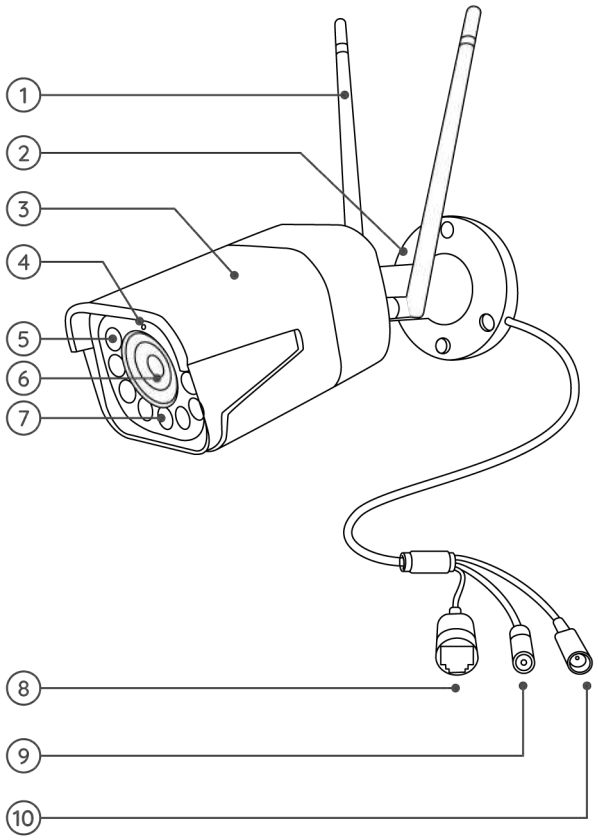
For security, higher resolution makes a big difference. RLC-511W WiFi IP camera features 5-megapixel (2560x1920), which is nearly 2.4X the resolution of 1080p Full HD, and even 1.3X the resolution of 1440p. It sees your home security more clearly, with more details.

1	Antenna
2	Mount
3	Metal Aluminum Case
4	Infrared Lights
5	High Definition Lens
6	Daylight Sensor
7	Ethernet Port
8	Reset Button
9	Power Cable



RLC-511WA/RLC-510WA: With 5MP super HD, this camera provides you with a clearer visual quality & smoother live viewing experience. You can stay better informed with the hard-to-see details captured by the camera.

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

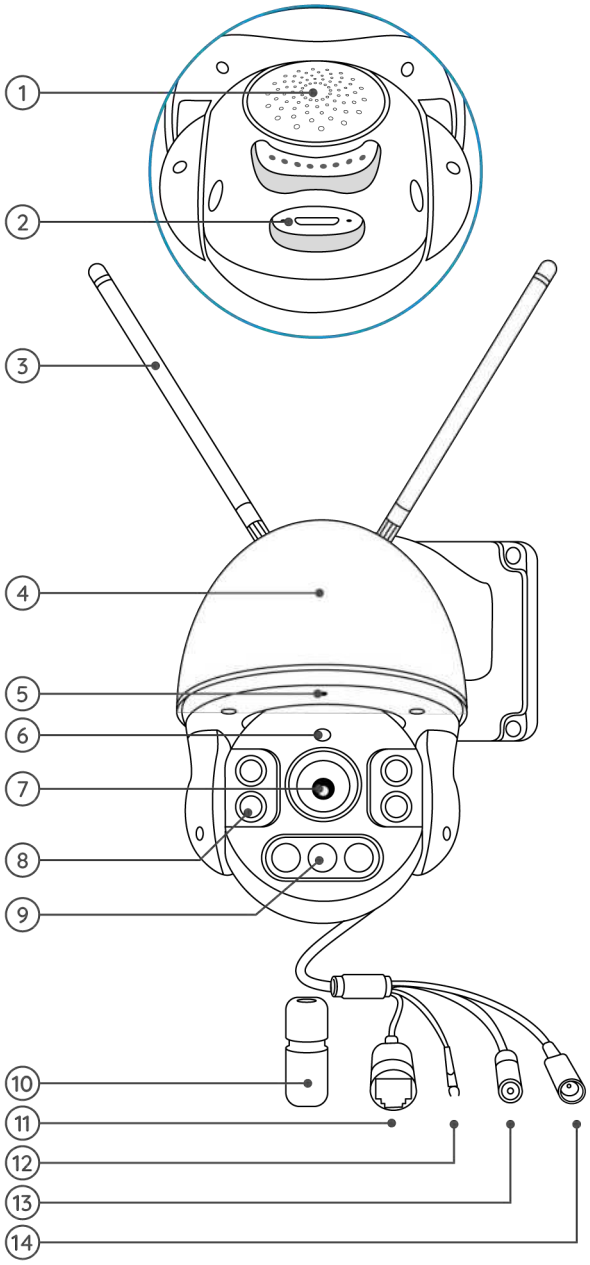


RLC-523WA/RLC-542WA

RLC-523WA: This camera comes with built-in motion-triggered LED spotlight that allows for color night vision and powerful deterrent effect for criminals. Loaded with smart features like human and vehicle motion detection and siren, this outdoor spotlight cam gives you one-of-a-kind protection. It supports both 2.4 GHz and 5 GHz, and with pan and tilt feature, this camera allows you to view your world from every angle and can follow the moving person automatically.

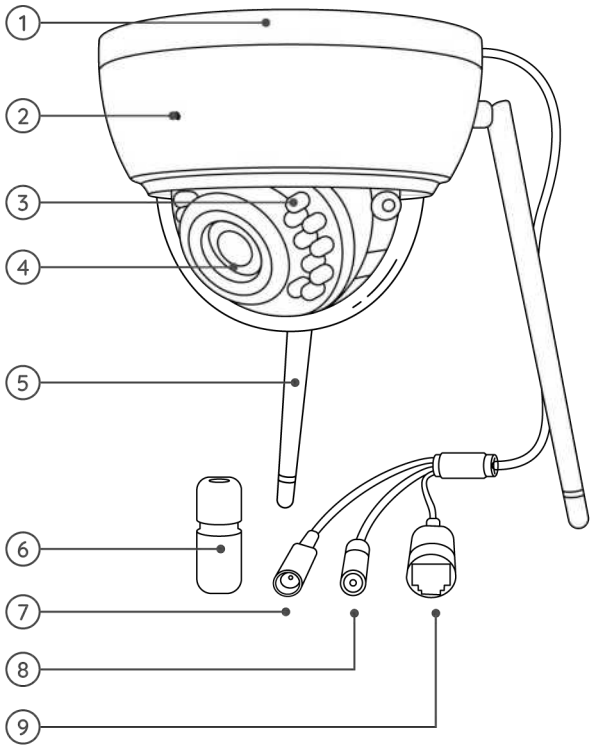
1	Speaker
2	SD Card Slot
3	Antenna
4	Metal Aluminum Case
5	Built-in Mic
6	Daylight Sensor
7	Lens
8	Infrared Lights
9	Spotlight
10	Waterproof Lid
11	Ethernet Port
12	Earth Wire

13	Reset Button
14	Power Port (Optional)



RLC-542WA: The 5MP dual-band WiFi camera supports optical zoom. With 5MP super HD, this camera provides you with a clearer visual quality & smoother live viewing experience.

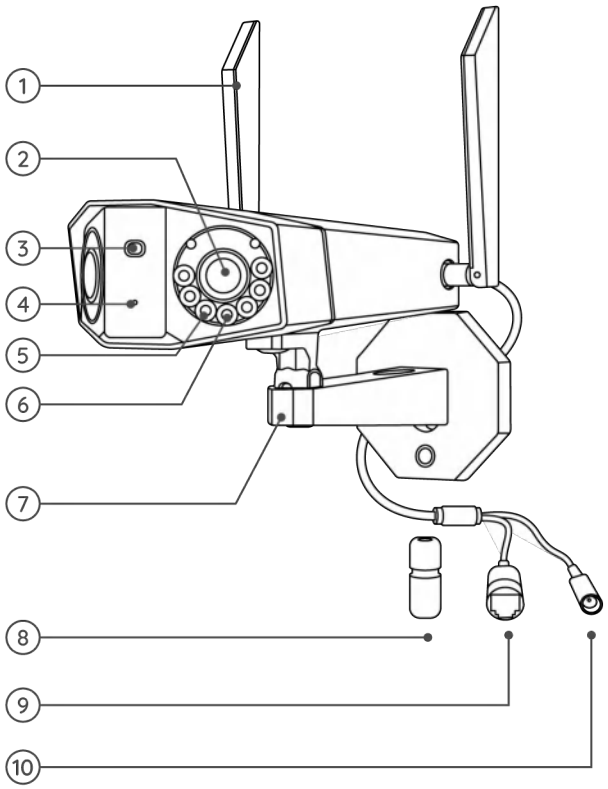
1	Mount
2	Built-in Mic
3	Infrared Lights
4	Lens
5	Antenna
6	Waterproof Lid
7	Power Port (Optional)
8	Reset Button
9	Ethernet Port



Reolink Duo WiFi

Designed with two lenses, this camera provides you with a 150° wide viewing angle. You can appreciate much broader images with less distortion. By controlling two displays at the same time, you nearly have everything under control without blind spots. Equipped with advanced person/vehicle detection, Reolink Duo WiFi focuses on what you care about most and sends you accurate alerts in real time.

1	Antenna
2	Lens
3	Daylight Sensor
4	Mic
5	Spotlights
6	Infrared Lights
7	Mounting Bracket
8	Waterproof Lid
9	Ethernet Port
10	Power Port



Status Light

For cameras that have status LED lights.

Status Light	**Camera Status**
Solid Blue	Camera is starting up/ WiFi connection succeeded
Blinking Blue	WiFi is not configured/ WiFi connection failed

2. Setup and Installation

Set up the Camera

Set up the Camera Without Ethernet port

Please follow the steps below to do initial setup for the WiFi cameras without an Ethernet port via the Reolink App.

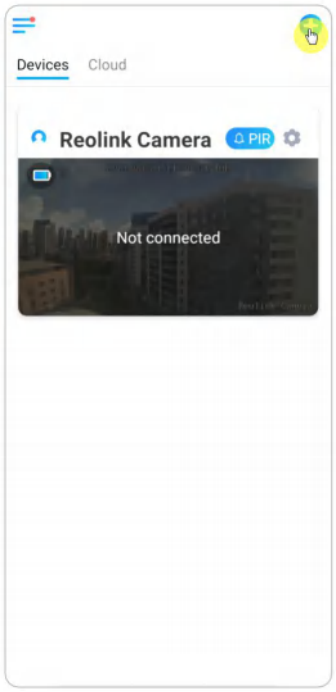
1. Connect the power adapter to the camera and wait for it starting up. After hearing a startup sound, you will hear repeated Ding sounds or "Please run Reolink App, add the camera and set it up", which means you can scan the QR code on the camera and start the setup process.

Note:

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.

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

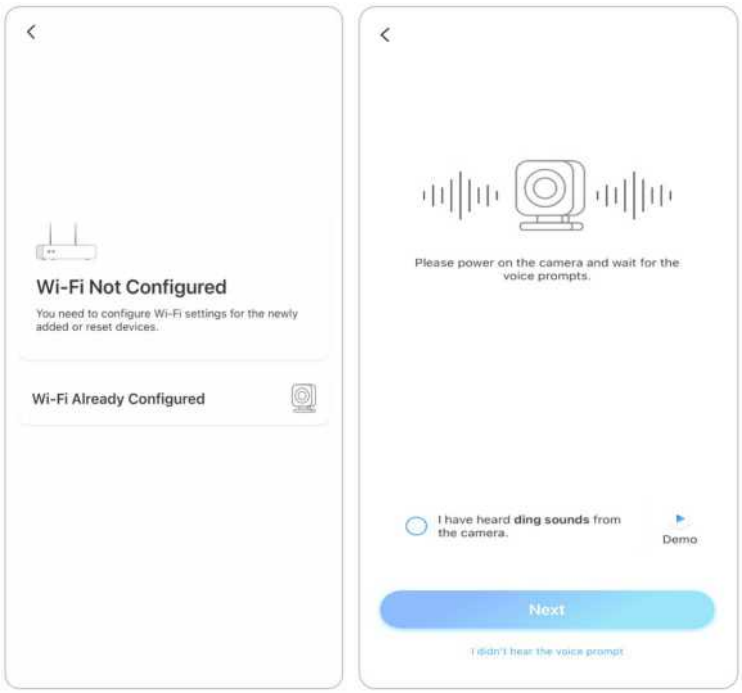


3. Scan the QR code on the back of the camera. If the phone doesn't respond, please tap **Input UID/IP** and then manually type in the UID (16-digit characters under the QR code of the camera).

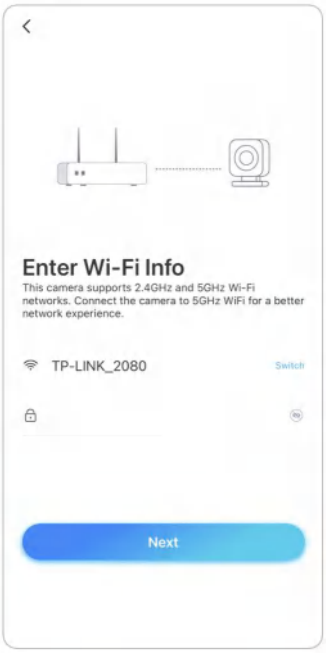
Note: You may tap **Light** to enable flash light when setting up in a dark environment.



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**.



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 that the password is correct) and then tap **Next**.



6. 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. After the QR code is scanned successfully, tick "I have heard a beep sound from the camera" or "I have heard the voice prompt" and tap **Next**.

Notes:

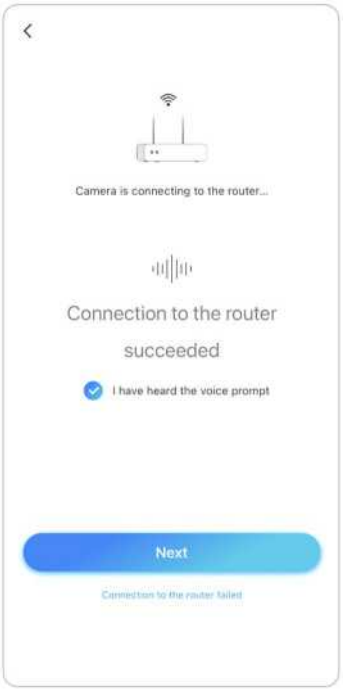
1. Please rip off the protection film of the camera's lens.

2. You may double tap on the QR code to enlarge it.

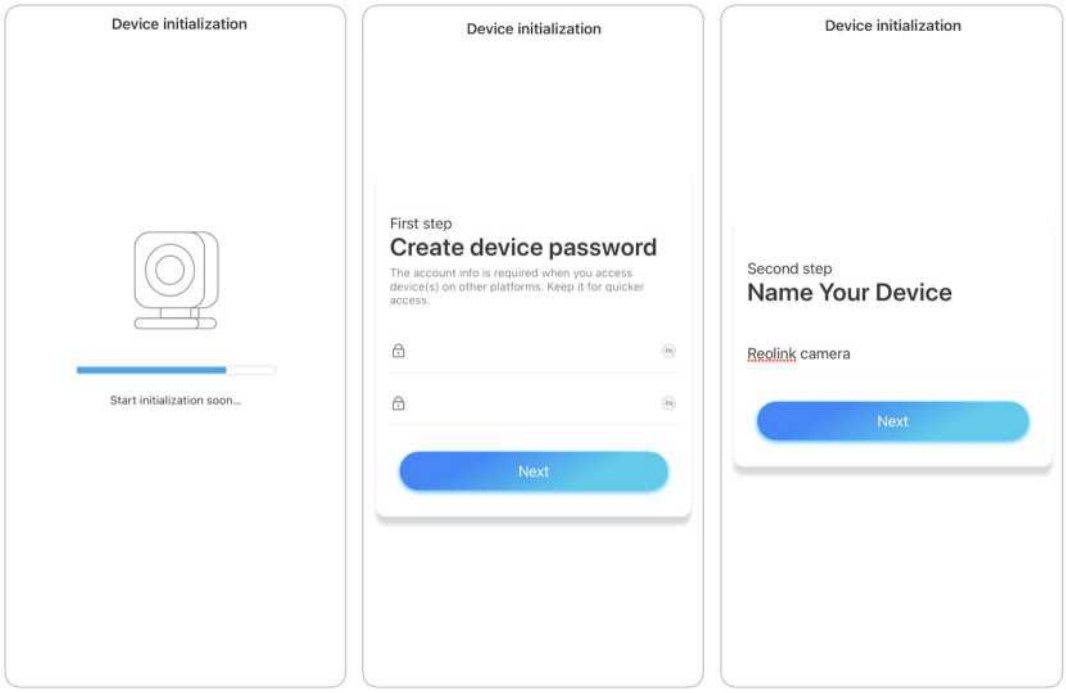




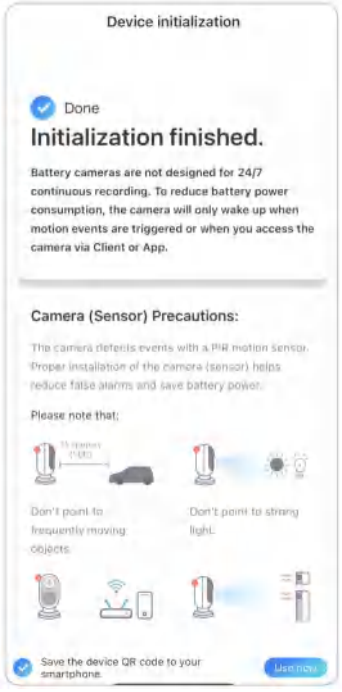
7. After the beep sound, the camera will try to connect to the router, please wait for 60 seconds.



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.



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



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

Set up the Camera with Ethernet Port

Please follow the steps below to do initial setup for the Wi-Fi camera with an Ethernet port via Reolink App.

1. Connect the power adapter to the camera, and connect the camera to the router with an Ethernet cable. And then wait for it starting up.

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

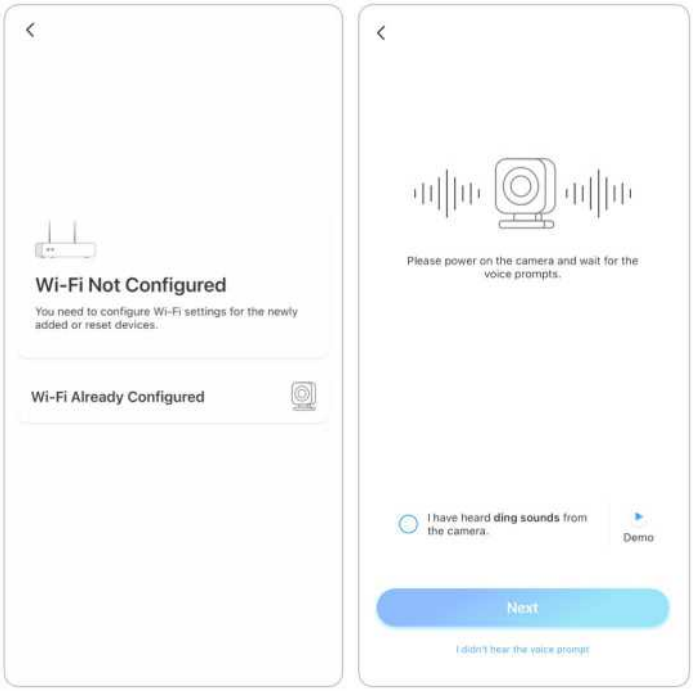


3. Scan the QR code on the back or body of the camera. If the phone doesn't respond, please tap **Input UID/IP** and then manually type in the UID (16-digit characters under the QR code of the camera).

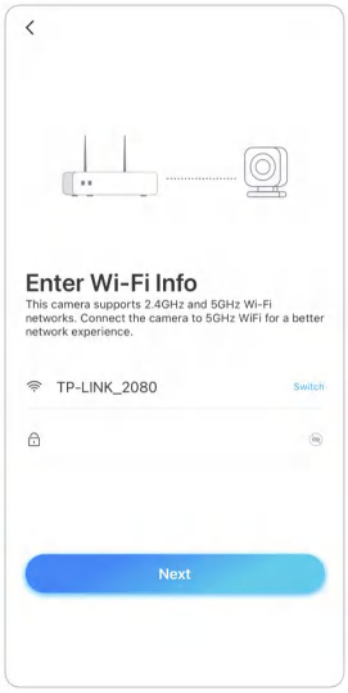
Note: You may tap **Light** to enable flash light when setting up in a dark environment.


Add Device
Album
Scan the QR code on the device.
Or add devices in the following ways
Input UID/IP
LAN

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**.



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 that the password is correct) and then tap **Next**.


Enter Wi-Fi Info
This camera supports 2.4GHz and 5GHz Wi-Fi networks. Connect the camera to 5GHz WiFi for a better network experience.
TP-LINK_2080
Switch
Next

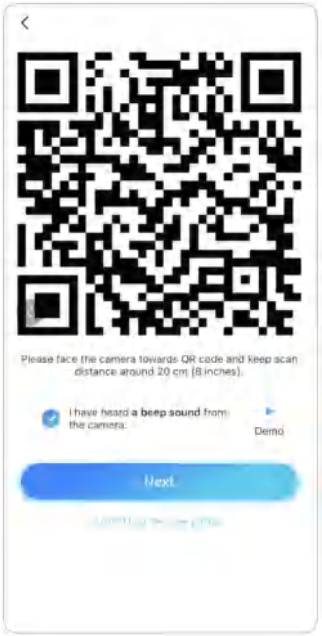
6. A QR code will be generated and displayed on your phone. Please place the QR code on your phone in front of the camera's lens at a distance of about 20 cm (8 inches) and let the camera scan the QR code. After the QR code is scanned successfully, tick "I have heard a beep sound from the camera" or "I have heard the voice prompt" and tap **Next**.

Notes:

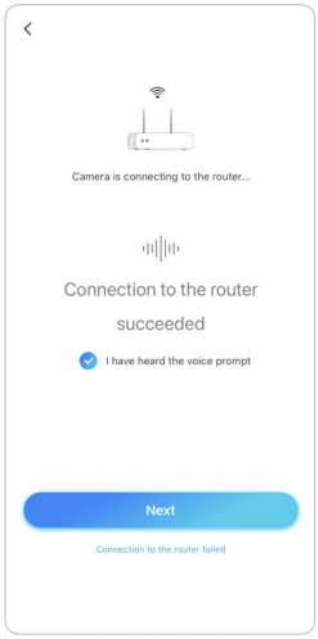
1. Please rip off the protection film of the camera's lens.

2. You may double tap on the QR code to enlarge it.

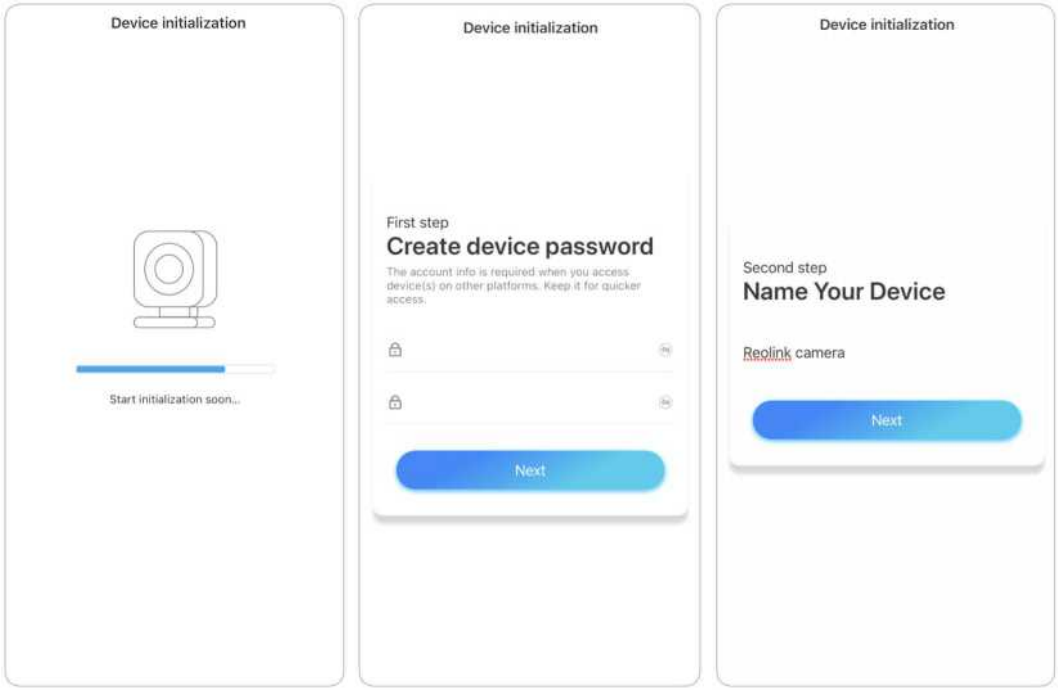




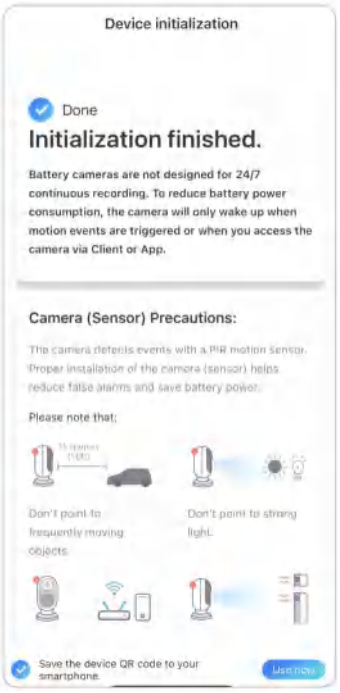
7. After the beep sound, the camera will try to connect to the router, please wait for 60 seconds.



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.



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

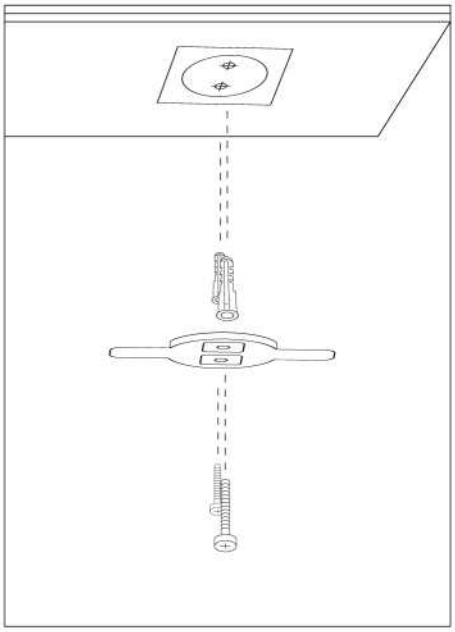


Once the initial setup is completed, you may choose a good position to mount your camera.

Install the Camera

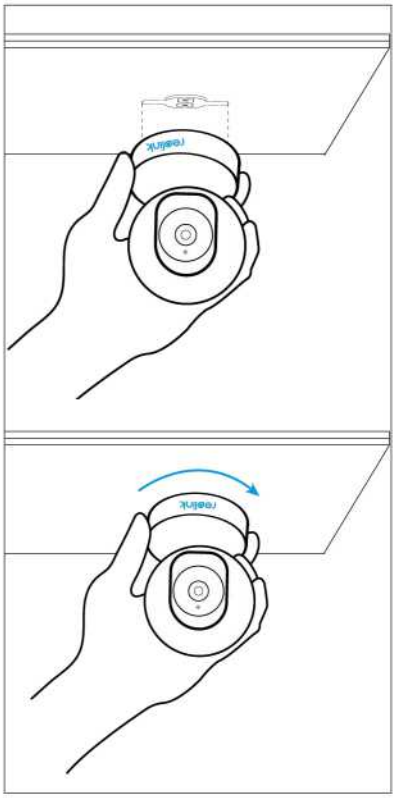
Mount E1/E1 Pro/E1 Zoom

Step 1 Drill two holes on the wall according to the mounting hole template.



Step 2 Insert the two plastic anchors into the holes.

Step 4 Align the camera with the bracket and turn the camera unit clockwise to lock it in position.



NOTES:

1. To remove it from the wall, turn the camera anticlockwise.

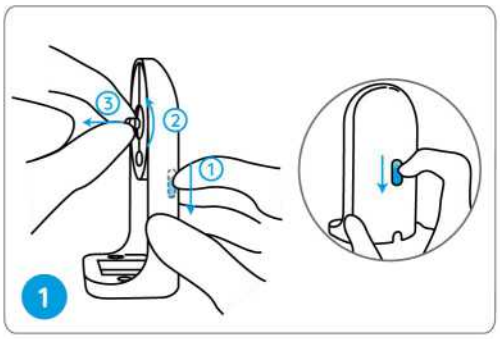
2. In case your camera is mounted

Mount E1 Outdoor

Mount the camera to the wall

For outdoor use, E1 Outdoor must be installed upside down for better waterproof performance.

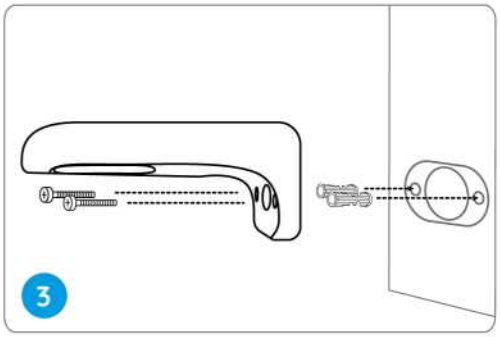
Pull the button of the security mount and unscrew the bracket to separate the two



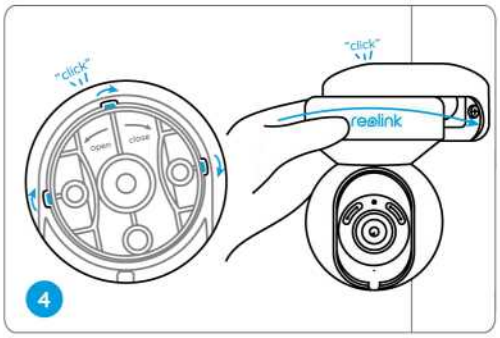
Screw the bracket to the bottom of the camera.



Drill holes in accordance with the mounting template and screw the security mount to



Choose a proper direction of the camera and then align the bracket to the security mount

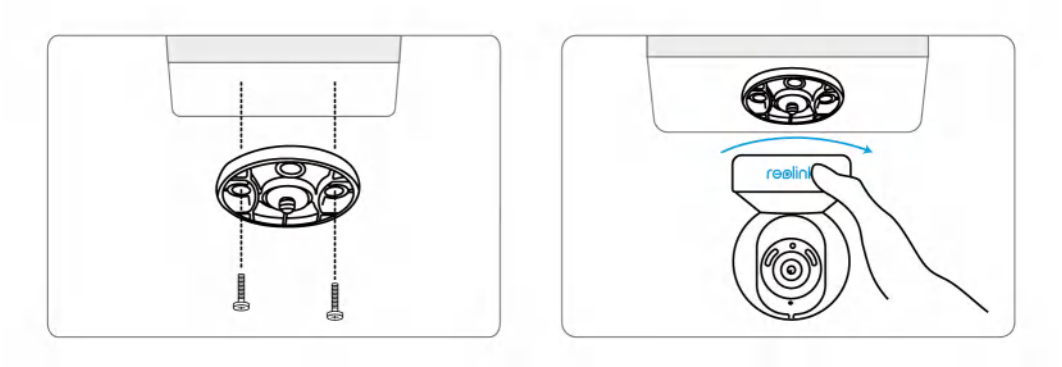


NOTE: Use the drywall anchors included in the package if needed.

Mount the camera to the ceiling

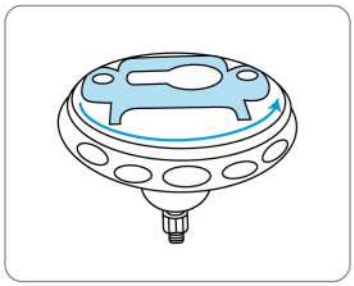
Pull the button of the security mount and unscrew the ceiling bracket from the

mount.

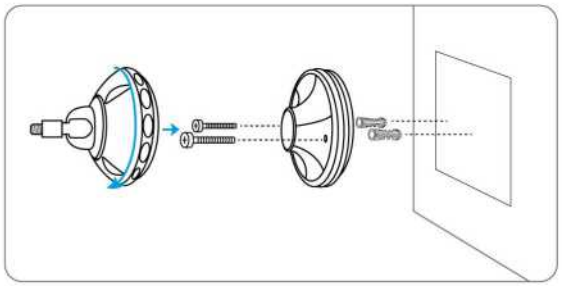


Install the bracket to the ceiling. Align the camera with the bracket and turn the camera unit clockwise to lock it in position.

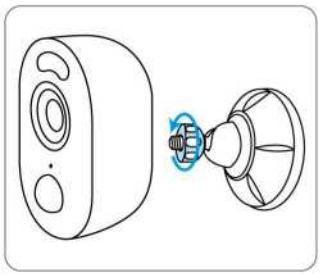
Mount Reolink Lumus



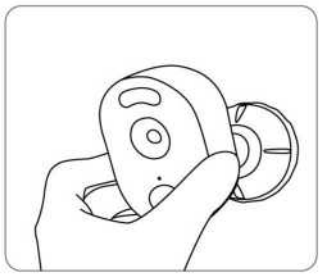
Rotate to separate parts



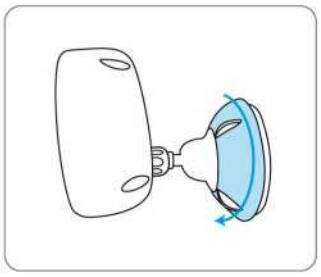
Drill holes in accordance with the mounting hole template and screw the



Fasten the camera to the bracket by turning the screw identified in



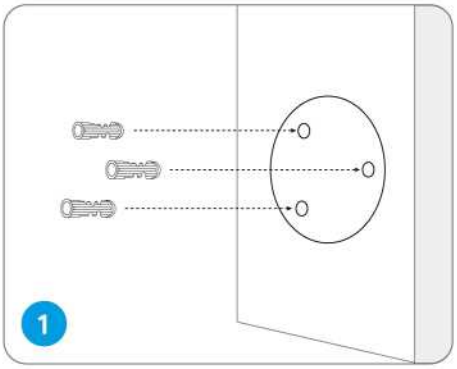
Adjust the camera angle to get the best field of view.



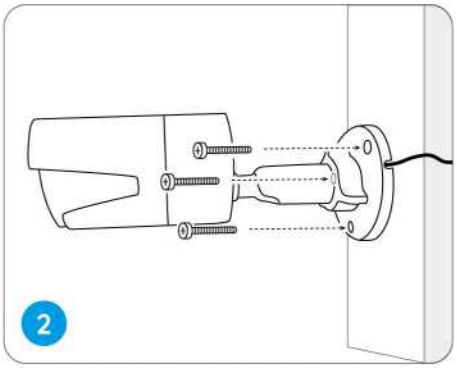
Secure the camera by turning the part on the bracket identified in the

Mount Bullet Cameras

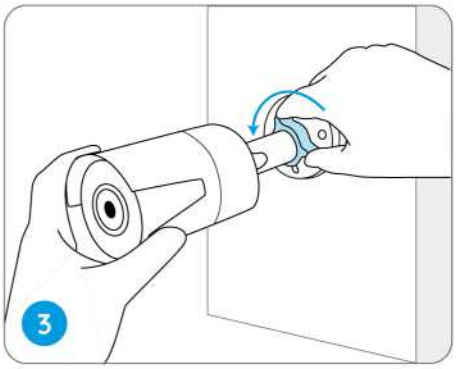
Drill holes in accordance with the mounting hole template.



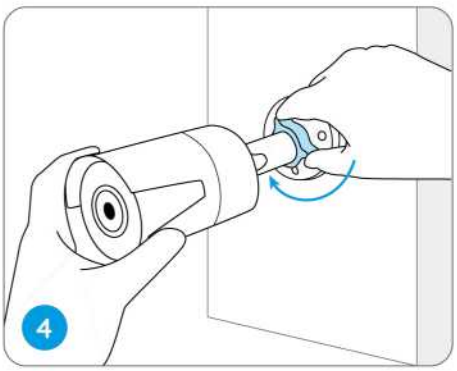
Install the mount base with the mounting screws included in the package.



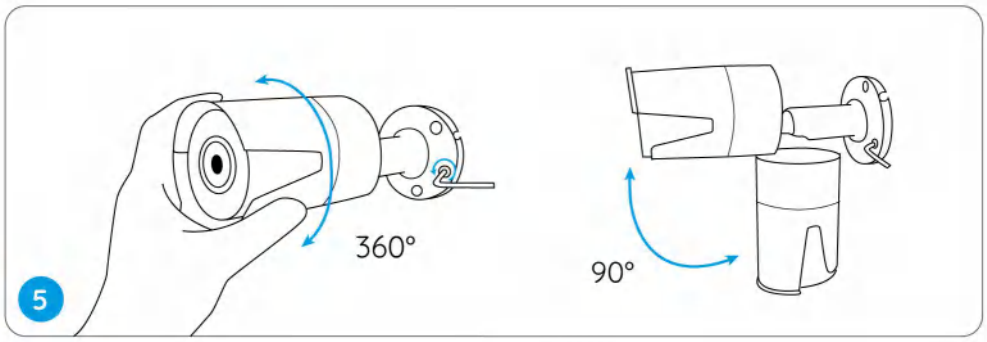
To get the best field of view, loosen the adjustment knob on security mount and turn



Stiffen the adjustment knob to lock the camera.

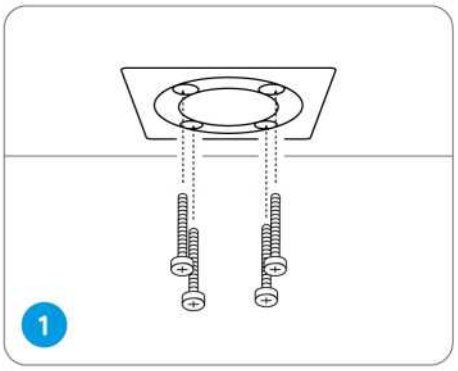


NOTE: If your camera has another mount without the adjusting knob, please loosen the adjusting screw with the provided hex key and turn the camera as shown below to adjust the angle.

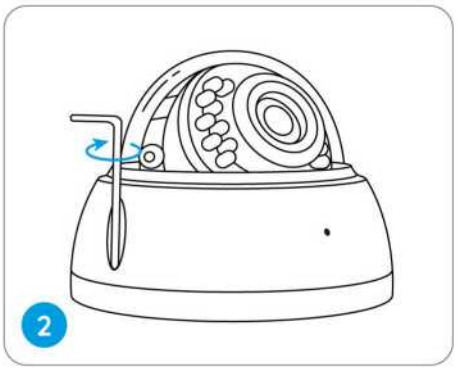


Mount Dome Cameras

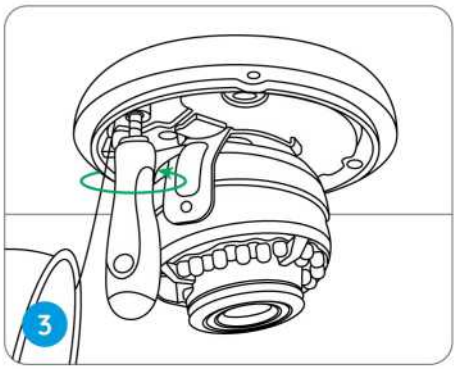
Put the mounting template on the ceiling and drill holes at the indicated locations.



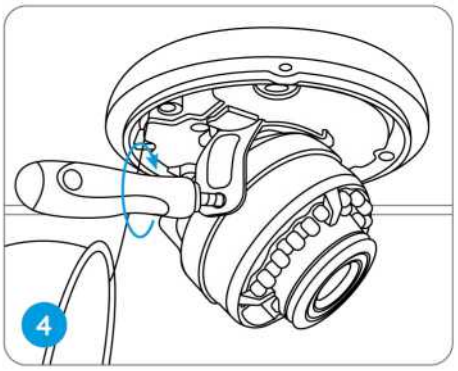
Screw the dome cover off with the mounting wrench.



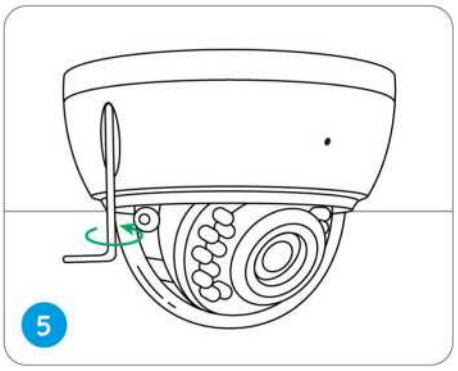
Screw the camera to the ceiling.



Loosen the two screws on both sides of the camera and adjust the camera viewing angle.



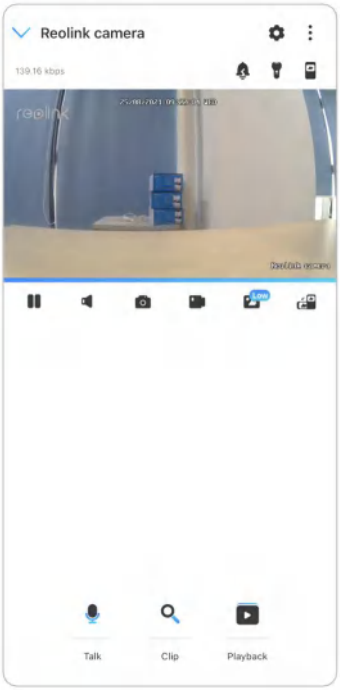
Tighten the screws and screw the cover back to the camera.



NOTE: The installation method takes the PoE camera as an example and also

3. View Your Camera

Live View

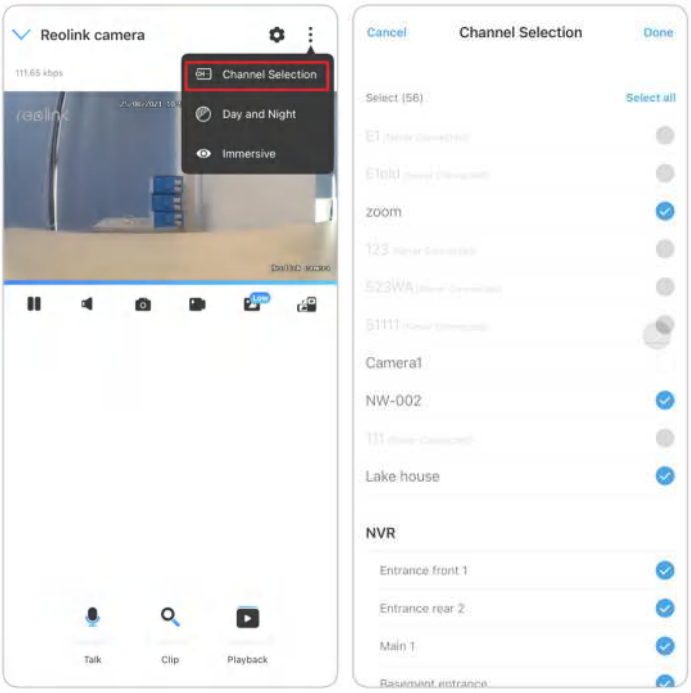


Icon	Meaning		
	Settings: Provide access to a camera's settings such as system information, detection alarm and camera recording.		
	More options of live view: Channel Selection, Day and Night, Immersive.		
	Siren: Trigger audio alarm.		
	Spotlight (only for cameras with built-in spotlight)		Turn on the spotlight
	Multiple views		

	Display		Pause
	Audio		Enable audio
	Manually capture		
	Manually record		Manually 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.		
	PTZ: Pan,tilt and zoom.		
	Playback: Reply the recordings saved to the SD card.		

Channel Selection

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



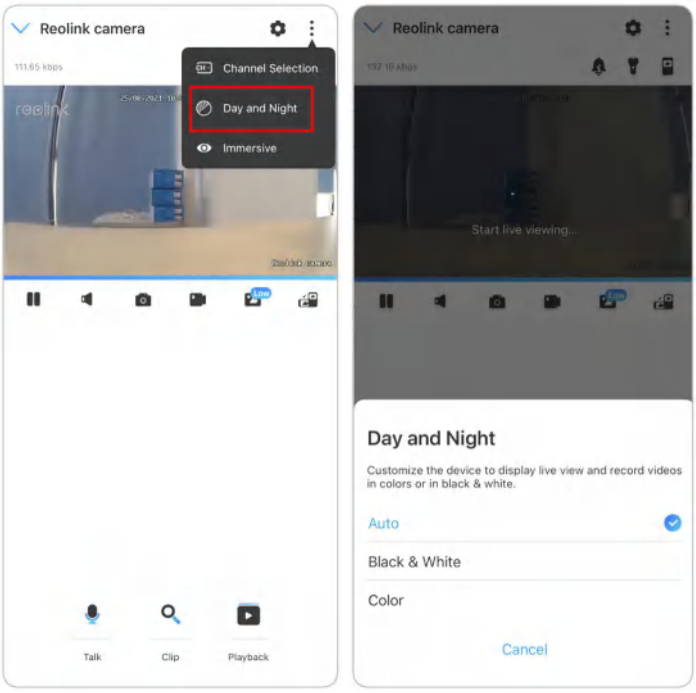
Day and Night

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.

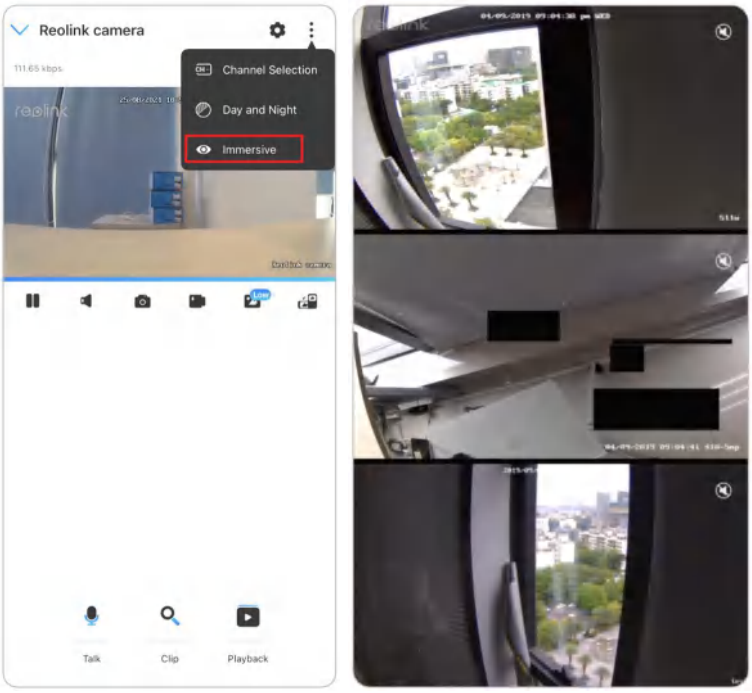


Use Immersive Mode

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.

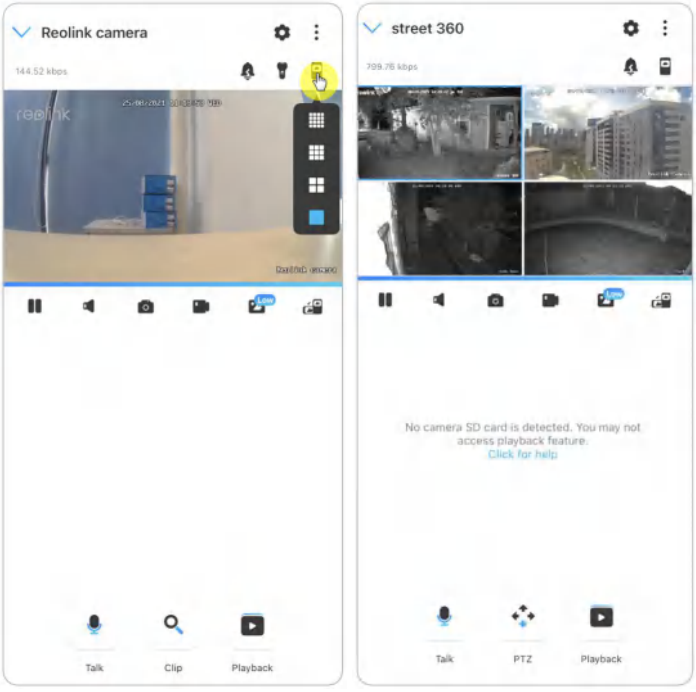
Note:

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



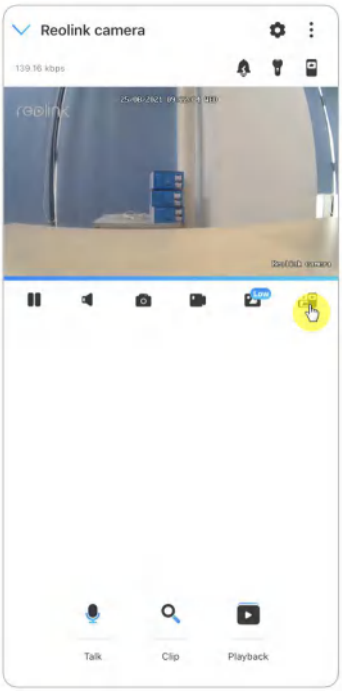
Multiple Views

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

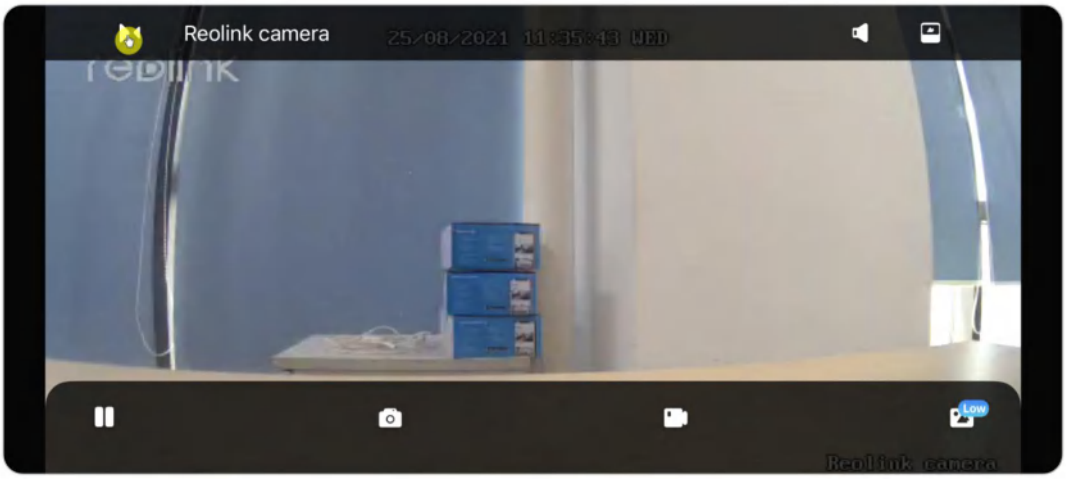


Full-Screen View

Tap icon to enter into the full-screen mode.



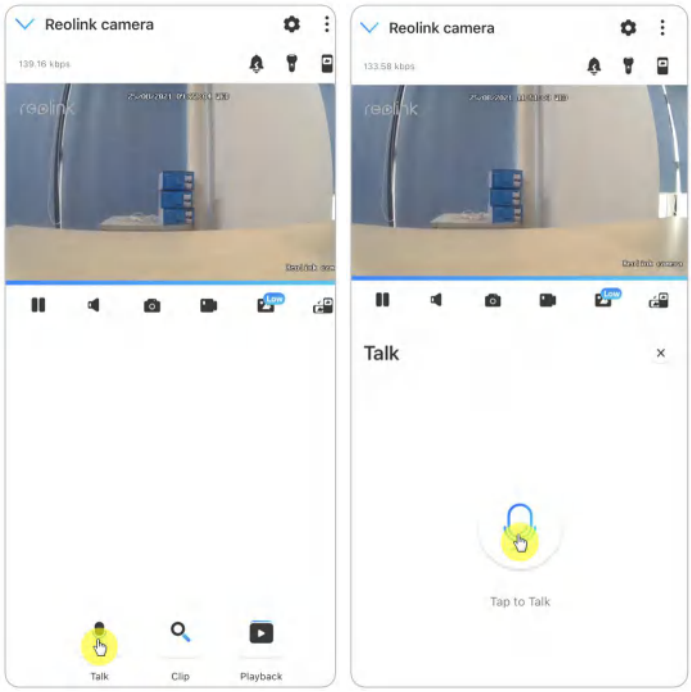
Tap to exit the full screen.



Two-way Audio

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

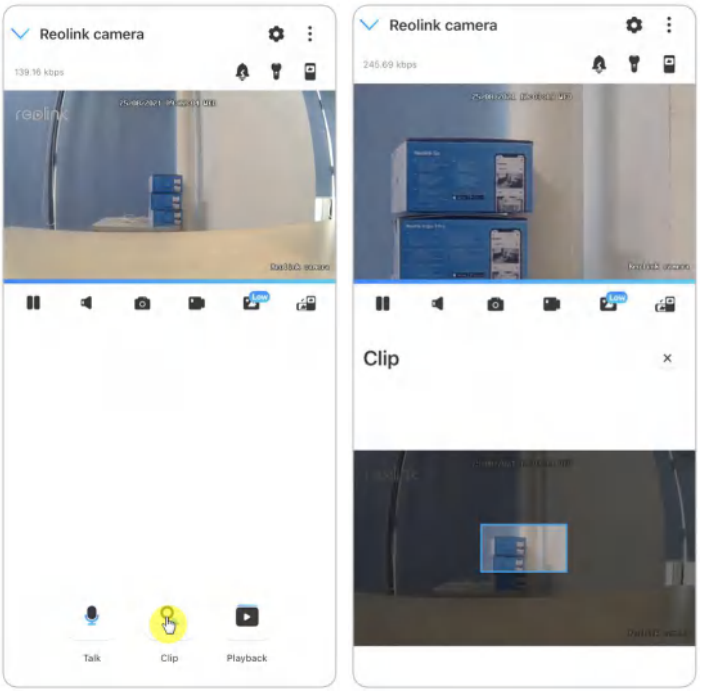
2. Tap to talk.



Clip

1. Tap to enter into the clip page;

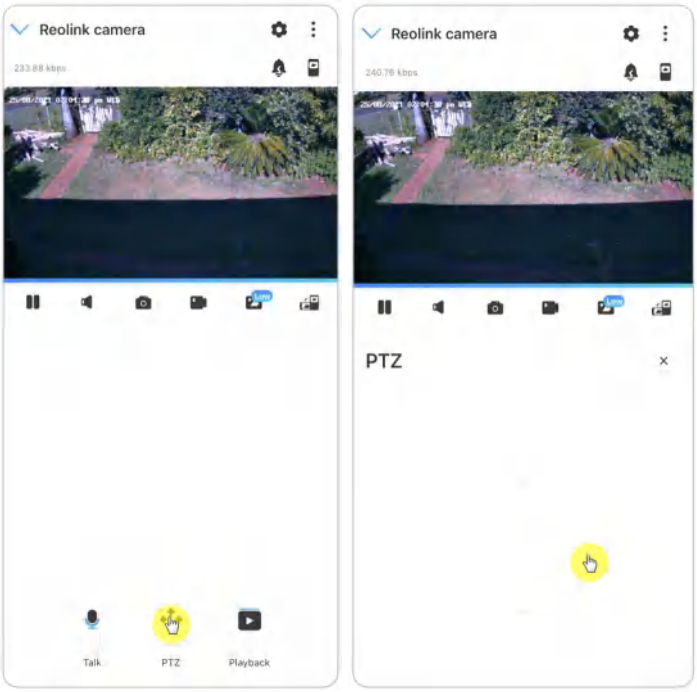
2. Drag the rectangle to the position you want to see.


Reolink camera
Talk
Clip
Playback
Reolink camera
Clip

PTZ

1. Tap to enter into the PTZ page;

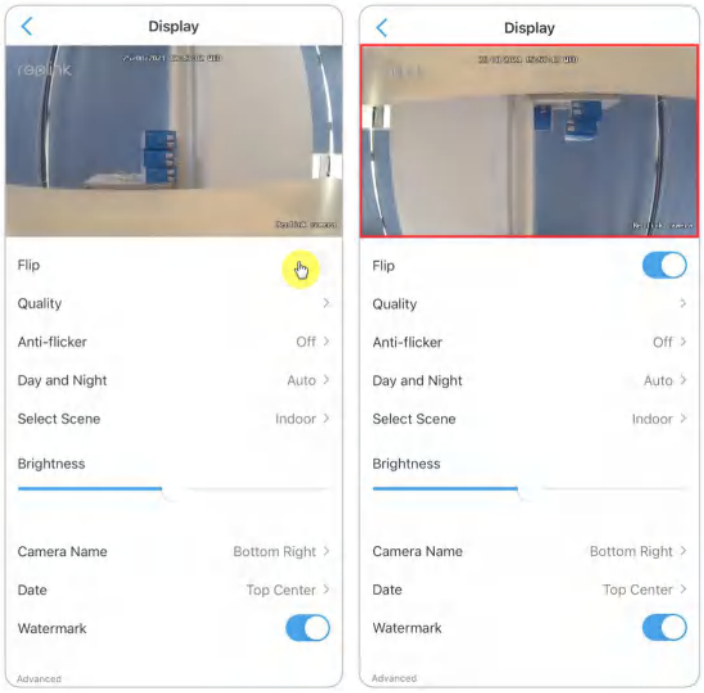
2. Choose the direction you want the camera to pan and tilt.



Display Settings

Flip

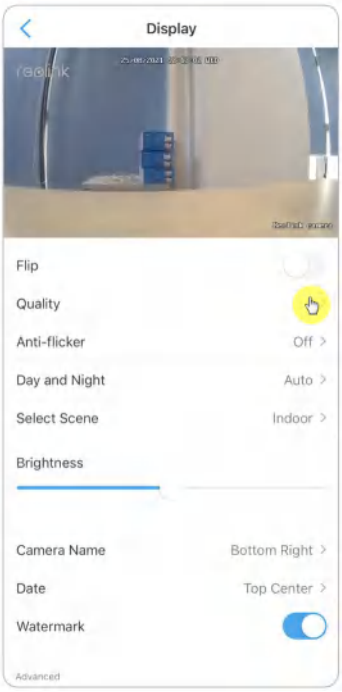
Tap , then the image will be turned upside down.

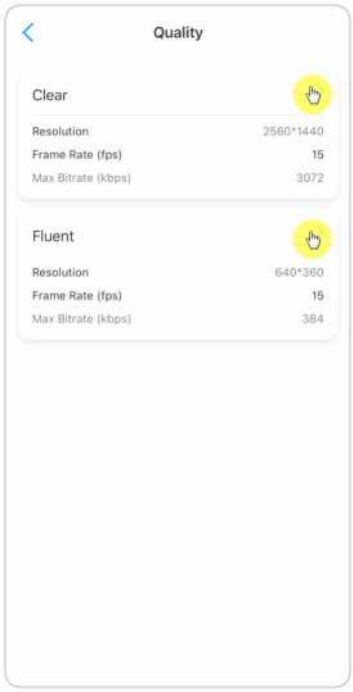

Display
Flip
Quality
Anti-flicker
Off
Day and Night
Auto
Select Scene
Indoor
Brightness
Camera Name
Bottom Right
Date
Top Center
Watermark
Advanced
Display
Flip
Quality
Anti-flicker
Off
Day and Night
Auto
Select Scene
Indoor
Brightness
Camera Name
Bottom Right
Date
Top Center
Watermark
Advanced

Quality

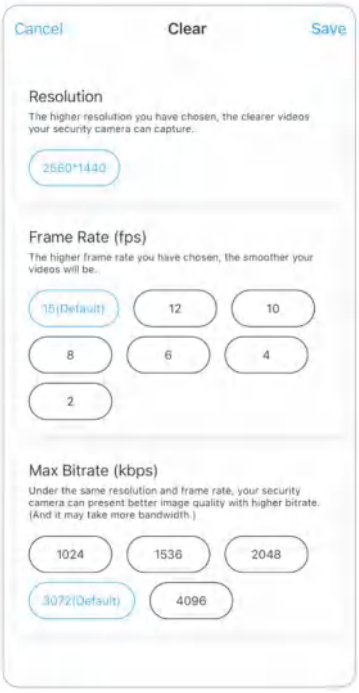
1. Tap **Quality** to enter into the **Quality** page;

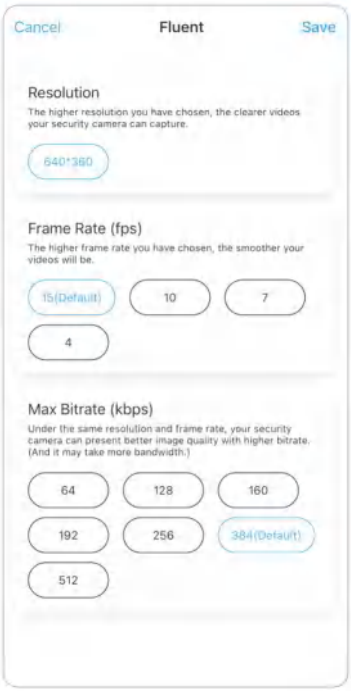
2. Tap **Clear** mode or **Fluent** mode to enter into the settings page for **Clear** mode or **Fluent** mode;





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


Cancel
Clear
Save
Resolution
The higher resolution you have chosen, the clearer videos your security camera can capture.
2560*1440
Frame Rate (fps)
The higher frame rate you have chosen, the smoother your videos will be.
15(Default)
12
10
8
6
4
2
Max Bitrate (kbps)
Under the same resolution and frame rate, your security camera can present better image quality with higher bitrate. (And it may take more bandwidth.)
1024
1536
2048
3072(Default)
4096


Cancel
Fluent
Save
Resolution
The higher resolution you have chosen, the clearer videos your security camera can capture.
640*360
Frame Rate (fps)
The higher frame rate you have chosen, the smoother your videos will be.
15(Default)
10
7
4
Max Bitrate (kbps)
Under the same resolution and frame rate, your security camera can present better image quality with higher bitrate. (And it may take more bandwidth.)
64
128
160
192
256
384(Default)
512

Anti-flicker

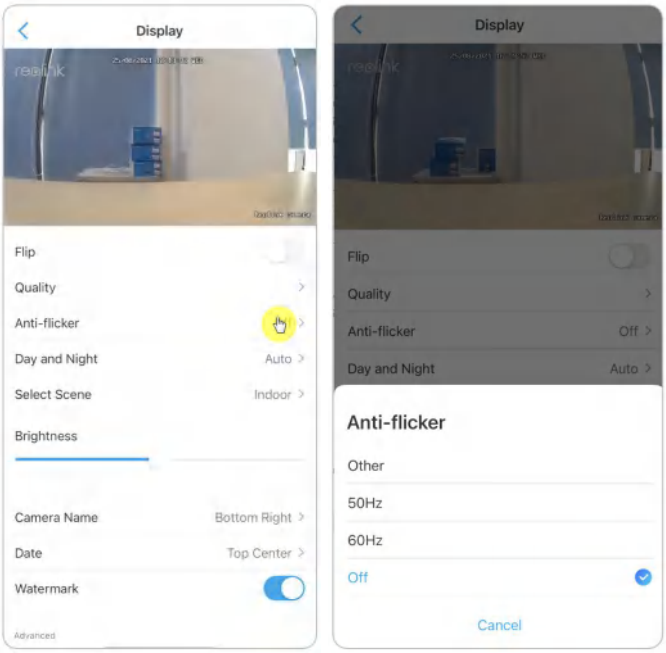
Use this feature if some devices such as TV screens and lights are flickering.

- 50Hz: Used for Australia and the UK.

- 60Hz: Used for the USA and Canada.

1. Tap **Anti-flicker**.

2. Choose the option from **Other**, **50Hz**, **60Hz** or **Off**.

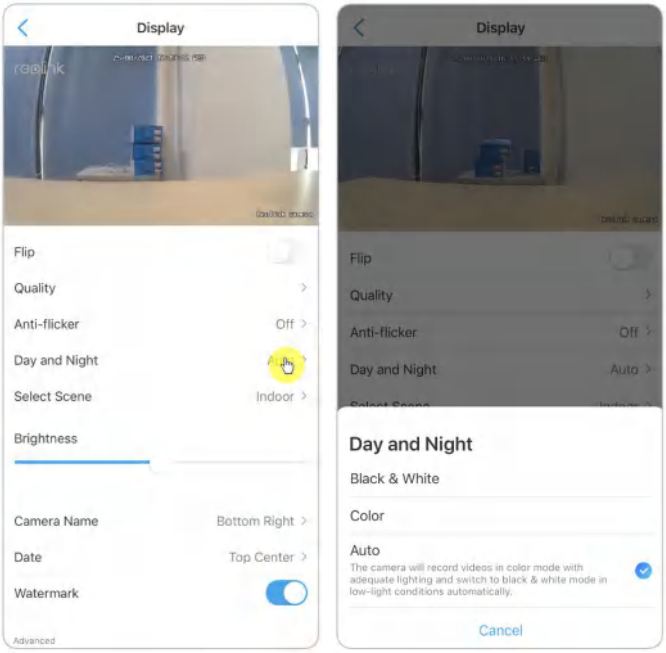


Day and Night

Tap **Day and Night** to enter into the settings page.

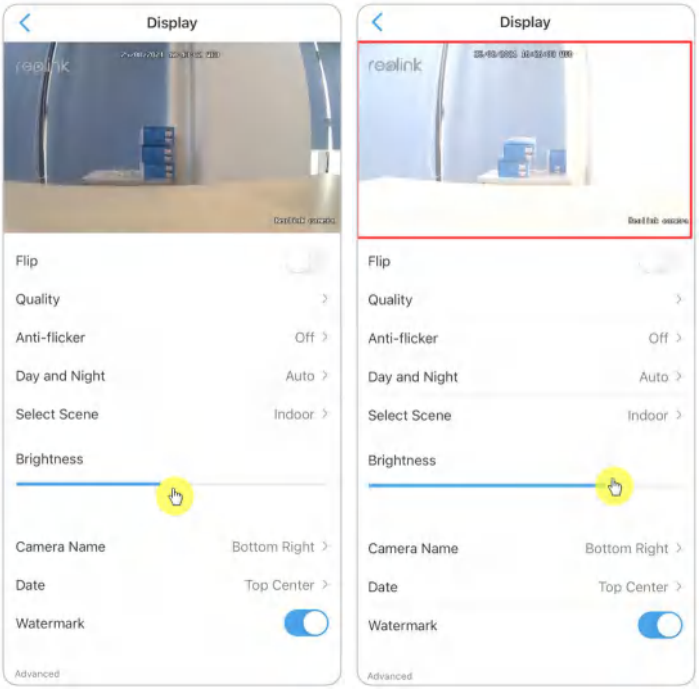
Note:

It is the same as the settings on the **Live View** part.



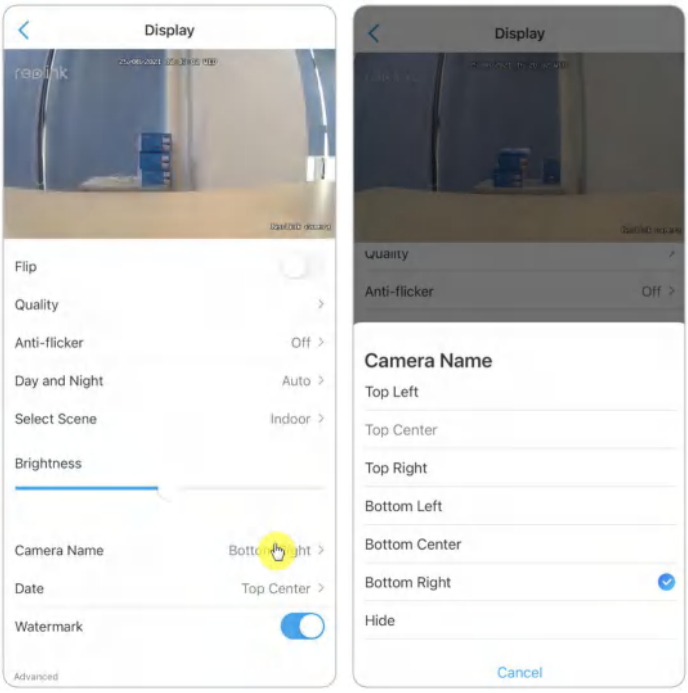
Brightness

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



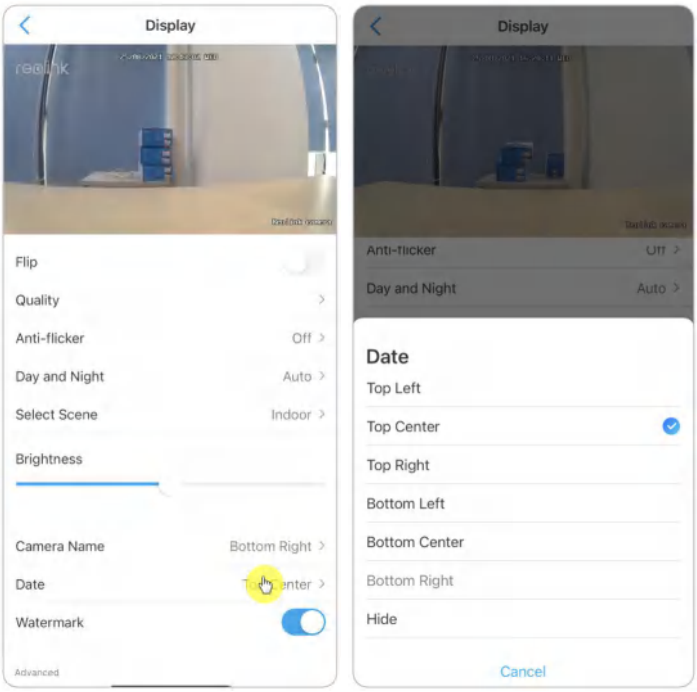
Camera Name

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


Display
Flip
Quality
Anti-flicker
Off
Day and Night
Auto
Select Scene
Indoor
Brightness
Camera Name
Date
Top Center
Watermark
Advanced
Display
Anti-flicker
Off
Camera Name
Top Left
Top Center
Top Right
Bottom Left
Bottom Center
Bottom Right
Hide
Cancel

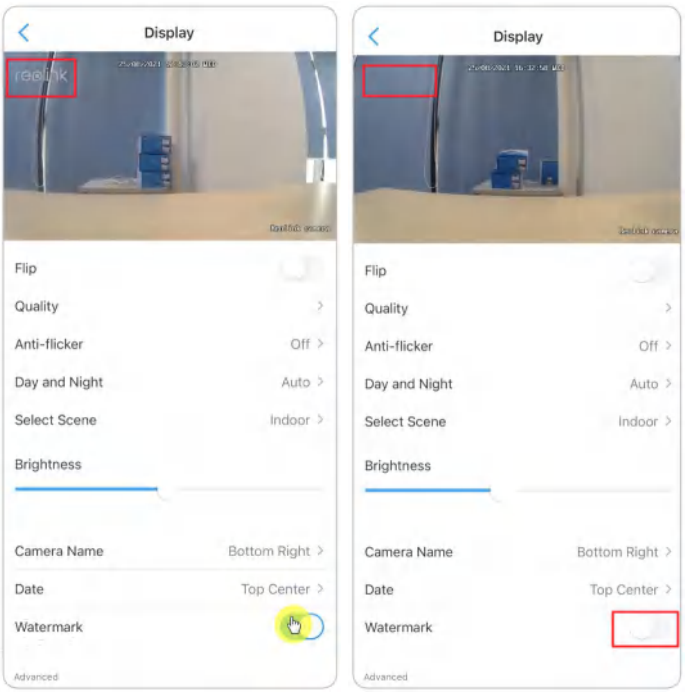
Date

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



Watermark

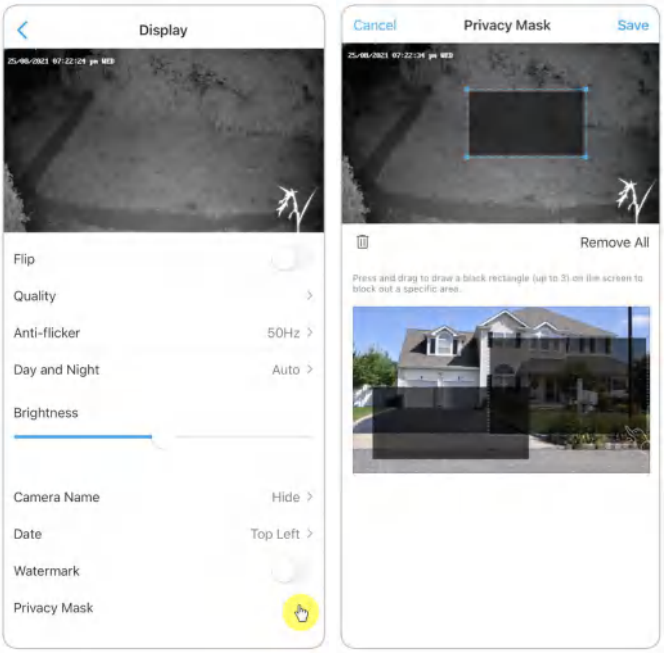
Tap  to disable the watermark shown on the screen.



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.

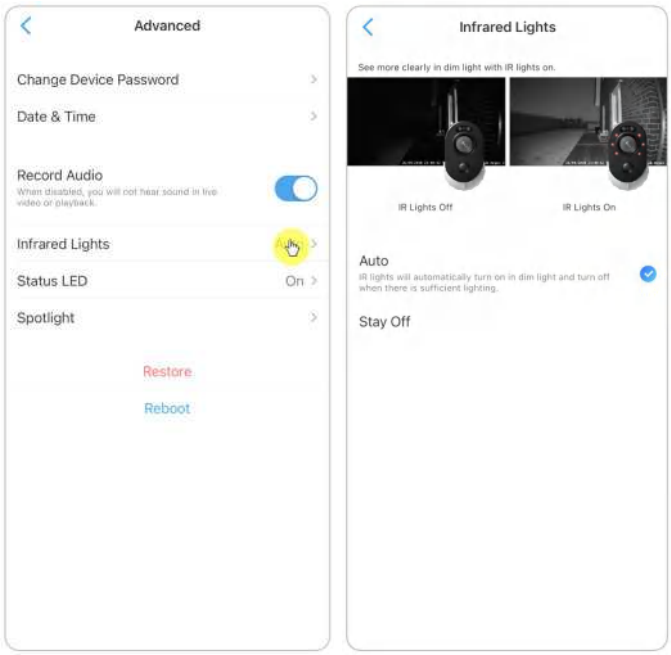
Press and drag to draw a black rectangle (up to 3 rectangles) on the screen to block out a specific area.



Lights and LED

Infrared Lights

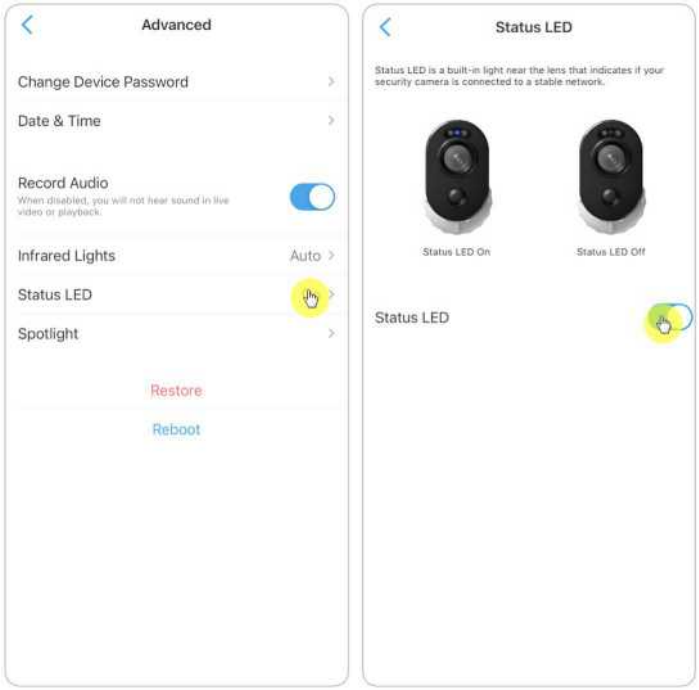
By default, the infrared lights on the cameras are set to **Auto**. They will be automatically turned on in dim environment. If there is enough illumination, you may choose to turn off the lights.



Status LED

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

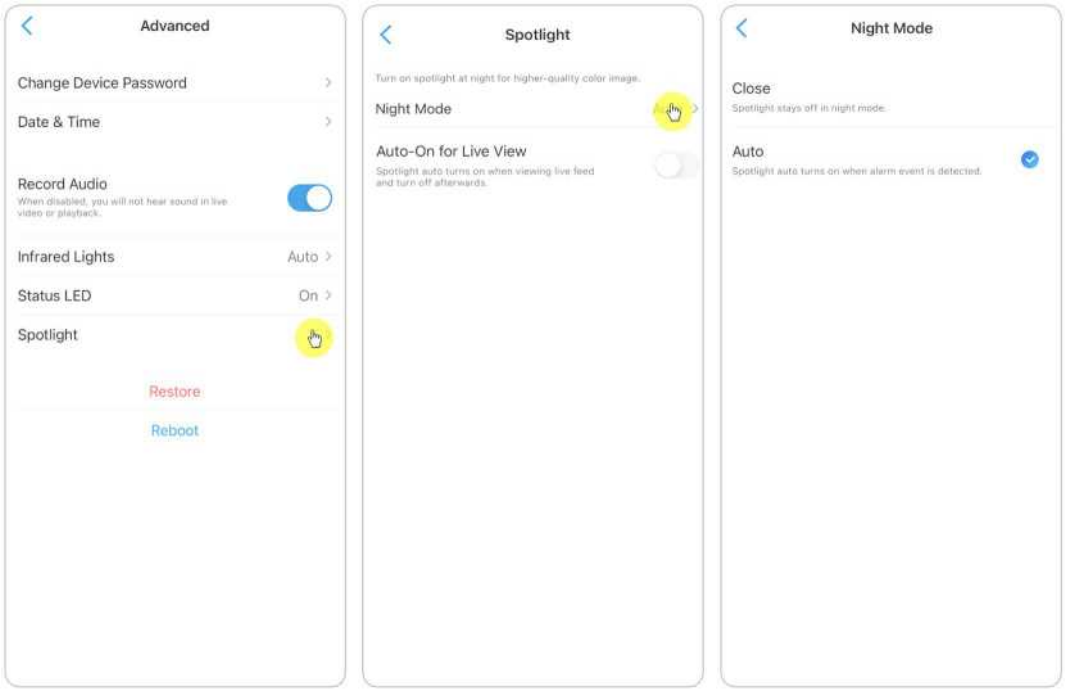
Go to camera's **Settings** > **Advanced** > **Status LED**, tap to turn it off.



Spotlight

For cameras that have a built-in spotlight, when an alarm event is detected, the spotlight will be automatically turned on. And the spotlight can also add light sources to produce full-color images.

By default, the **Night Mode** is set as **Auto**.



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



4. Alarm and Detection

Set up Motion Detection

About Motion Detection

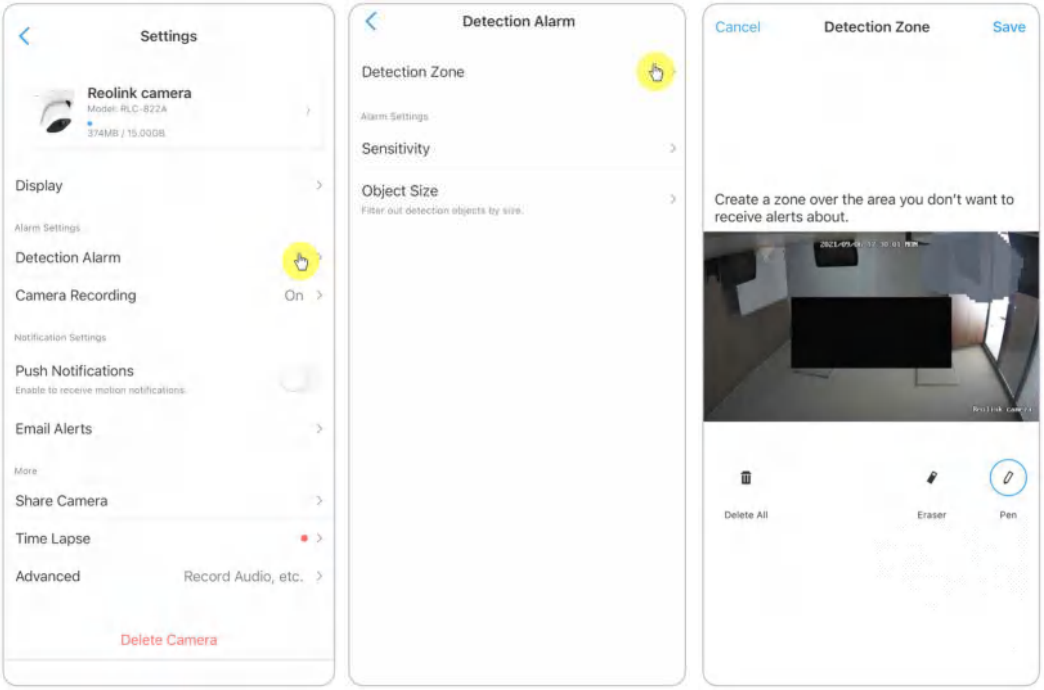
Reolink WiFi camera determines whether each macroblock has moved by dividing the grid. When the number of moved blocks reaches a certain proportion of the number of armed blocks, the alarm will start.

The working principle of motion detection is that camera will judge it as motion when differences in 2 frames reach 0.5%-10% (customize by adjusting motion sensitivity) of the image. When the picture changes, the number calculated and compared will exceed the threshold and instruct the system to automatically make corresponding process.

For Reolink Lumus, it also has a PIR sensor that works together with the motion detection. And for models such as RLC-510WA, RLC-511W, RLC-511WA, RLC-523WA, RLC-542WA and Reolink Duo WiFi, they also support human detection and vehicle detection.

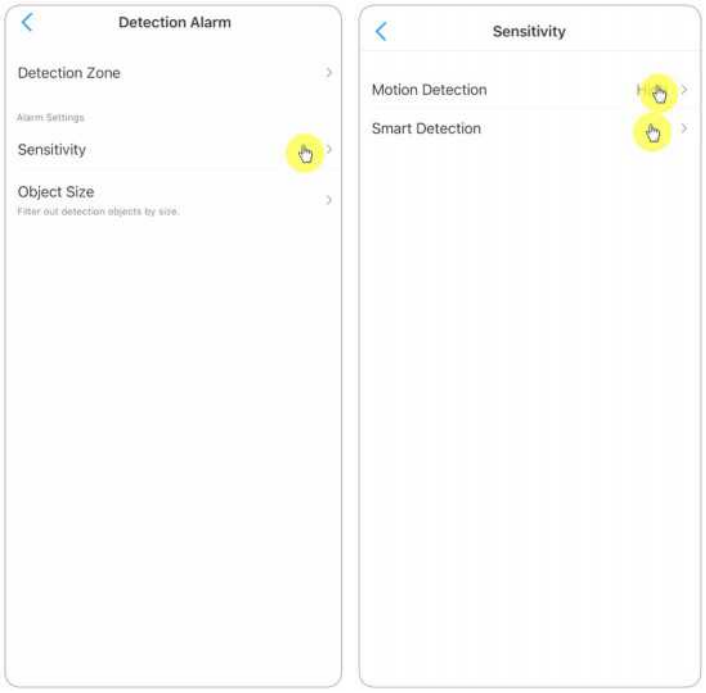
Set up Detection Zone

Go to camera **Settings** > **Detection Alarm** > **Detection Zone**. Here create a zone over the area you don't want to receive alerts about. After done, click **Save** to save the detection zone settings.



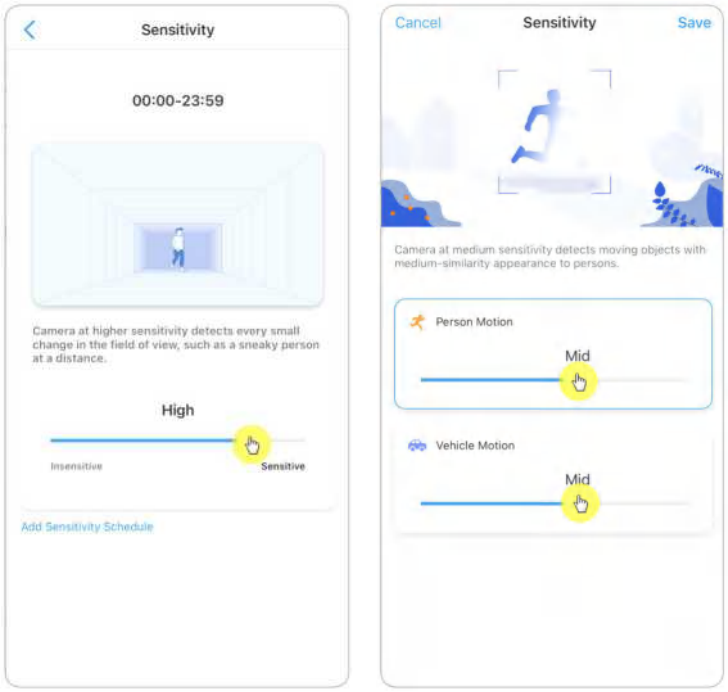
Set up Sensitivity

Go to camera **Settings** > **Detection Alarm** > **Sensitivity**. The sensitivity can be set for motion detection and smart detection. The **Smart Detection** is only availability for cameras with human/vehicle detection.



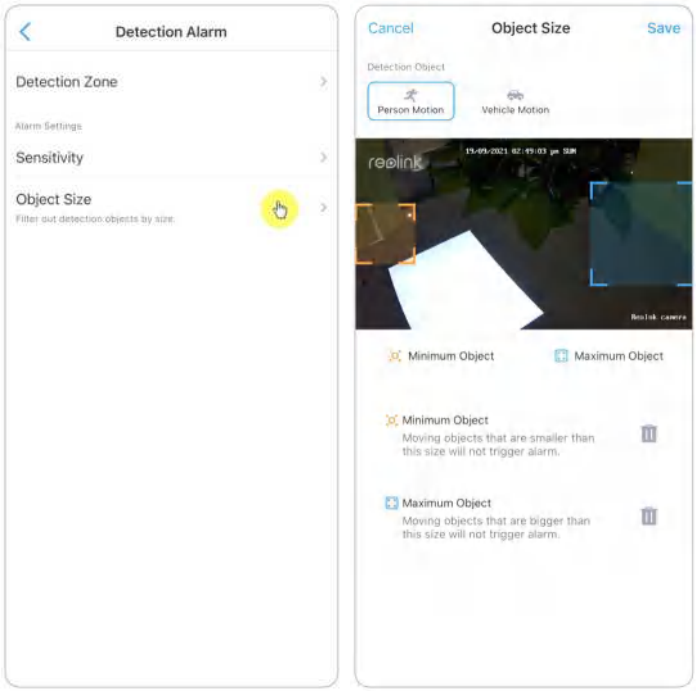
Drag the bar to adjust the sensitivity from low, mid to high.

For the sensitivity of motion detection, you can also add a sensitivity schedule to set up diffident sensitivity level for different hours.



Set up Object Size

For cameras with human/vehicle detection, you can set the minimum object size and the maximum object size. Moving objects that are smaller or bigger than the size will not trigger alarm.



Set up Motion Alerts

Push Notification

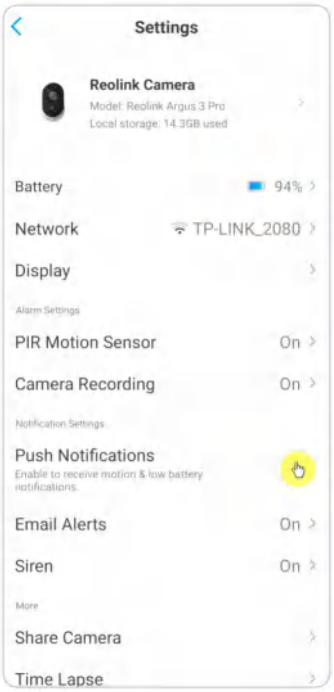
When the camera detects a motion, it will send a push notification, which pops up on your mobile phone.

Set up Push Notification

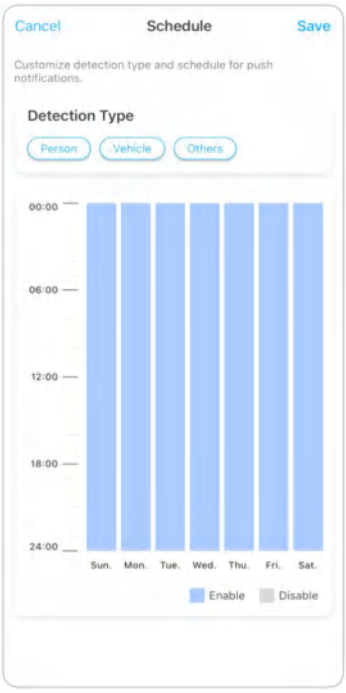
1. Tap on .



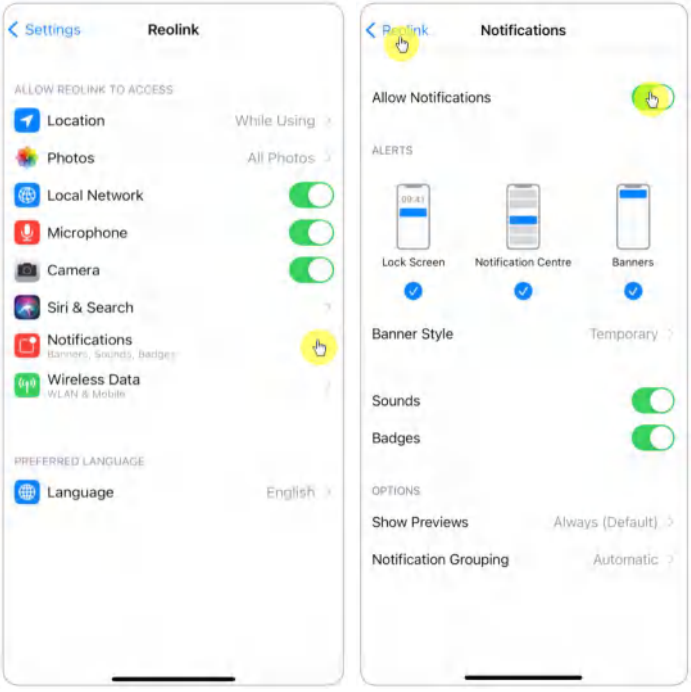
2. Tap on **Push Notifications** to enable this function.



3. Set a push **Schedule** if you need. For cameras with human/vehicle detection, 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.

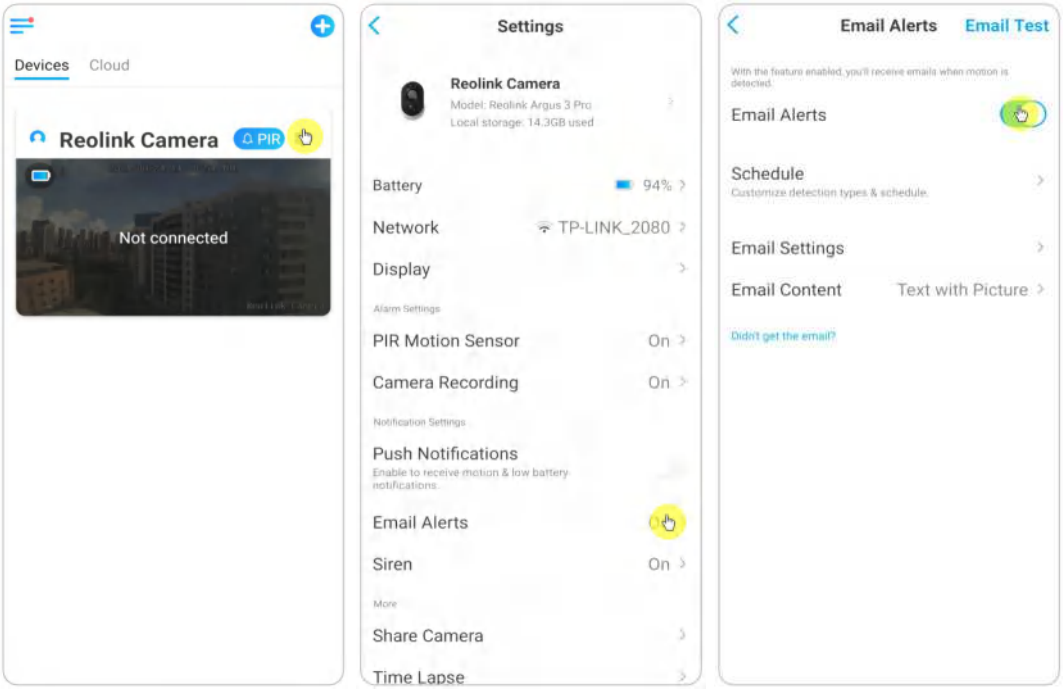


Alarm Email

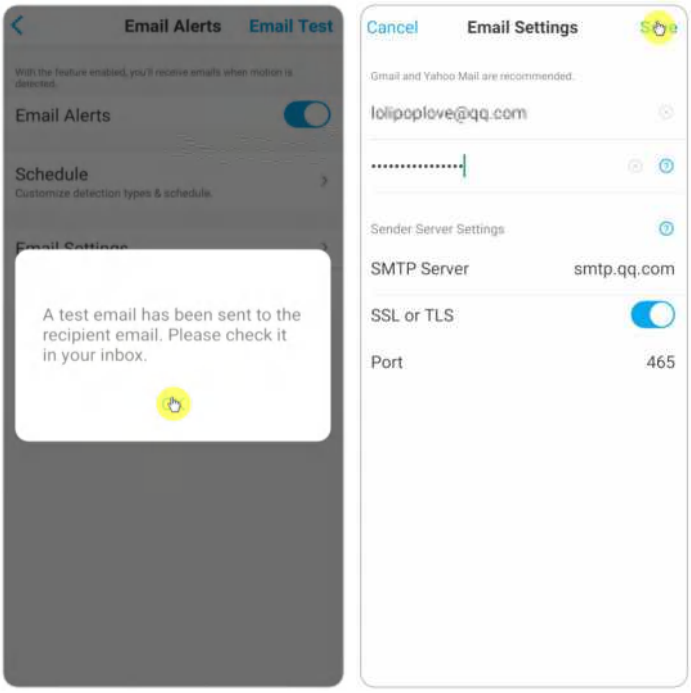
When the camera detects a motion, it will send an alarm email with plain texts or the camera's live image.

Set up Alarm Email

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

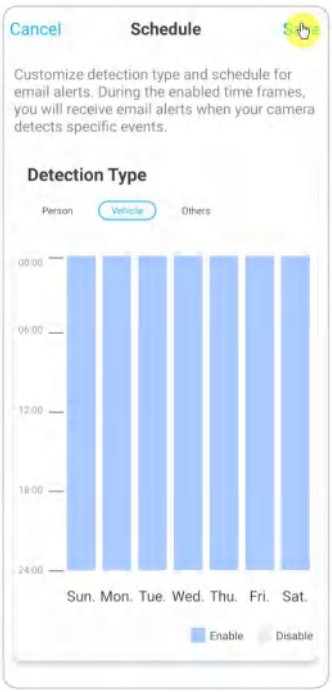


2. Tap **Set up Now** to enter **Email Settings**, and enter the **Email address** and **Email password**, **SMTP server** and **port**. Then tap on **Save**.

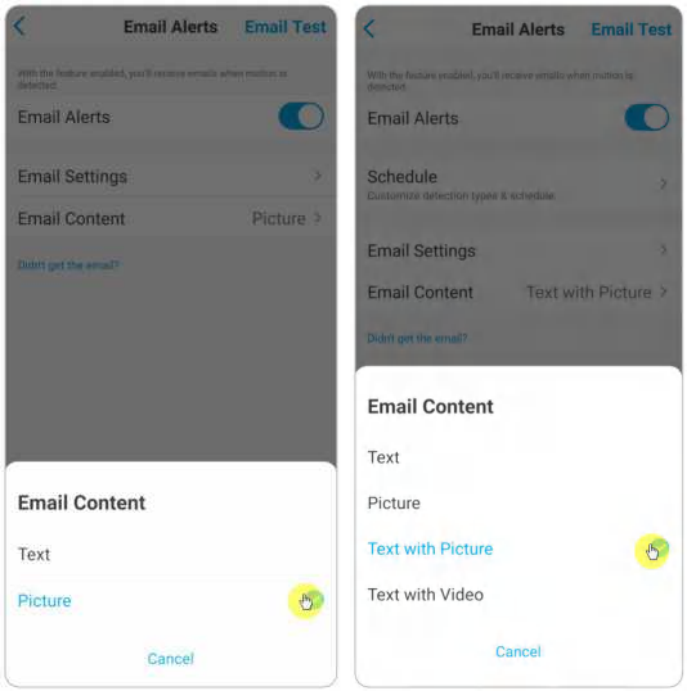


3. Tap **Schedule** to set up a schedule when you'd like to receive the email alerts, and tap **Save**.

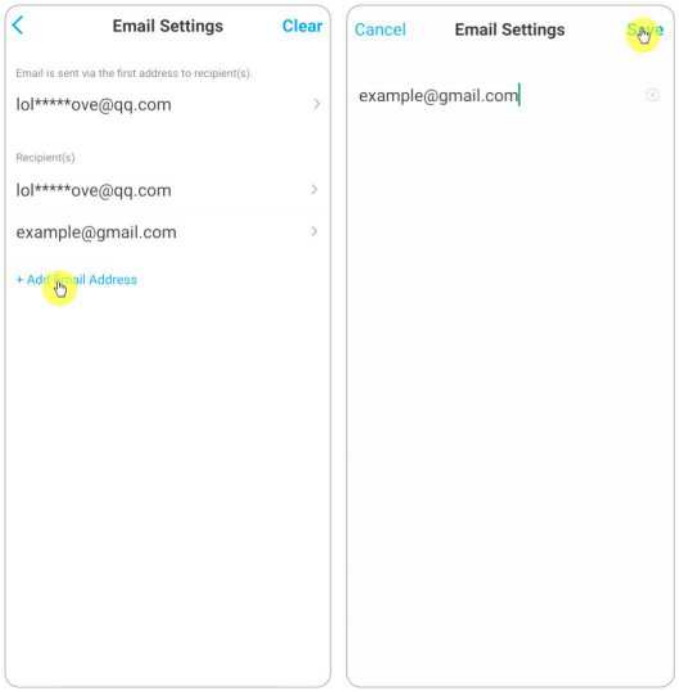
For cameras with human/vehicle detection, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



4. Tap **Email Content** to choose for the camera to send email with **Text**, **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**.

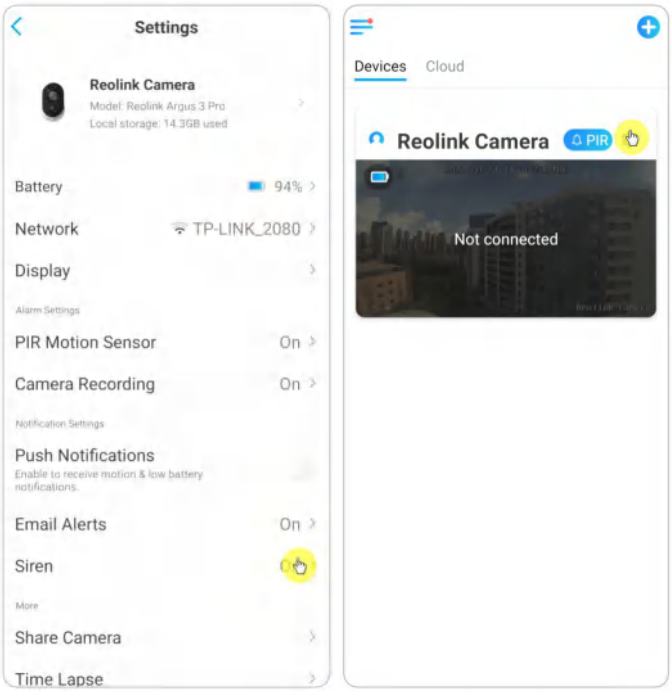


Alarm Siren

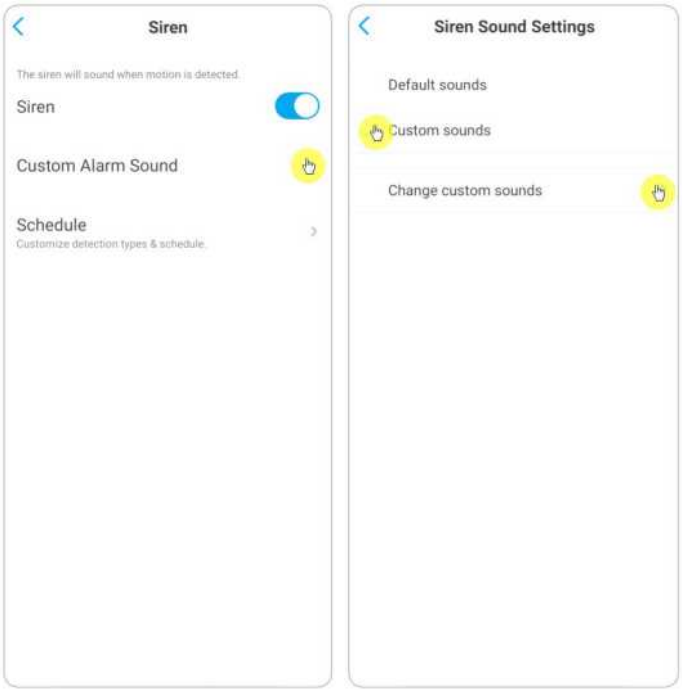
For cameras that support siren, you can set up the camera siren to make an alert sound when a motion is detected.

Set up Siren

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

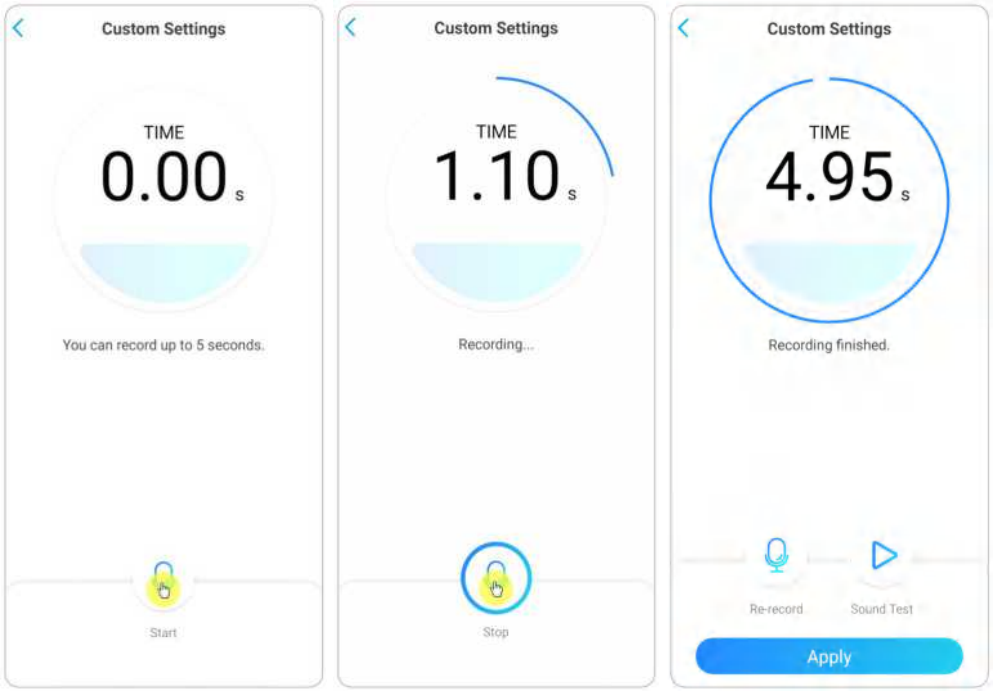


2. Tap on **Custom Alarm Sound**, if you want to use a custom sound. Tap **Custom sounds**, then tap **Change custom sounds** to record an up-to-5-second sound.



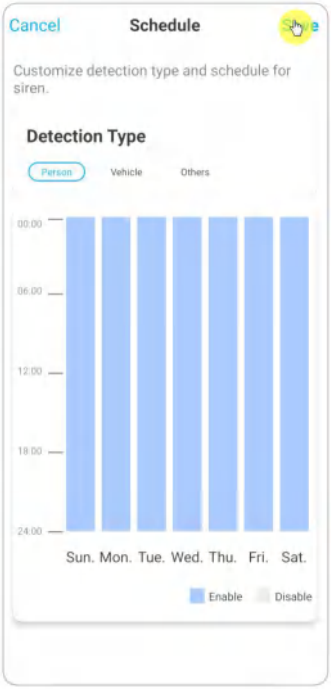
3. Tap **Start** to start recording or tap **Stop** to stop recording. Tap on **Sound Test**

to test the recorded sound or tap **Re-record** to record again till you're satisfied. Then tap **Apply** to save the changes.



4. Tap **Schedule** to set up a schedule when you want the siren to work, then tap **Save**.

For cameras with human/vehicle detection, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.

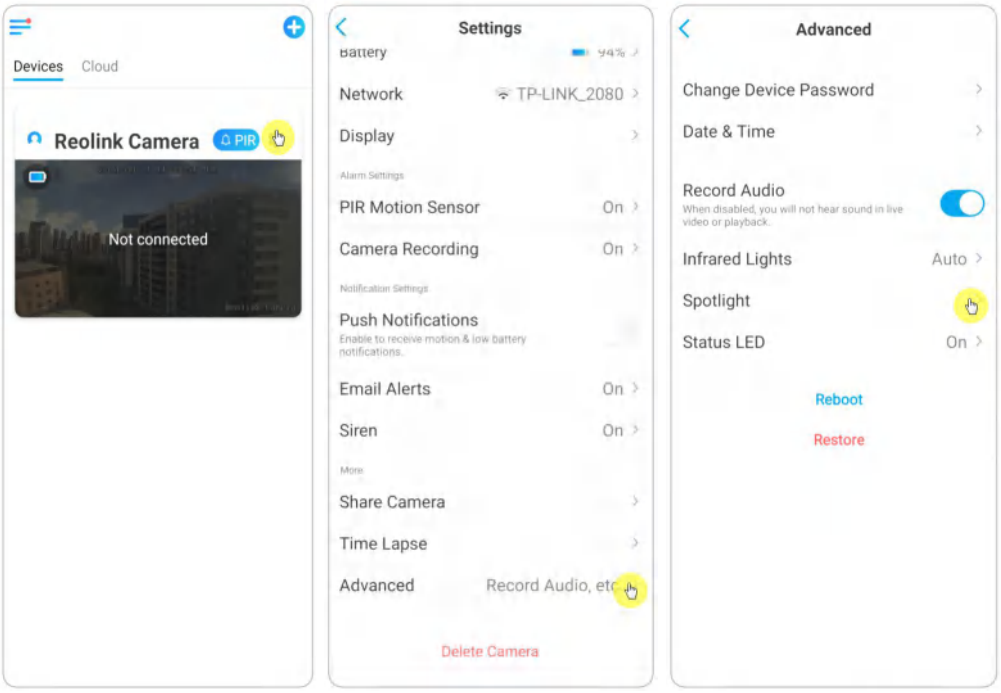


Alarm Spotlight

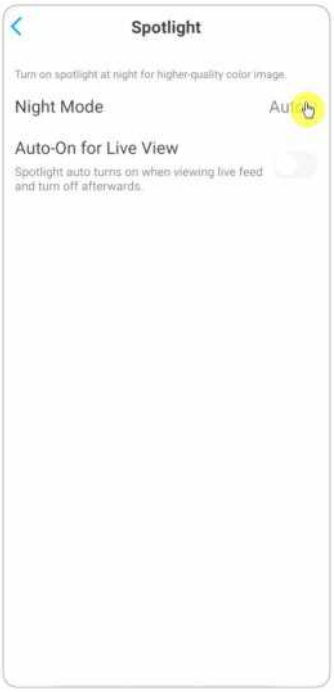
For cameras with built-in spotlights, the spotlight can automatically turn on at night when a motion is detected.

Set up 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 spotlight.



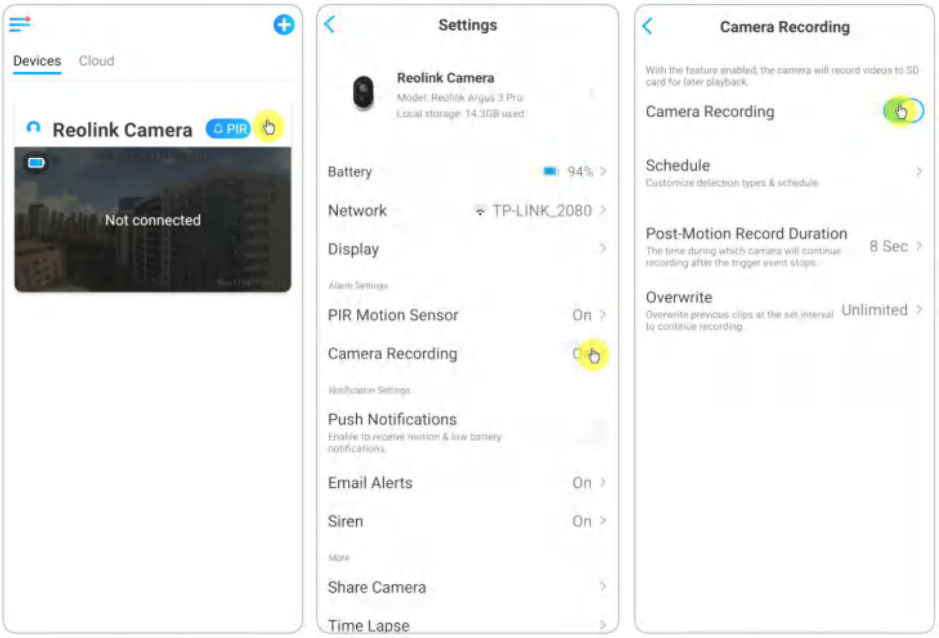
Set up Motion Recording

When the camera detects a motion, it can record and save motion recordings to the

SD card automatically. You need to install an SD card to the camera, refer to the part of SD Card Storage in Chapter 7 for choosing the correct SD card and learn how to insert the SD card.

Set up Motion Recording

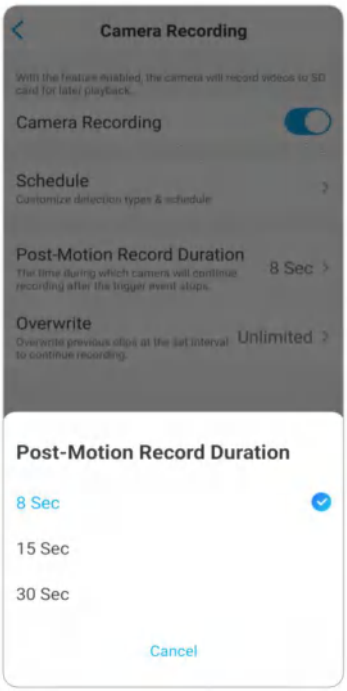
1. Tap on . Then tap on **Camera Recording**, tap again to enable it.



2. Tap **Schedule** to set up a schedule when you want the camera to save motion recordings, then tap **Save**. For cameras with human/vehicle detection, you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



3. Tap **Post-Motion Record Duration** to set up the motion recording length, here you can choose a desired length.



Tips for Reducing False Alarms

For motion detection cameras, the factors like moving trees, cloud, sunlight and shadow, rain and snow, external light changes and so on, will all trigger the false alarms. It's better to mount cameras in locations where avoid these factors.

And adjust settings below to help reduce false alarms.

1. Set different sensitivity levels for different hours of the day, and adjust the sensitivity level to best suit the usage scenario.

2. Set detection zone to help avoid false alarms from the non-detection area.

For cameras with human/vehicle detection, set the human or vehicle detection schedule to help reduce other type of false alarms.

3. Adjust the mounting angel to help reduce false alarms.

4. Recording and Playback

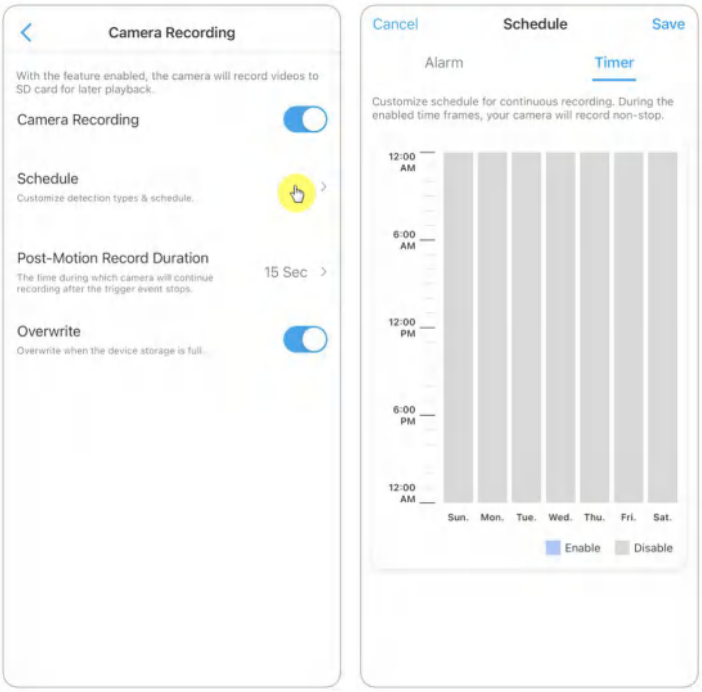
Set up Recording

With an SD card installed, the camera can save motion alarm recordings to the SD card. For setup steps, please refer to the part of Set up Motion Recordings in Chapter 4.

Set up Continuous Recording

To save the continuous recording to the SD card, please choose **Timer** from the

Schedule of **Camera Recording**. Enable the schedule on **Timer**, then camera will record continuously at the set time.



Note:

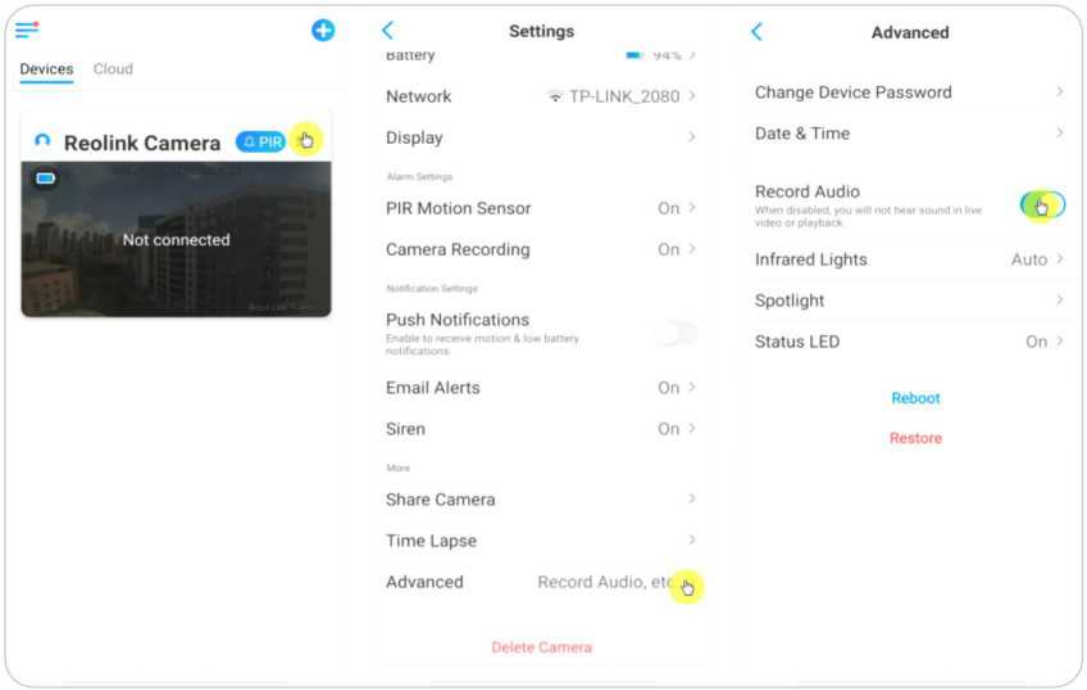
For cameras that support FTP, you can also save recordings to the FTP server. For the setup steps, please refer to the part of FTP Settings in Chapter 7.

Record with Audio

1. Tap on .



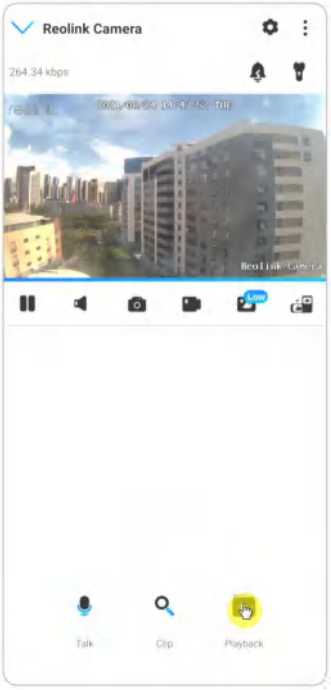
2. Tap on **Advanced** and then find **Record Audio**, tap to enable this option. Then the camera will record audio in video recordings.



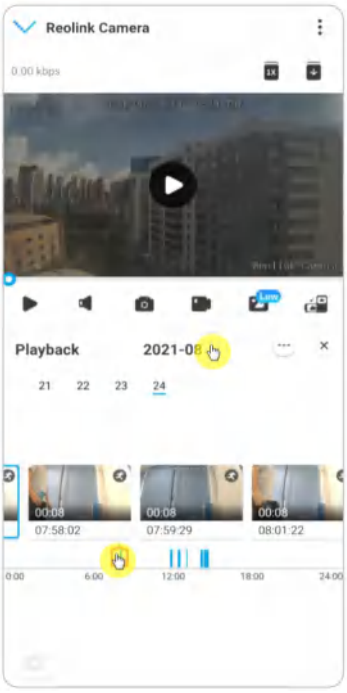
Playback and Download Recordings

Play back Recording

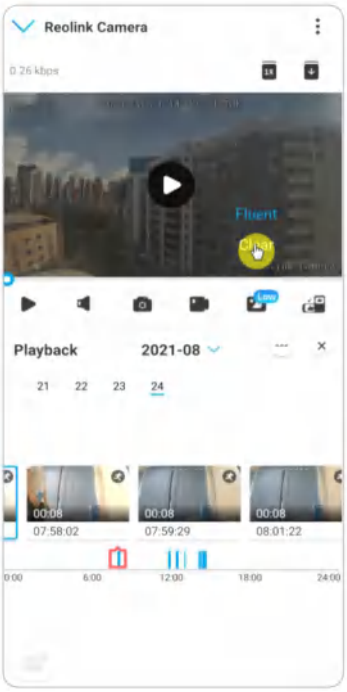
1. Open live view of the camera. Then tap on **Playback** on the bottom.



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 start to play.

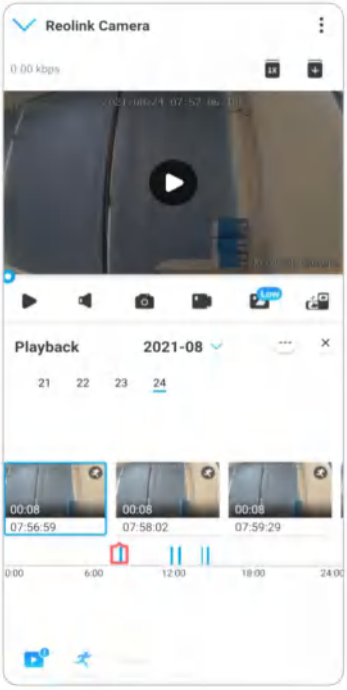


3. Tap on to choose **Fluent** or **Clear** to replay the recordings in clear mode or fluent mode.

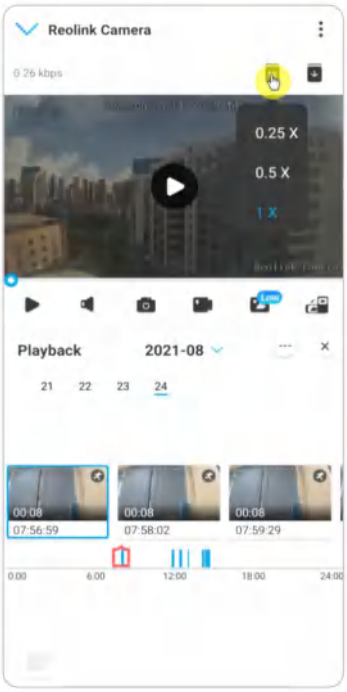


4. Tap **show alarm** icon on the bottom to show the alarm recordings only. For

cameras with human/vehicle detection, you can select motion recording type of **Person**,**Vehicle** or **Others** to replay.

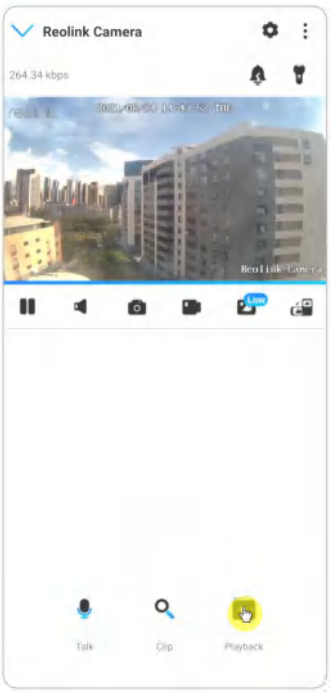


5. To replay the recording in slow or fast speed, please tap on the **icon**  then choose the playback speed at 0.25X, 0.5X or 1X.

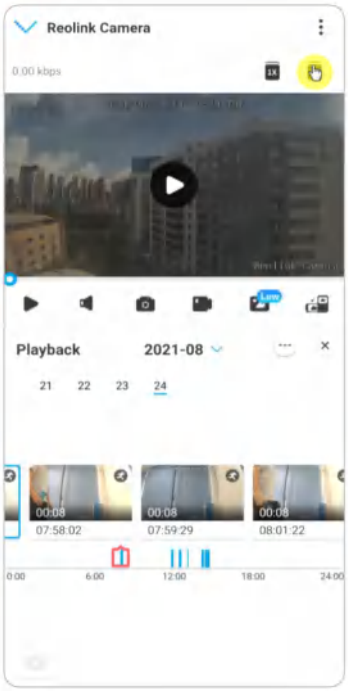


Download Recordings

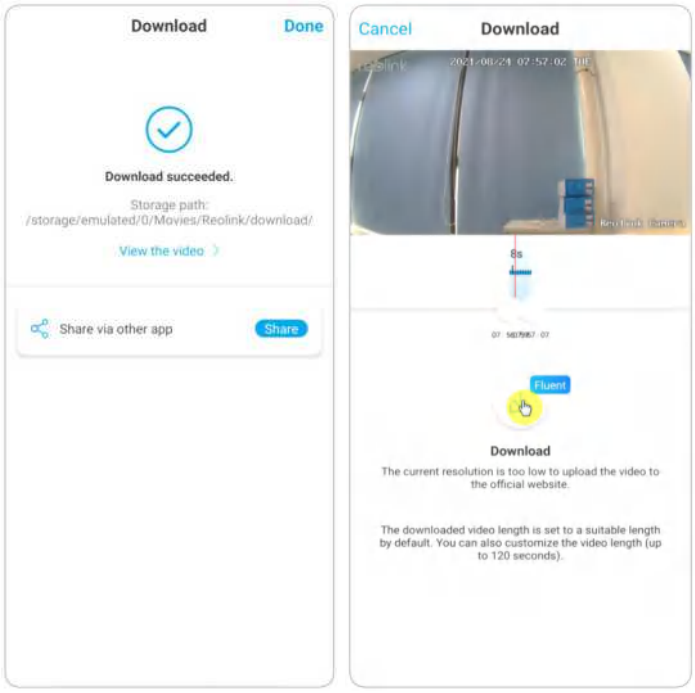
1. Open live view of the camera. Tap on **Playback** on the bottom.



2. Select a date to search the recordings. Slide through the timeline to find the recordings yo 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.


Download
Done
Download succeeded.
Storage path:
/storage/emulated/0/Movies/Reolink/download/
View the video
Share via other app
Share
Cancel
Download
8s
Fluent
Download
The current resolution is too low to upload the video to the official website.
The downloaded video length is set to a suitable length by default. You can also customize the video length (up to 120 seconds).

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.

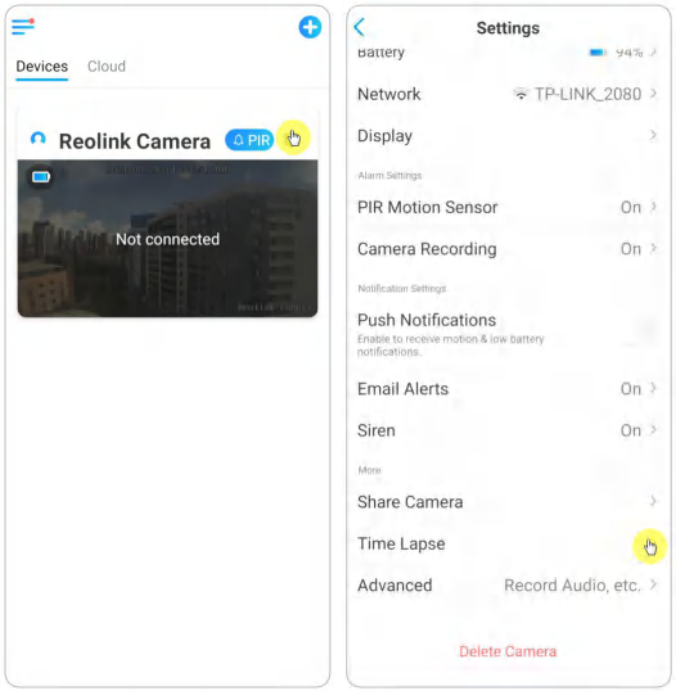
Time Lapse

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.

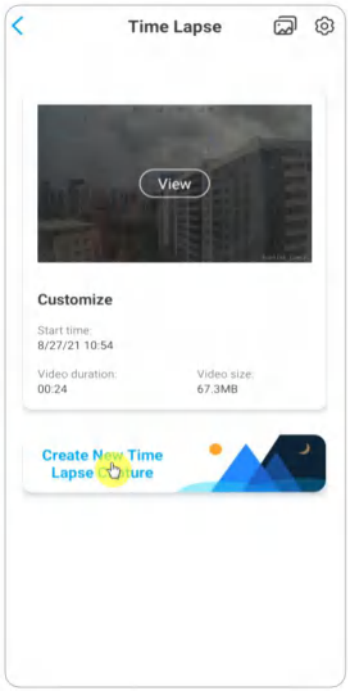
The process of shooting time-lapse photography with a camera is similar to making a stop motion animation (Stop Motion), connecting a single still picture in series to get a dynamic video. It is a means of recording at regular intervals, and reproducing the slow changing process of the scene with obviously changing images. For cameras that support time lapse, please set it up with the steps below.

Set up Time Lapse

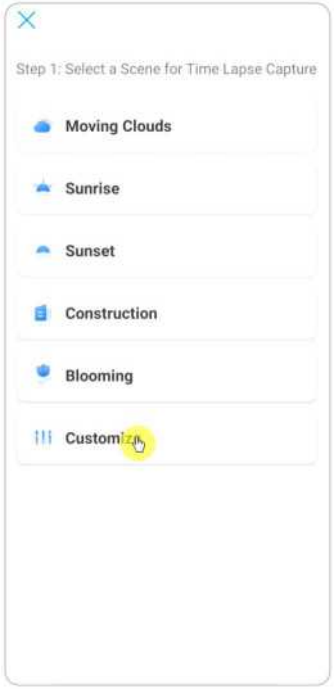
1. Tap on  . Then tap on **Time Lapse**.


Devices
Cloud
Reolink Camera
PIR
Not connected
Settings
Battery
Network
TP-LINK_2080
Display
Alarm Settings
PIR Motion Sensor
On
Camera Recording
On
Notification Settings
Push Notifications
Enable to receive motion & low battery notifications.
Email Alerts
On
Siren
On
More
Share Camera
Time Lapse
Advanced
Record Audio, etc.
Delete Camera

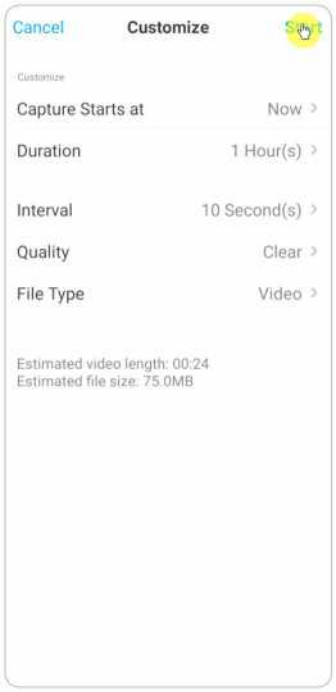
2. Tap **Try Now** or **Create New Time Lapse Capture**.



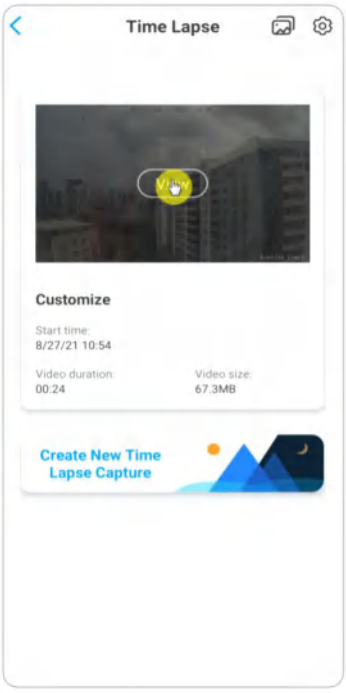
3. **Select a scene** from the list or tap on **Customize** to create a customized time lapse capture.



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

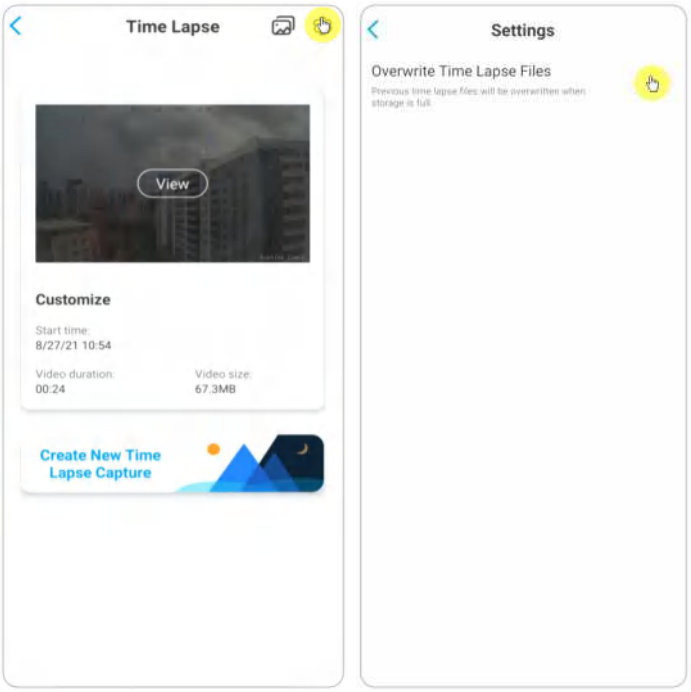


5. Later when the time lapse video is created, you can tap on **View** on the **Time Lapse** page to play back or download it. It usually takes several seconds or minutes for the time lapse video to cache before playback starts. You can also tap on the trash icon to manually delete the time lapse video.

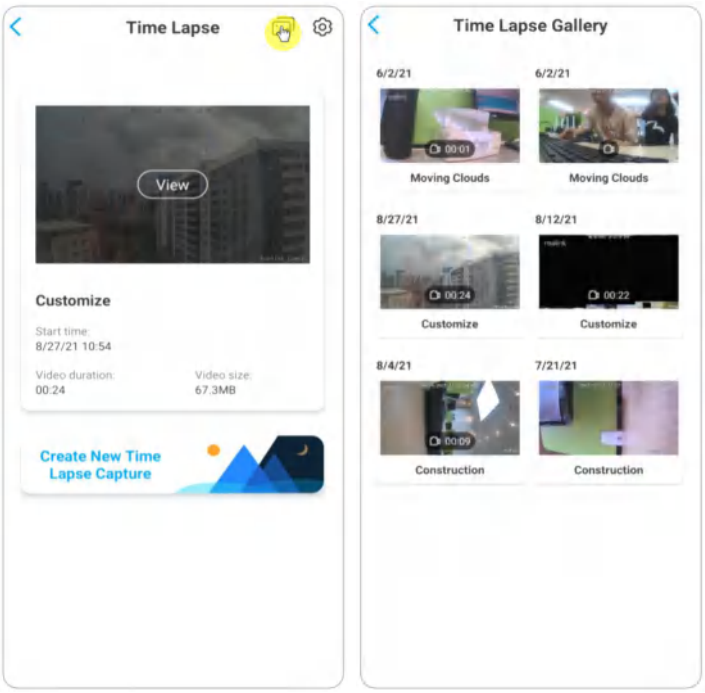

Time Lapse
Customize
Start time:
8/27/21 10:54
Video duration:
00:24
Video size:
67.3MB
Create New Time Lapse Capture


00:02
00:23

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.

Supported Models and Countries

For Reolink WiFi cameras, model E1, E1 Pro, E1 Zoom and Reolink Lumus support cloud recording.

And Reolink Cloud recording is currently available in the 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.

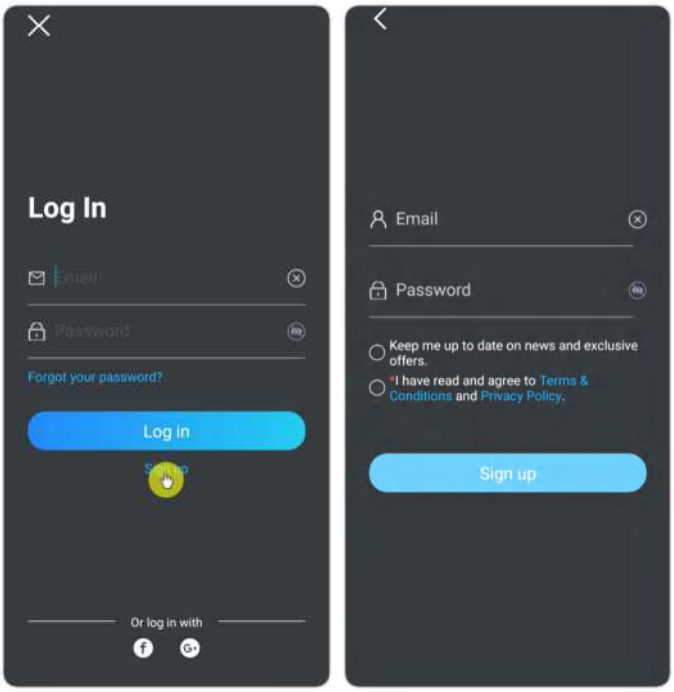
Register an Account and Set up to Upload Cloud Recording

Register an Account

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

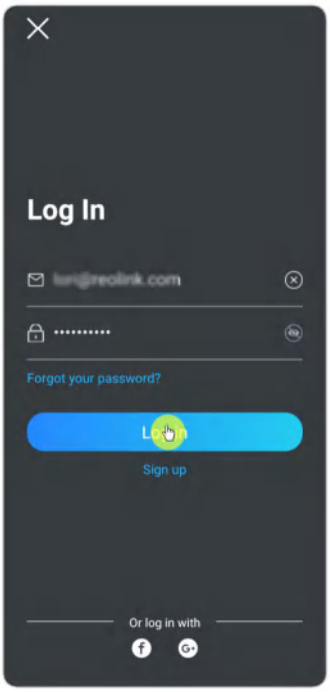


2. Tap **Sign up**, then enter your Email address and password. Tick terms and conditions, and then tap on **Sign up** to register an account.



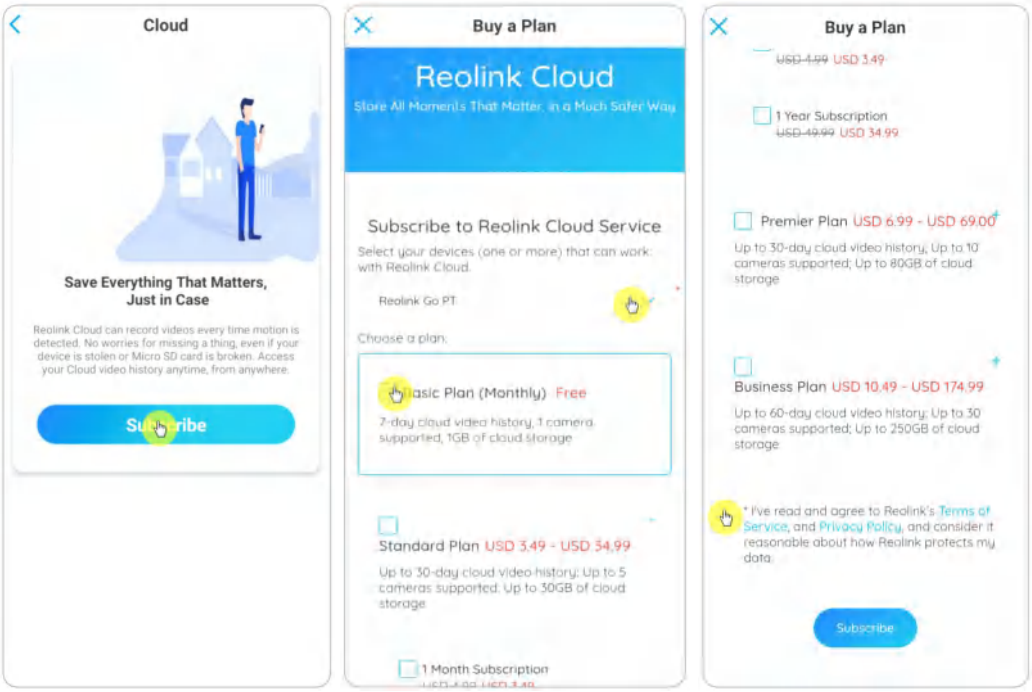
3. A register confirmation email will be sent to your inbox. Tap the link in the email to verify your account.

4. Then you can use the registered account to **Log in** Reolink App.

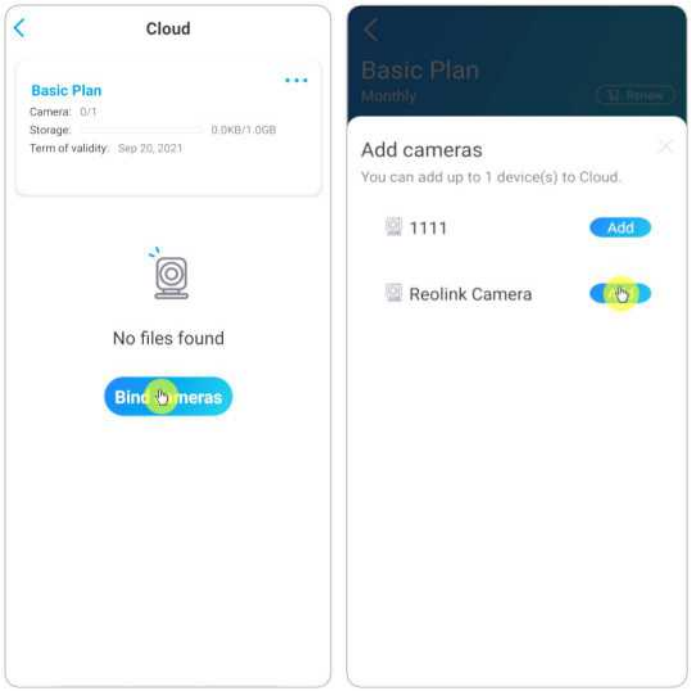

Log In
Forgot your password?
Sign up
Or log in with

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**.

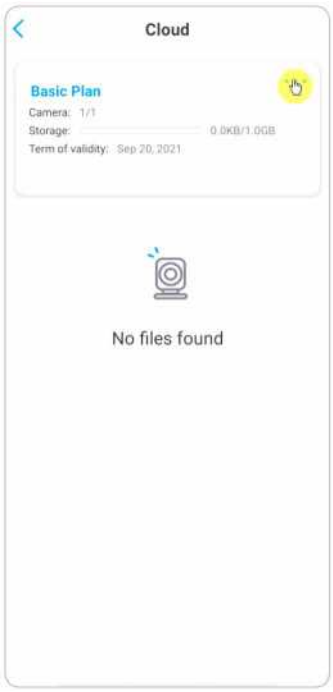

Cloud
Basic Plan
Camera: 0/1
Storage: 0.0KB/1.0GB
Term of validity: Sep 20, 2021
No files found
Bind Cameras
Basic Plan
Monthly
Add cameras
You can add up to 1 device(s) to Cloud.
1111
Add
Reolink Camera

Note:

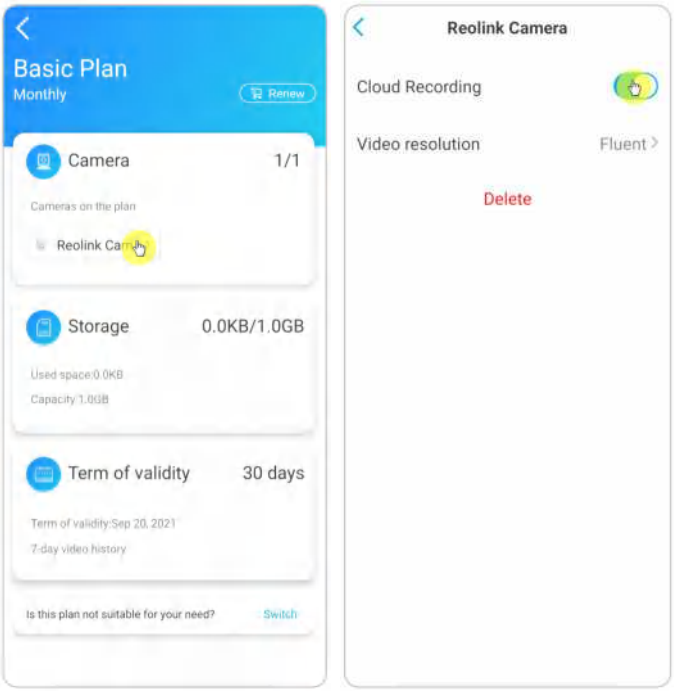
If your camera firmware is outdated, it'll show **Upgrade**. Tap **Upgrade** to update the firmware to the latest first, then tap **Add** to bind the camera.

Turn On/Off Cloud Recording And Unbind The Camera

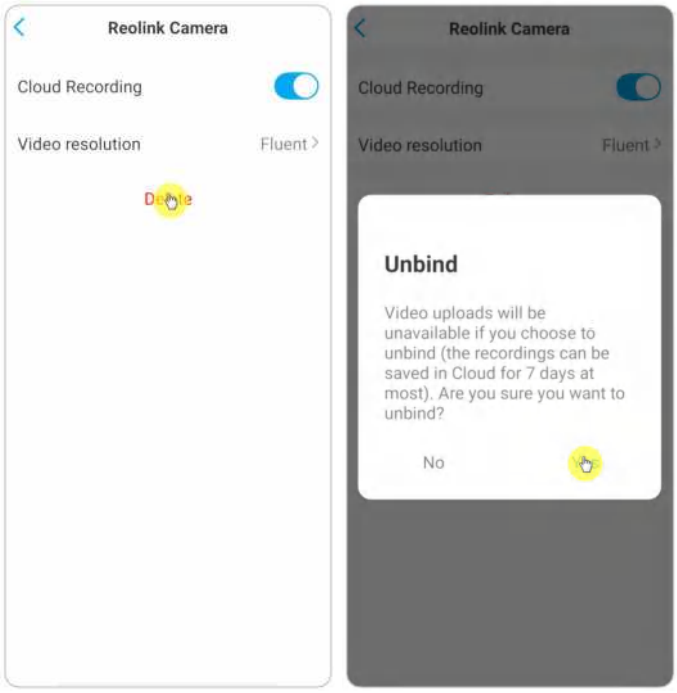
1. Tap **Cloud Storage**, then tap the three dots on the right side of your plan.



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

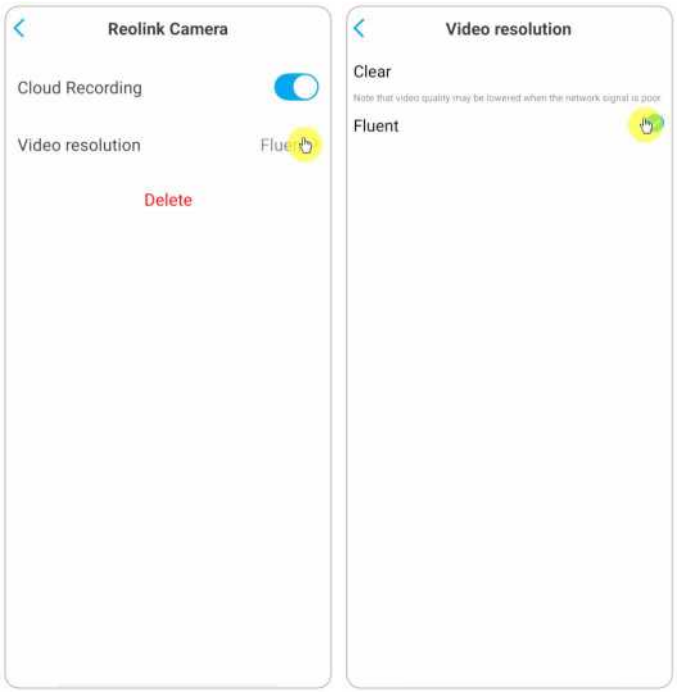

Basic Plan
Monthly
Renew
Camera
1/1
Cameras on the plan
Reolink Ca
Storage
0.0KB/1.0GB
Used space:0.0KB
Capacity:1.0GB
Term of validity
30 days
Term of validity:Sep 20, 2021
7-day video history
Is this plan not suitable for your need?
Switch
Reolink Camera
Cloud Recording
Video resolution
Fluent
Delete

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



Change Uploaded Video Resolution

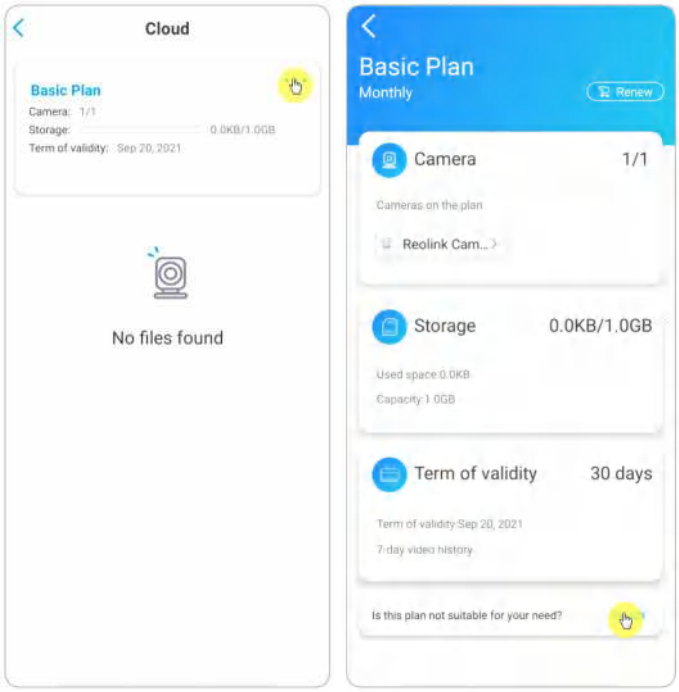
Tap **Video Resolution**, and choose **Fluent** or **Clear** to change the resolution of uploaded videos.



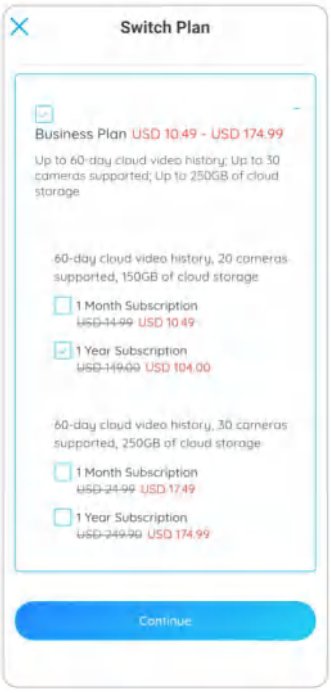
Upgrade the Cloud Recording Plan

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**.



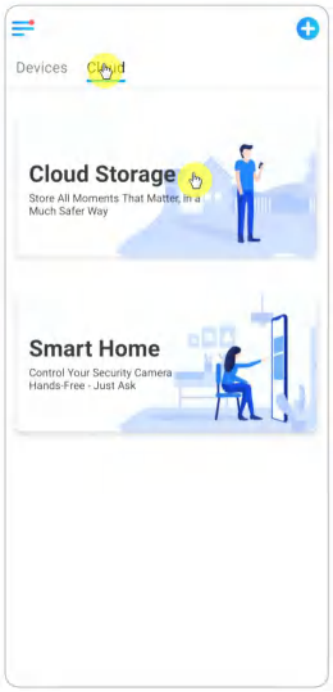
3. Choose the plan you want to upgrade to, then tap **Continue** to checkout. Once upgraded, all cameras currently bound will be updated to the new plan.


Switch Plan
Business Plan USD 10.49 - USD 174.99
Up to 60-day cloud video history; Up to 30 cameras supported; Up to 250GB of cloud storage
60-day cloud video history, 20 cameras supported, 150GB of cloud storage
1 Month Subscription
USD 14.99 USD 10.49
1 Year Subscription
USD 119.00 USD 104.00
60-day cloud video history, 30 cameras supported, 250GB of cloud storage
1 Month Subscription
USD 24.99 USD 17.49
1 Year Subscription
USD 249.99 USD 174.99
Continue

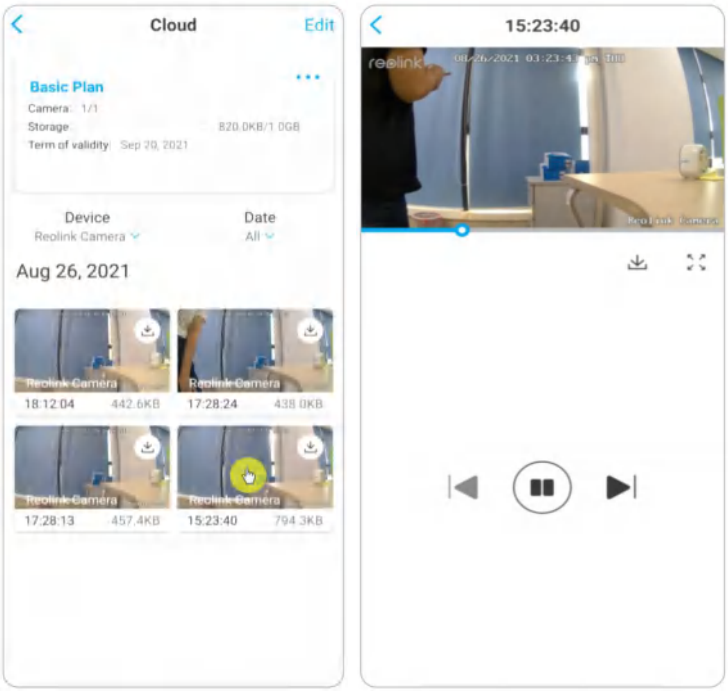
Play back and Download the Cloud Recording

Via Reolink App

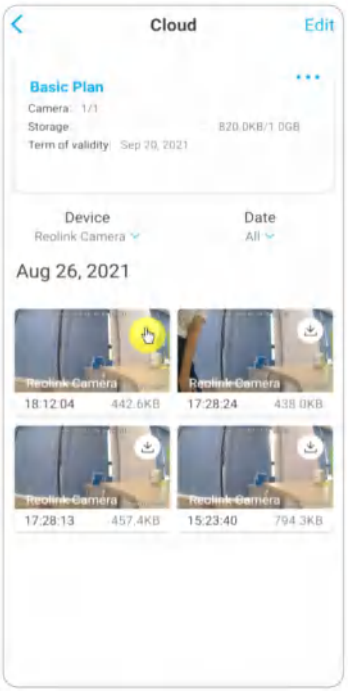
1. Tap **Cloud Storage**, and it'll show uploaded recordings automatically.



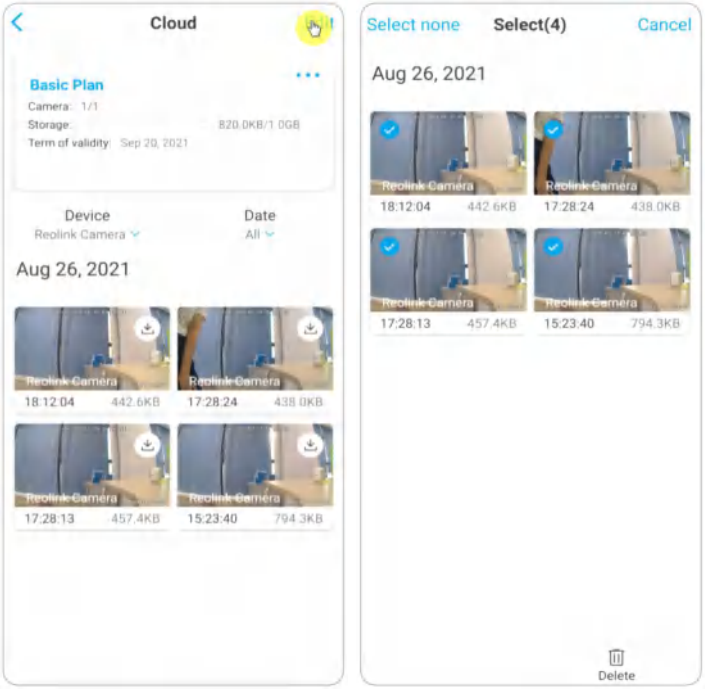
2. Select the device and date to find the recordings you want to play back, then tap the video to play back.


Cloud
Edit
Basic Plan
Camera: 1/1
Storage: 820.0KB/1.0GB
Term of validity: Sep 29, 2021
Device
Reolink Camera
Date
All
Aug 26, 2021
Reolink Camera
18:12:04
442.6KB
Reolink Camera
17:28:24
438.0KB
Reolink Camera
17:28:13
457.4KB
Reolink Camera
15:23:40
794.3KB
15:23:40

3. Tap 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.

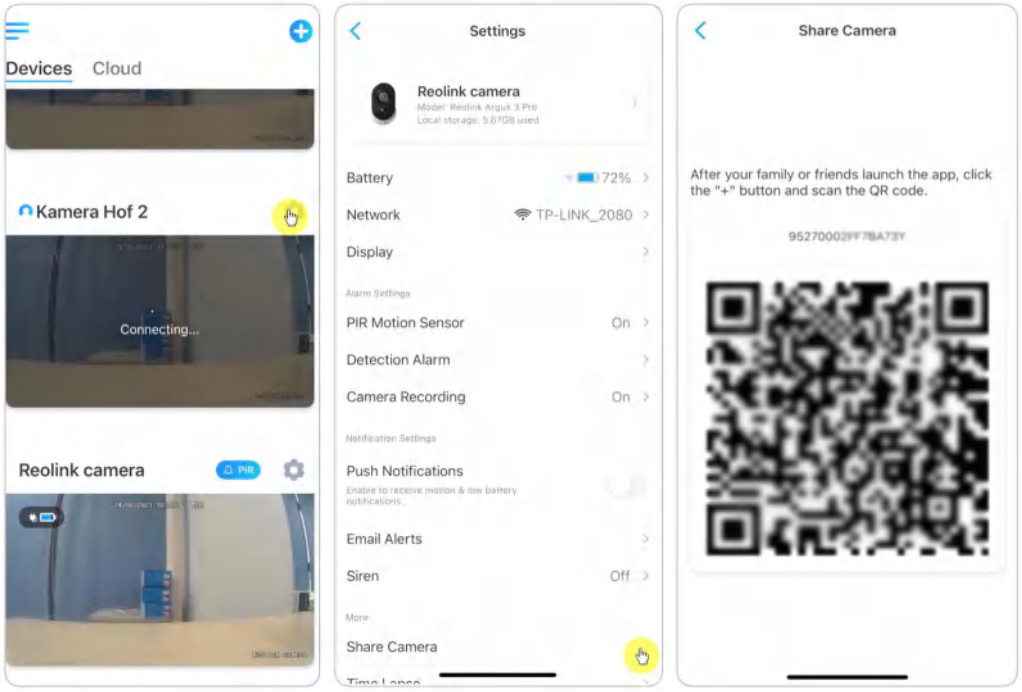


6. Use the Reolink App

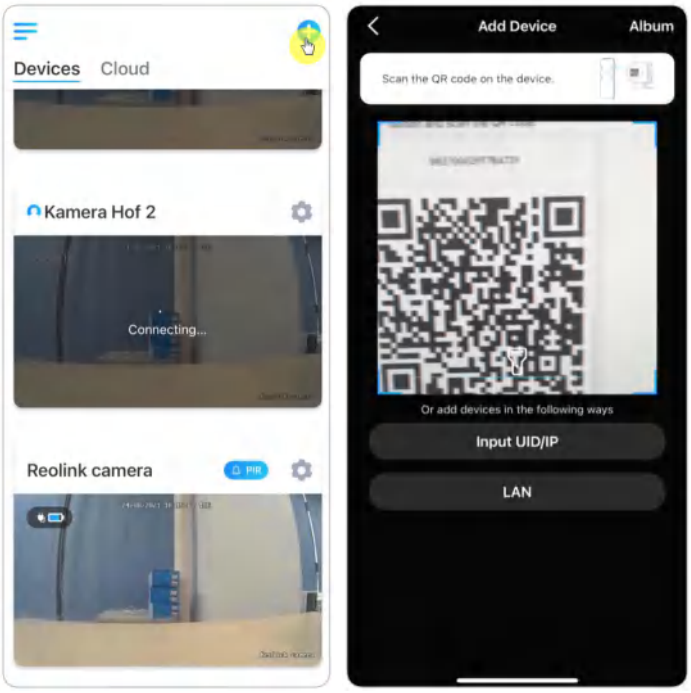
Share Your Devices with Others

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

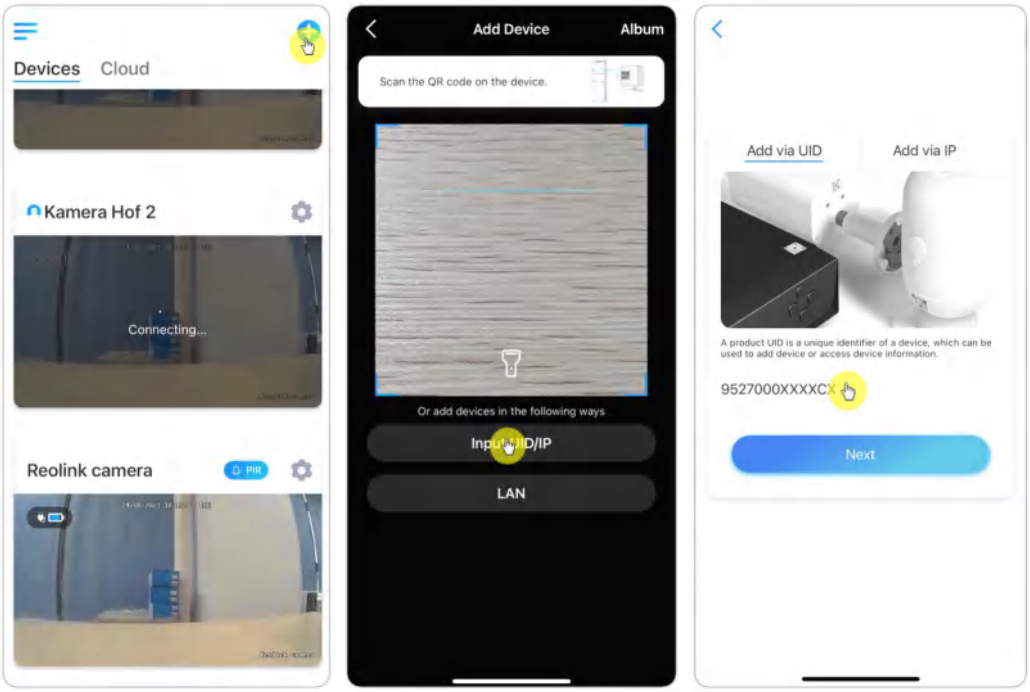
2. Tap **Share Camera** to get the camera's QR code.



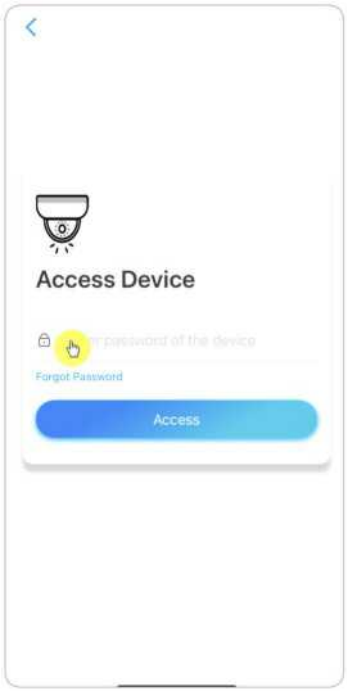
3. Launch the Reolink App in another smart phone and tap button to scan the QR code.



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



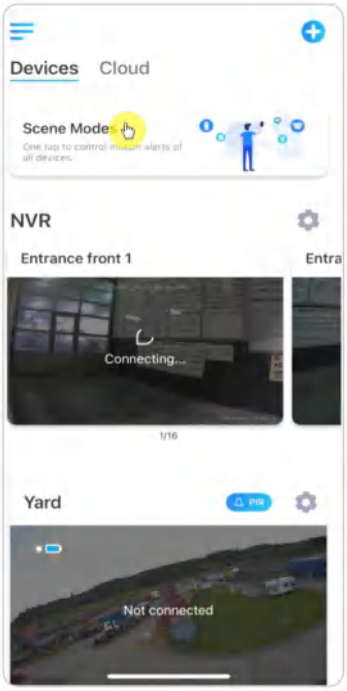
After entering the UID, please tap **Next** to enter the camera password to log in.


Access Device
Forgot Password
Access

Scene Modes

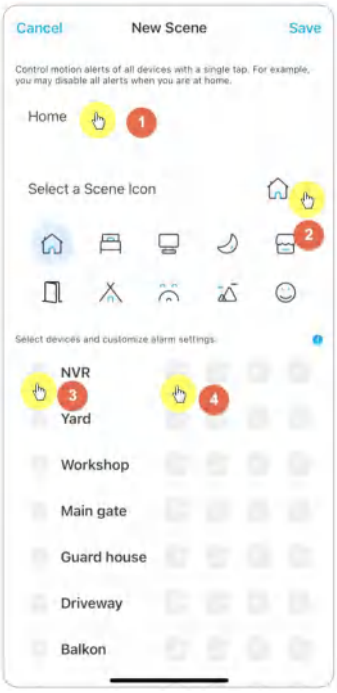
The **Scene Modes** settings is designed for different usage scenarios. You could control all your cameras under different modes as you need. For instance, you could disable all cameras alarm under home mode when you're home, but enable all the alarms under outside mode when you are away.

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



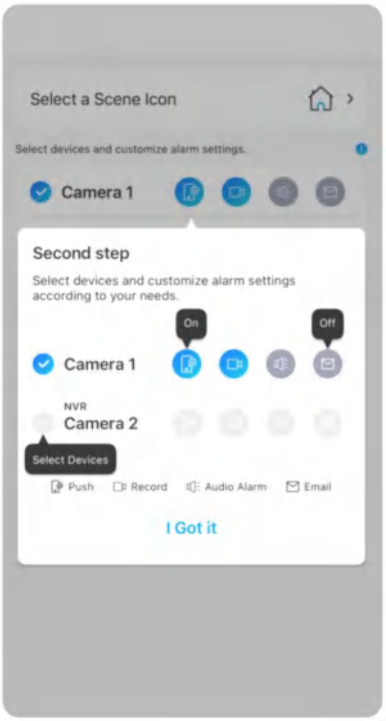
2. Tap it to name the scene and select a scene.

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


Cancel
New Scene
Save
Control motion alerts of all devices with a single tap. For example, you may disable all alerts when you are at home.
Home
1
Select a Scene Icon
2
Select devices and customize alarm settings.
NVR
3
4
Yard
Workshop
Main gate
Guard house
Driveway
Balkon

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 enabled, grey means disabled.

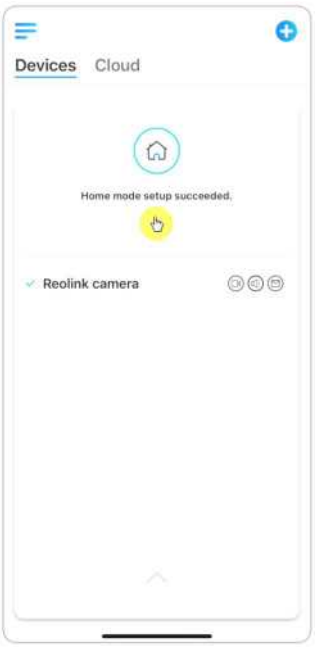


	push notifications, blue means enabled, grey means disabled
	recording, blue means enabled, grey means disabled
	audio alarm, if the motion triggered the camera, it will alarm with siren, blue means enabled, grey means disabled
	email notifications, blue means enabled, grey means disabled

4. Tap **Save** in the 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 as the picture shown below.



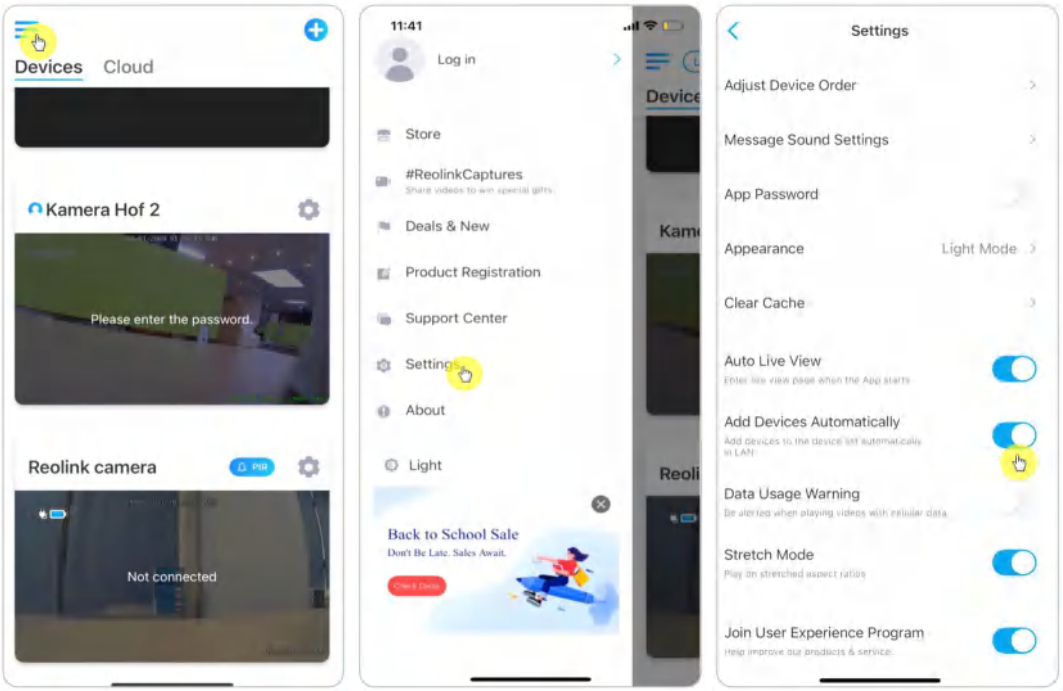
5. If you want to make some changes to an existing scene, long-press the scene button to edit or delete the scene. The camera you selected will stay in this mode until you change to another mode.

Add or Delete a Camera

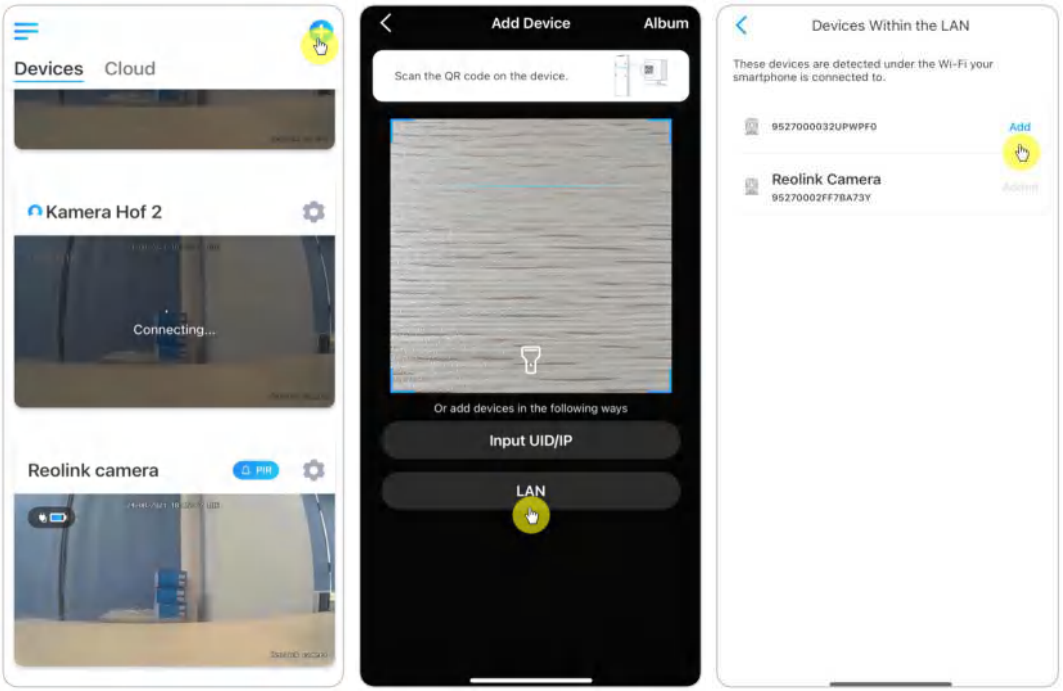
Add the Camera in LAN

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.

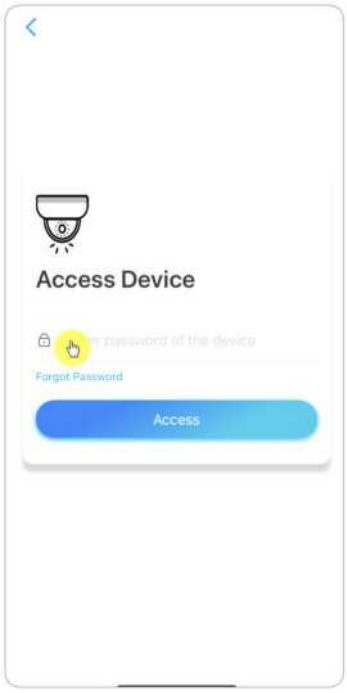
2. Tap ☰ and go to **Settings > Add Devices Automatically**.



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

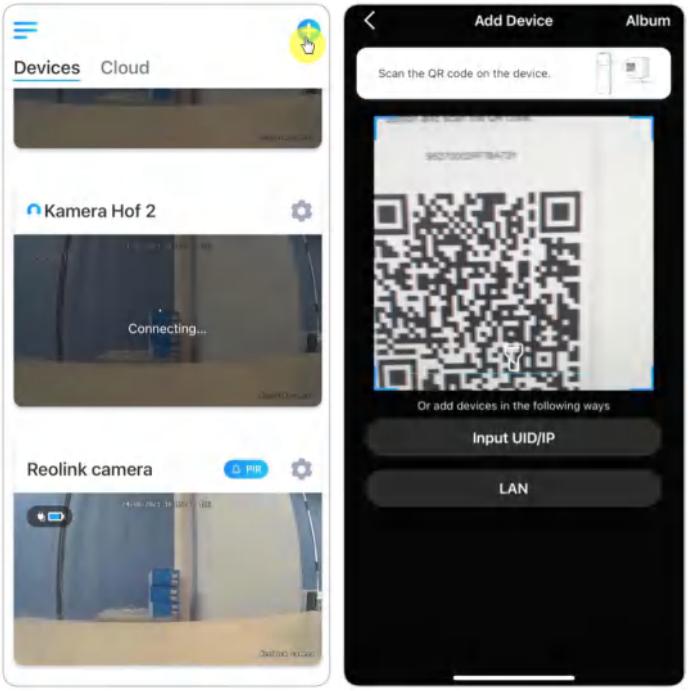


3. Enter the camera password to log in.

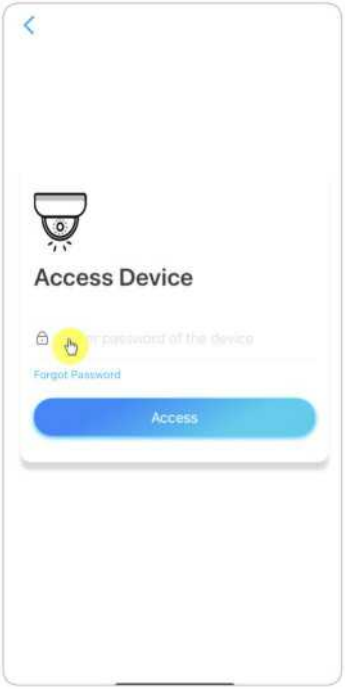

Access Device
Forgot Password
Access

Add Camera by Scanning the Camera QR Code

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

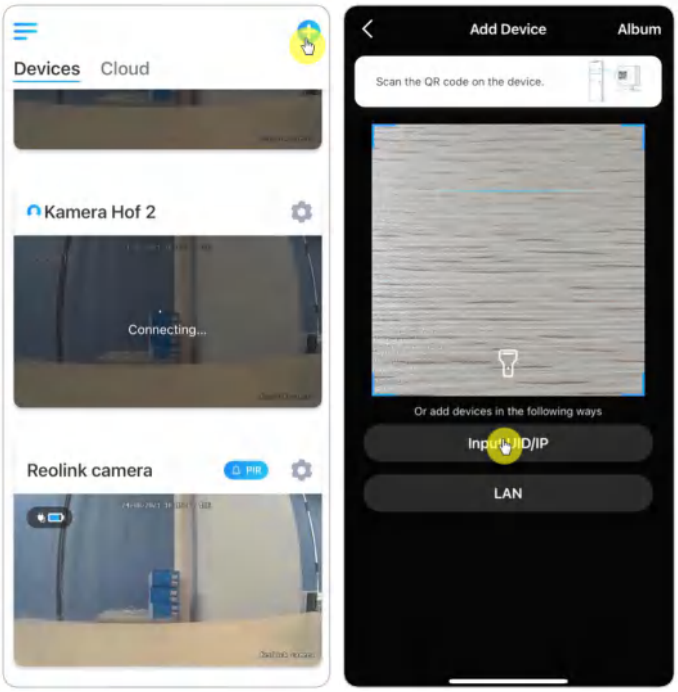


2. Enter the camera password to log in.



Add Camera by Entering the Camera UID

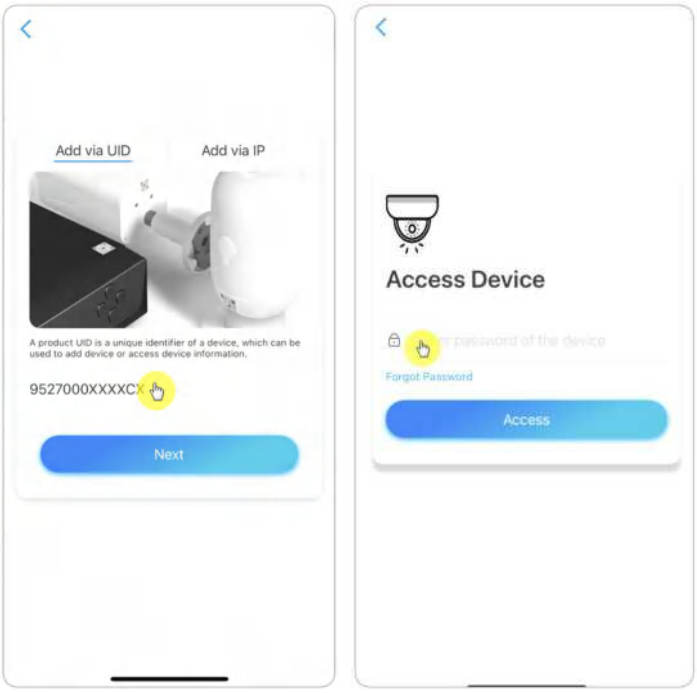
1. Select **Input UID/IP**, please note that you are unable to add the camera with IP address.



Note:

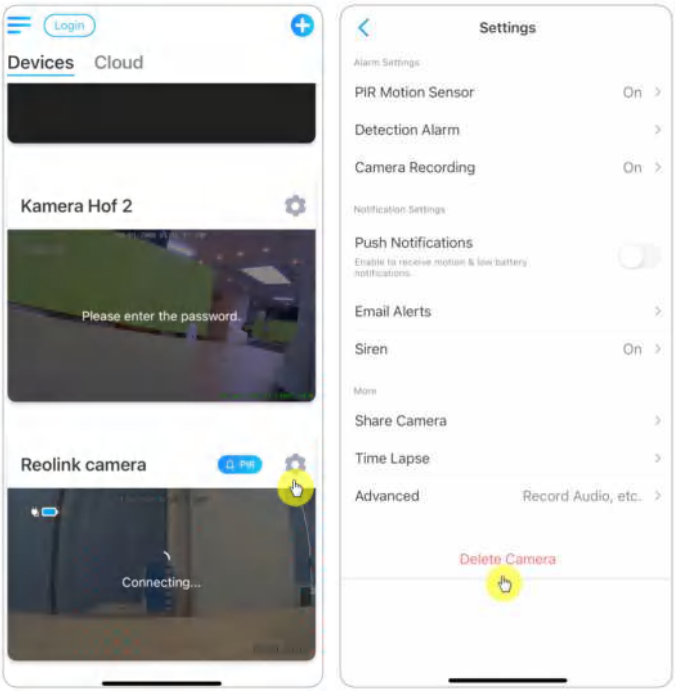
The camera UID consists of 16 digits that start with 9527000Xxxxxxx.

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


Add via UID
Add via IP
A product UID is a unique identifier of a device, which can be used to add device or access device information.
9527000XXXXC
Next
Access Device
Forgot Password
Access

Delete a Camera from Reolink App

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



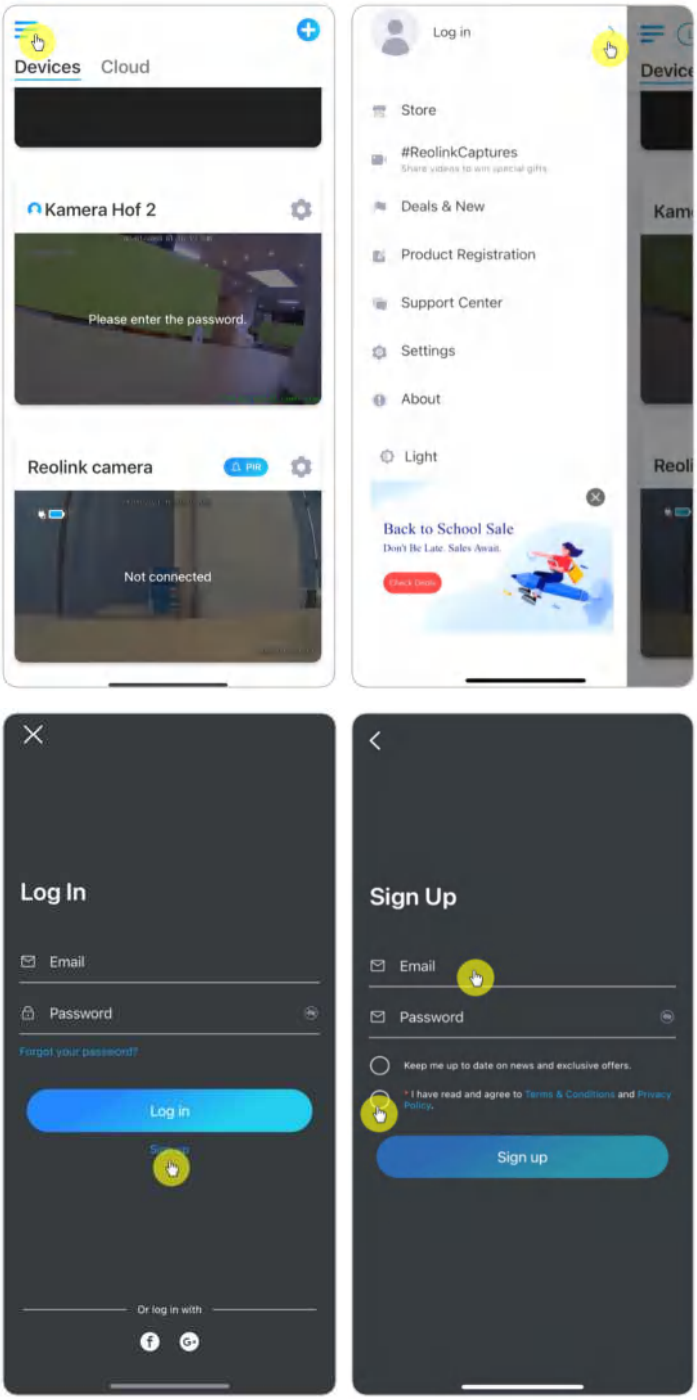
Register Account

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

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

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

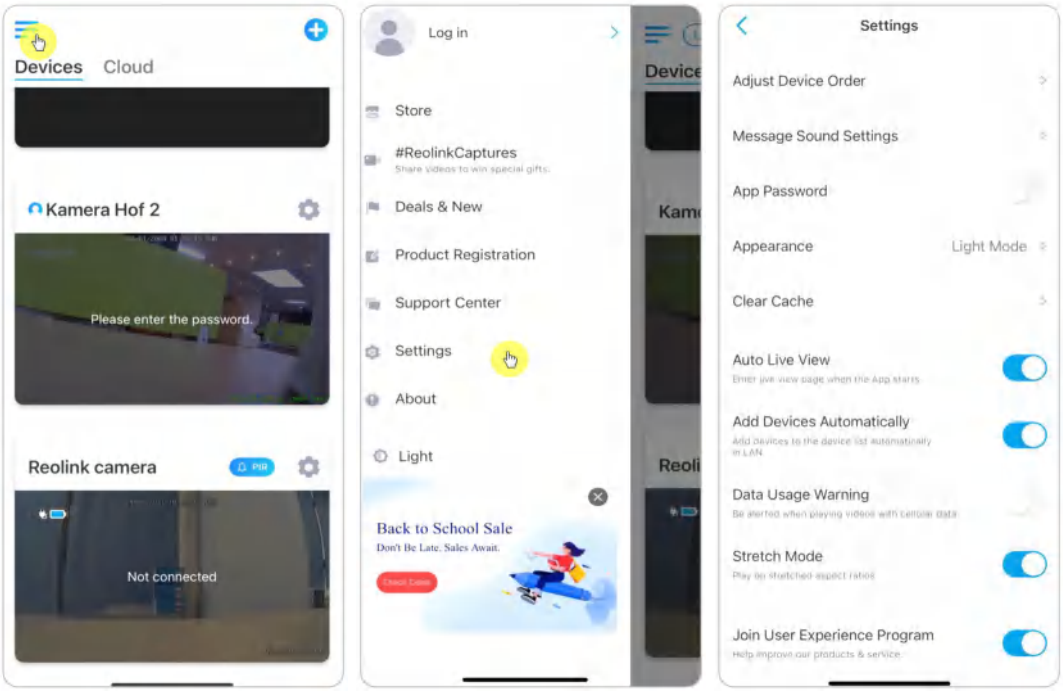
Note: Only check "**I have read and agree to Terms & Conditions and Privacy Policy**".



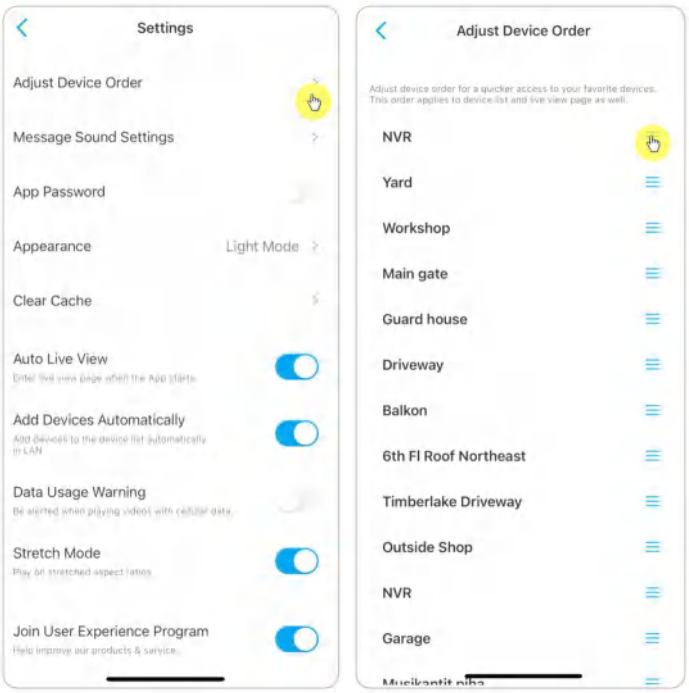
After that you will receive a verify email. Once finished to verify the email, you can log in your Reolink Account.

App Settings

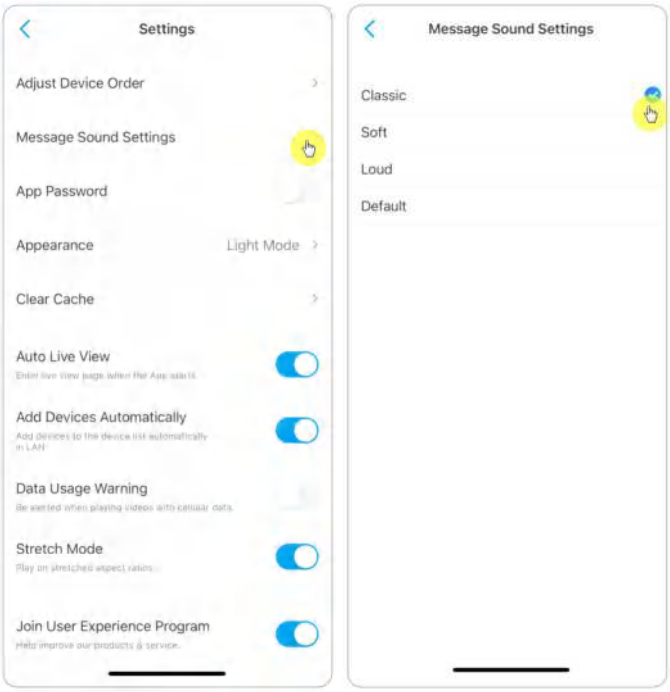
Launch the Reolink App. Tap ☰ and you can adjust the device order, change sound settings, App password, clean cache, etc.



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



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



App Password: You can set up an App password to protect the App.

Appearance: There are three modes to choose: light mode, dark mode, follow system.

Clear Cache: Clean the Reolink App cache. Cache is the temporary data generated when you use the app. Clearing cache will not affect the normal use of Reolink App.

Auto Live View: When you launch the Reolink App, the App 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.

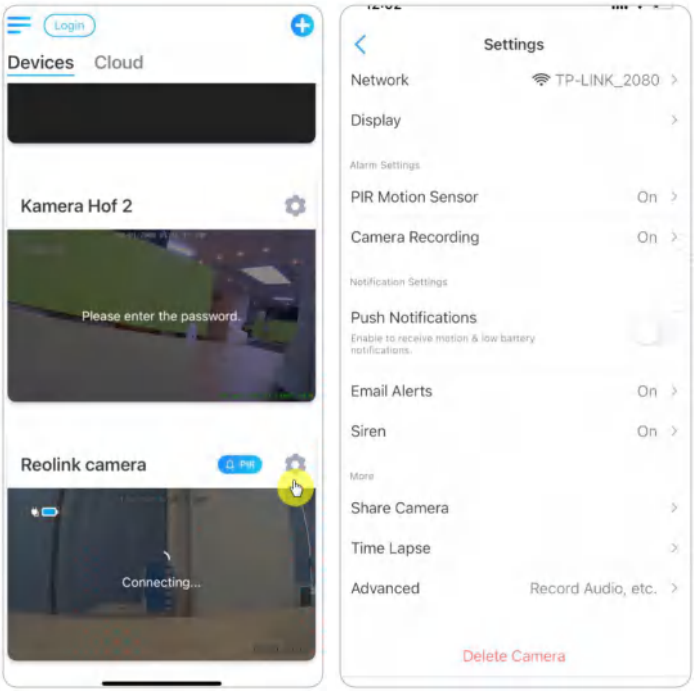
7. Camera Settings

Network and WiFi Connection

Check the WiFi and Signal

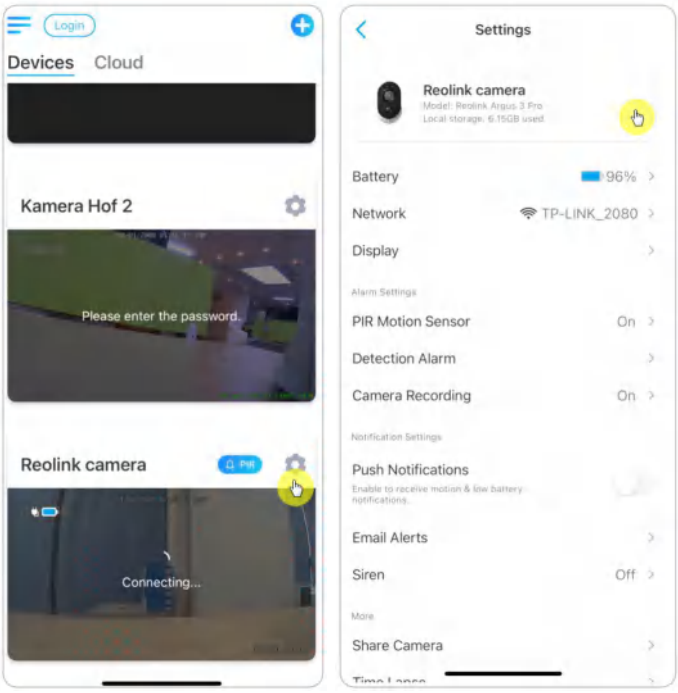
You can see which WiFi network this camera connected and how about the wireless signal.

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

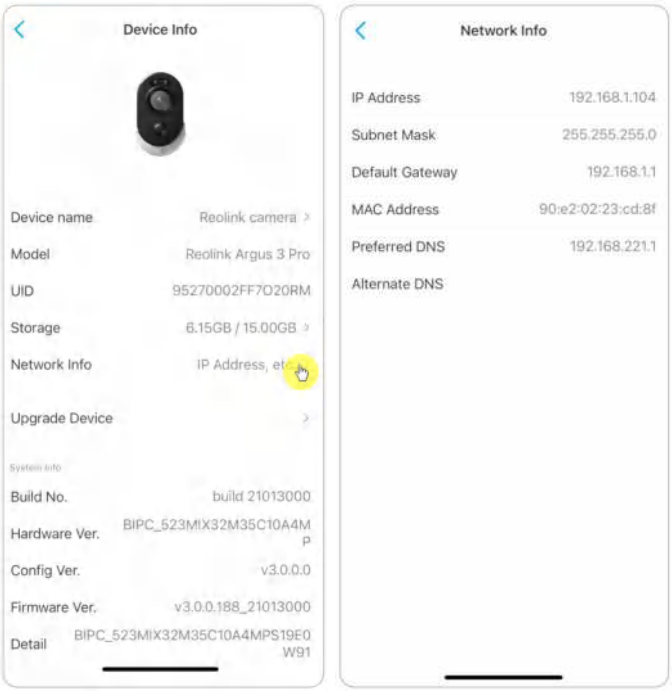


Check the Network Information

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

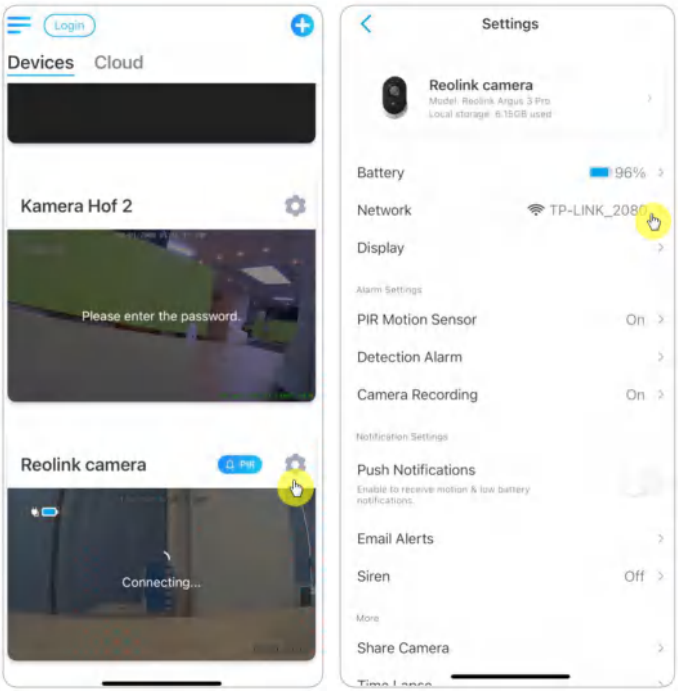


2. Tap **Network Info** and you will see the camera's IP address, default gateway and DNS info.

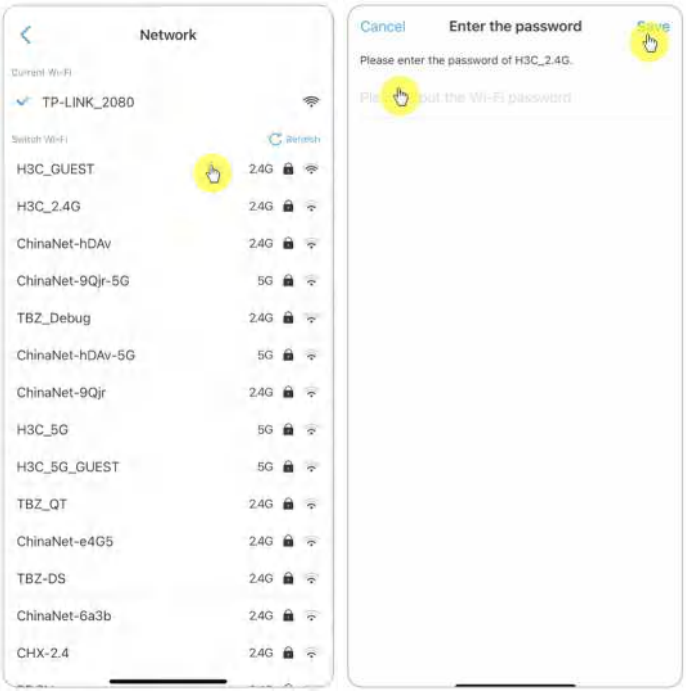


Change WiFi Connection of the Camera

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.


Network
Current Wi-Fi
TP-LINK_2080
Switch Wi-Fi
Refresh
H3C_GUEST 2.4G
H3C_2.4G 2.4G
ChinaNet-hDAv 2.4G
ChinaNet-9Qjr-5G 5G
TBZ_Debug 2.4G
ChinaNet-hDAv-5G 5G
ChinaNet-9Qjr 2.4G
H3C_5G 5G
H3C_5G_GUEST 5G
TBZ_QT 2.4G
ChinaNet-e4G5 2.4G
TBZ-DS 2.4G
ChinaNet-6a3b 2.4G
CHX-2.4 2.4G
Cancel
Enter the password
Save
Please enter the password of H3C_2.4G.

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.

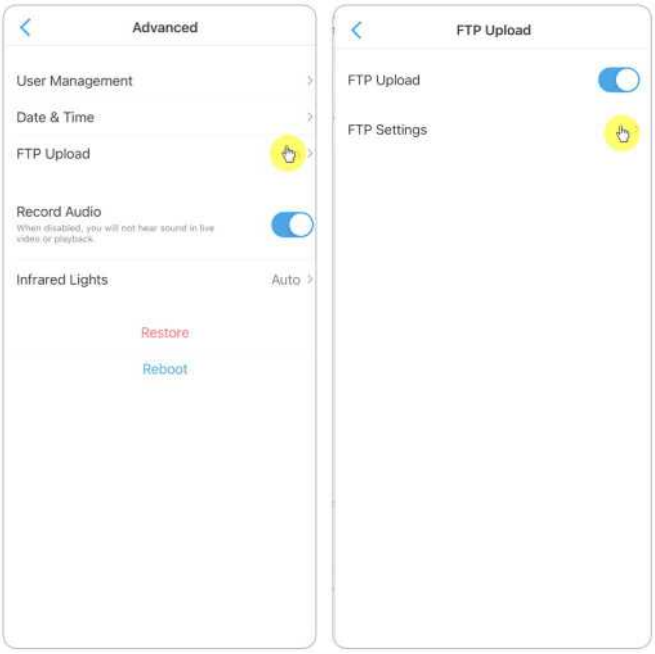
·Change a router which has higher wireless transmitting power.

·Install a Wi-Fi extender.

FTP Settings

For cameras that support FTP, you can set up FTP settings for the camera to upload pictures or videos to the FTP server.

Step 1. Go to camera settings, on **Advanced** > **FTP Upload** page, enable **FTP Upload** option.



Step 2. Tap **FTP Settings** to complete the information required and click **Save** to save all the settings.



Server Address: Type in the address of your FTP server and FTP Port. The default FTP Port for Reolink products is 21.

User Name and Password: Enter the User Name and Password of your FTP server. If there is no username and password required, please enable **Anonymous FTP**.

Upload Directory: Set an upload directory for device video recording. You may also leave it blank.

Maximum File Length: You can enter the file length here.

File Type: Choose to upload both video and picture or picture only.

FTP Postpone: Set the record time limit after a motion is detected. This option is only available when **File Type** is **Video** and **FTP Schedule** is **Motion**.

Transfer Mode: This option consists of **Auto**, **PORT**, and **PASV** three modes. We recommend you choose the **Auto** option.

SD Card Storage

Choose a Proper SD card

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

Item	Requirement
Capacity	Up to 64GB (For model RLC-410W, RLC-511W, E1, E1 Pro, E1 Zoom, Reolink
Read and Write Speed	Class 10 or higher/≥26Mbps
Format	FAT32

Install the Micro SD Card

Bullet Cameras

1. Power off the camera before inserting the SD card. Find the micro SD card slot at the back of the camera and unscrew the screws to open it.



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



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



E1 Series

1. Power off the camera before inserting the SD card. Move up the lens to find the micro SD card slot.

2. Insert the micro SD card into the card slot in the correct direction.



Note:

Please use your fingernail or something sharp like the reset pin to push the micro SD card in until it's locked or you hear a "click" sound.

Remove the Micro SD Card

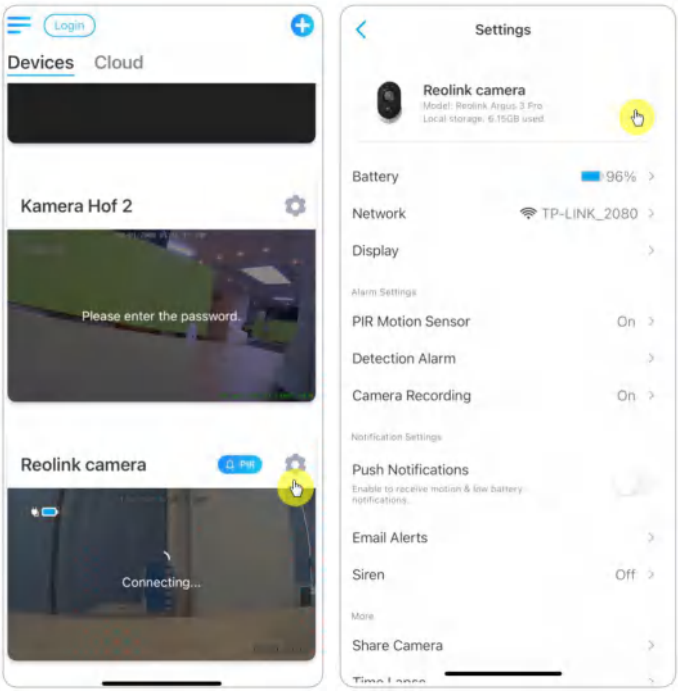
1. Please switch off the camera before removing the SD card. For cameras that has a metal SD card slot cover, please unscrew to remove the cover first. And for cameras with a rubber SD card slot cover, please directly open the cover.



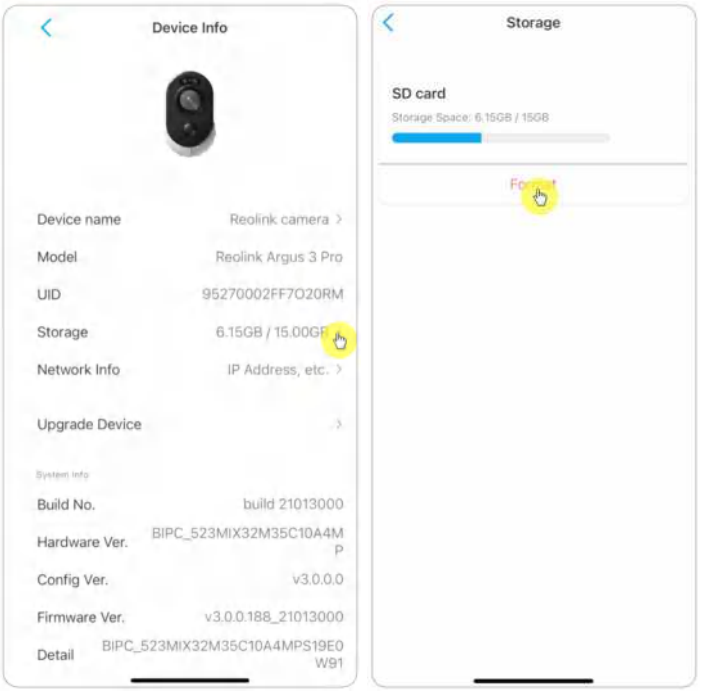
2. Find the micro SD card slot and please use something sharp such as the reset pin or a paperclip or your fingernail to push the SD card to make it pop out.

Check the Micro SD Card Status

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


Login
Devices
Cloud
Kamera Hof 2
Please enter the password.
Reolink camera
PIR
Connecting...
Settings
Reolink camera
Battery
96%
Network
TP-LINK_2080
Display
Alarm Settings
PIR Motion Sensor
On
Detection Alarm
Camera Recording
On
Notification Settings
Push Notifications
Email Alerts
Siren
Off
More
Share Camera

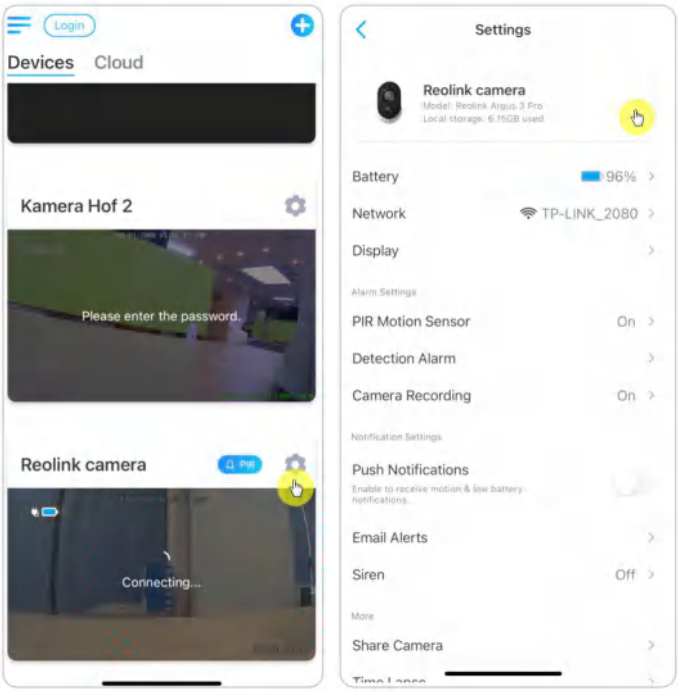
2. Tap **Storage**, and you can see the SD card used space/total storage space. Tap **Format** to format the SD card.



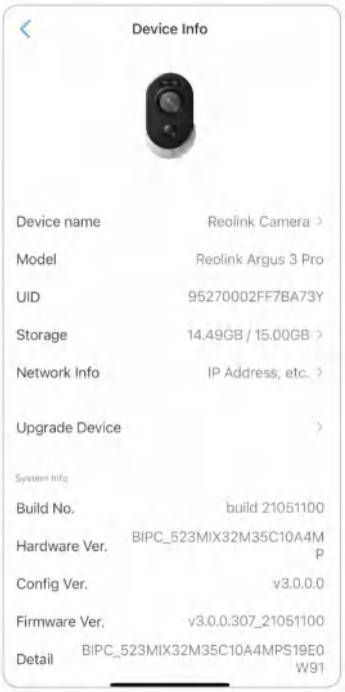
Device Information

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**.


Login
Devices
Cloud
Kamera Hof 2
Please enter the password.
Reolink camera
PIR
Connecting...
Settings
Reolink camera
Battery
96%
Network
TP-LINK_2080
Display
Alarm Settings
PIR Motion Sensor
On
Detection Alarm
Camera Recording
On
Notification Settings
Push Notifications
Email Alerts
Siren
Off
More
Share Camera

2. Here you can check the camera's basic information such as camera model and UID. And check **System Info** section about its firmware information.



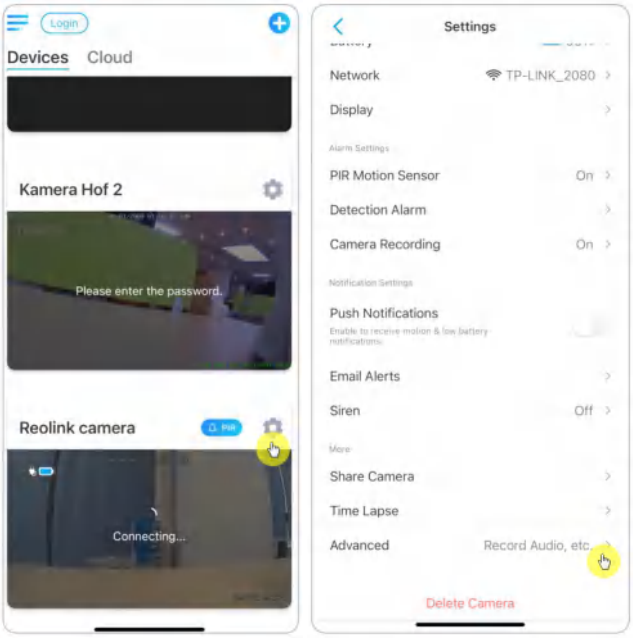
Device name	Camera name
Model	camera model No.
UID	starts with 9527xxxxxxxx
Storage	SD card storage
Network Info	Camera IP address
Firmware Ver	camera firmware version

Device Password

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

Change Device Password

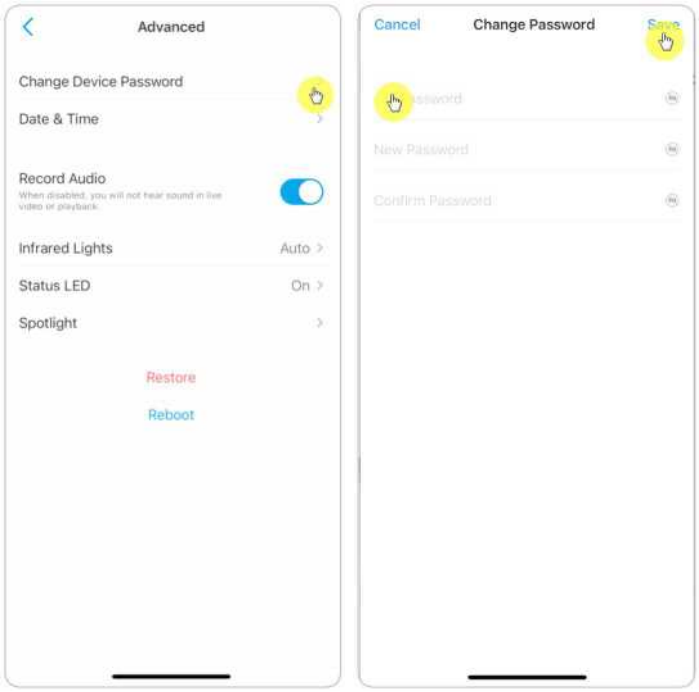
1. Launch Reolink App and tap settings icon > **Advanced** > **Change Device Password**.


Login
Devices
Cloud
Kamera Hof 2
Please enter the password.
Reolink camera
Connecting...
Settings
Network
TP-LINK_2080
Display
PIR Motion Sensor
On
Detection Alarm
Camera Recording
On
Push Notifications
Email Alerts
Siren
Off
Share Camera
Time Lapse
Advanced
Record Audio, etc
Delete Camera

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

Note:

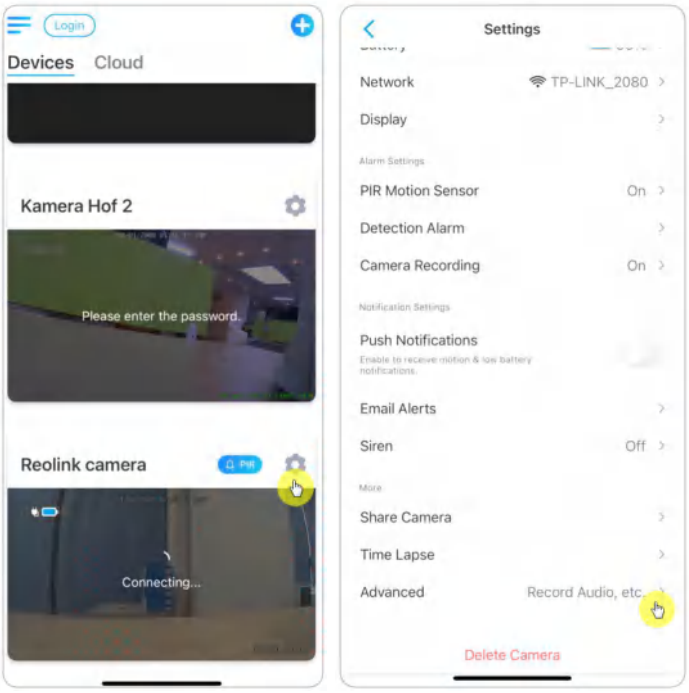
The confirm password should be the same as the new password.



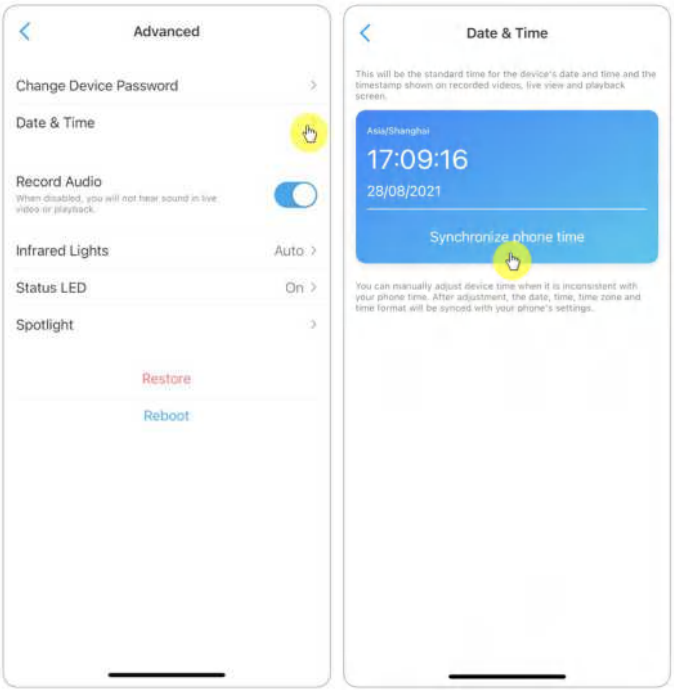
Date and Time

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 already has the same date and time as your phone, this option is not available.

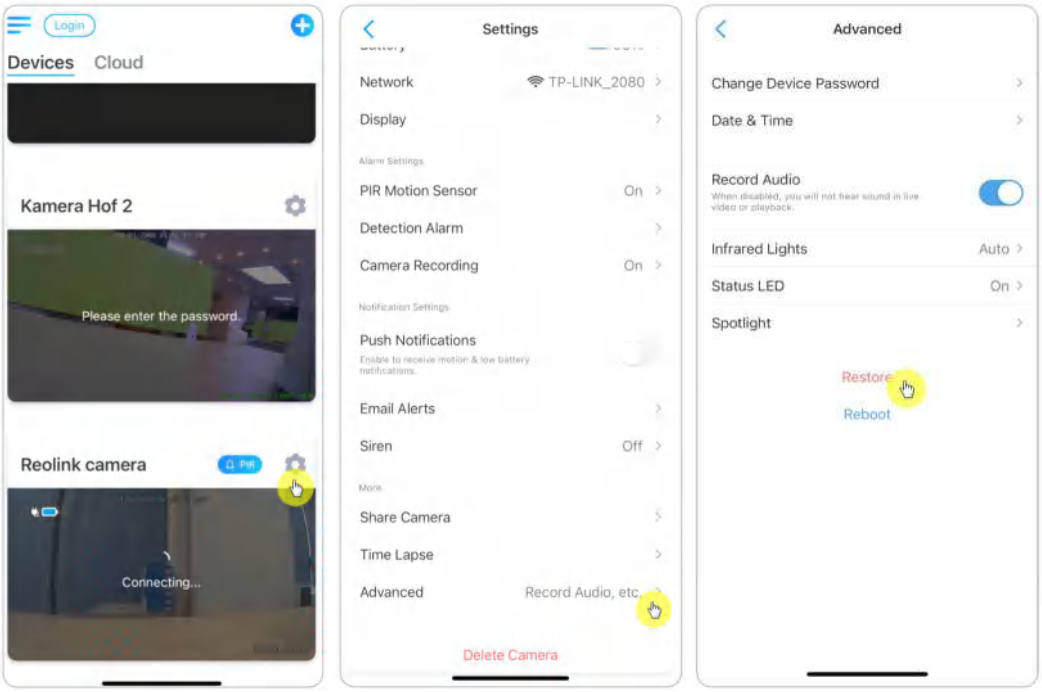


Reboot and Restore

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

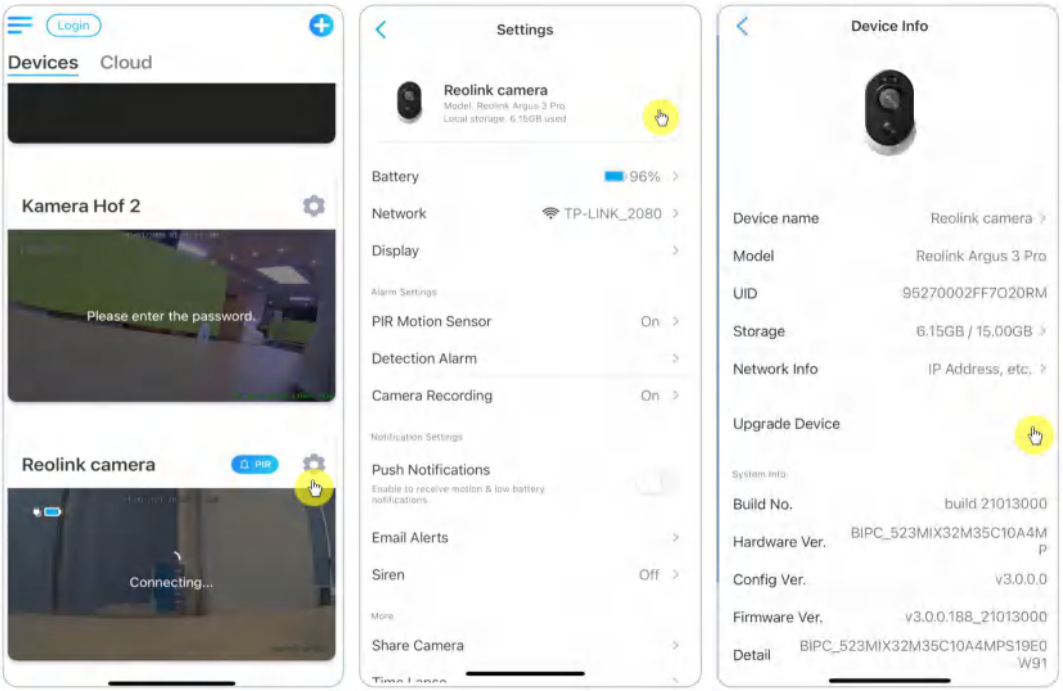
Note:

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



Firmware Upgrade

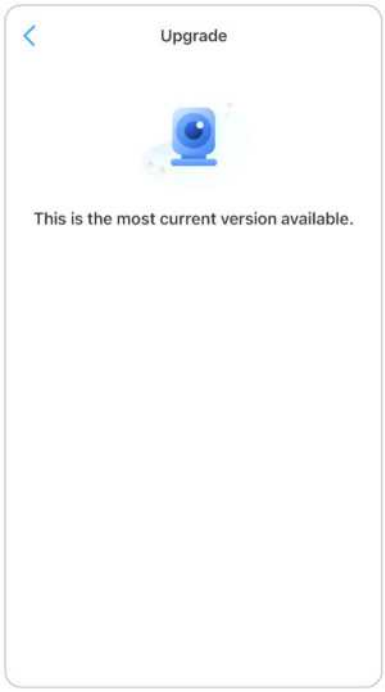
1. Launch the Reolink App and tap > **Device Info** > **Upgrade Device**.



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



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



Note:

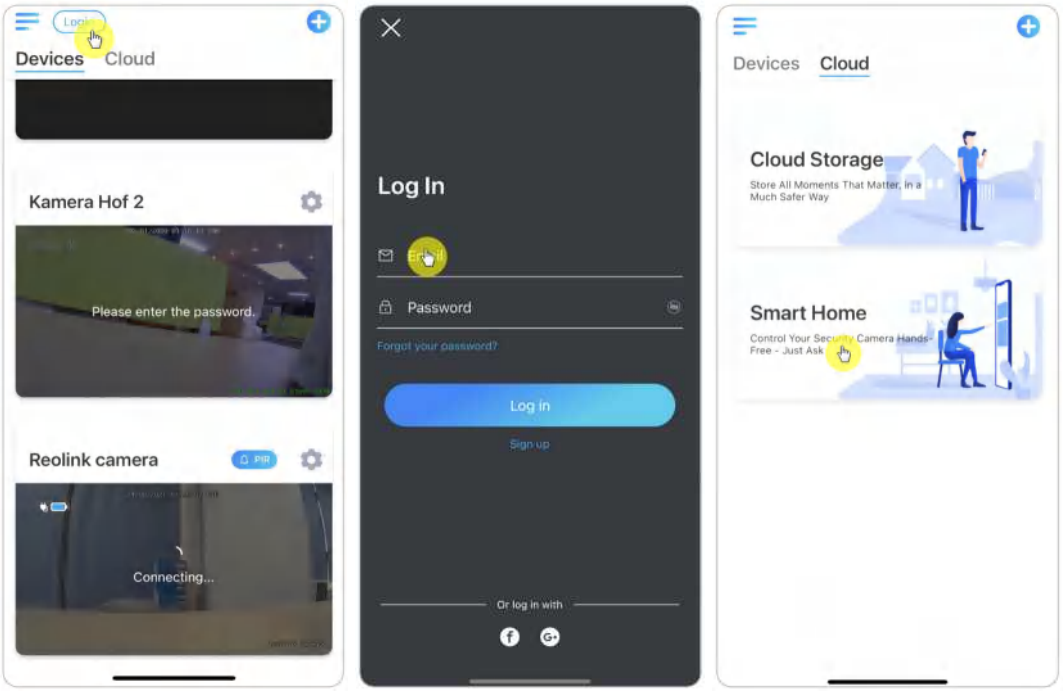
The online upgrading is only available for cameras with the hardware version of IPC_523, but it will not take into effect unless there is online firmware released.

Smart Homes

For smart homes, Reolink cameras have supported displaying videos on Google Home or Amazon Alexa. For Reolink WiFi camera, the model E1, E1 pro, E1 zoom, Reolink Lumus, E1 outdoor and cameras with hardware IPC_513, IPC_515 and IPC_523 support the smart home feature.

Google Home

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



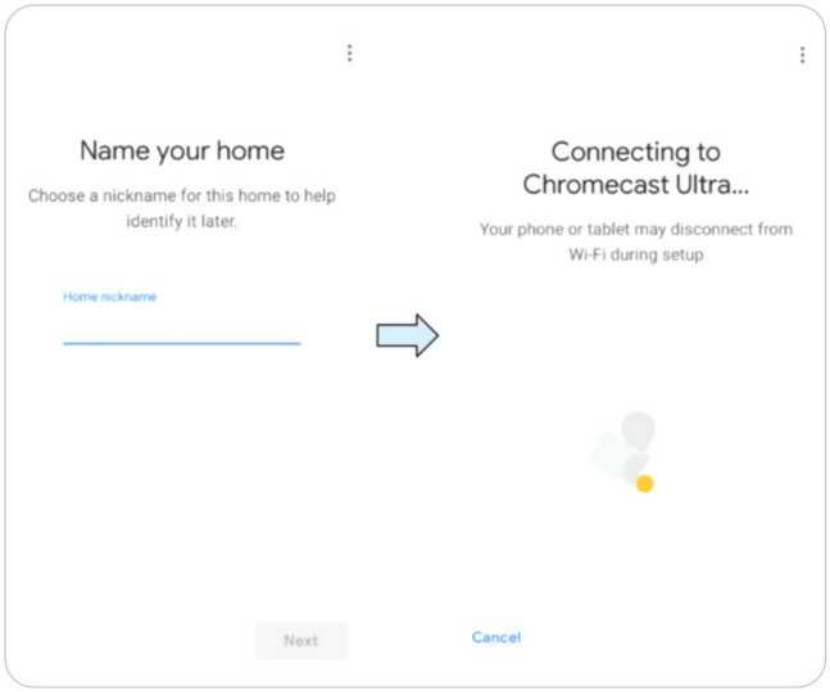
2. Tap **Enable** to add the device to **Google Home** in the **Smart Home** page.

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

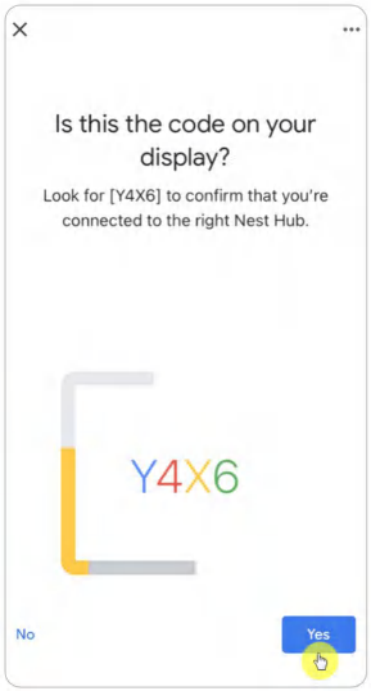

It can't be easier to control your Reolink security cameras that come with smart home integration. Just with hands-free voice commands, you can watch the real-time images of your doorstep, backyard and baby's room on the screen easily. Enjoy smart home feature now!
Learn more >
Cmaera
Enable
Reolink Front
Enable
Reolink Cam...

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

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



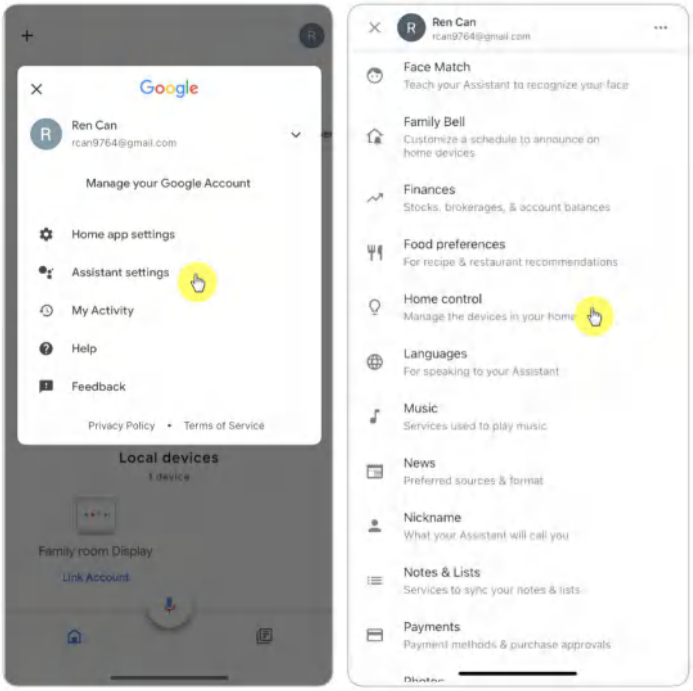
5. After the **Chromecast** found, please check the code shown on your TV and tap **Yes** to continue.


Is this the code on your display?
Look for [Y4X6] to confirm that you're connected to the right Nest Hub.
Y4X6
No
Yes

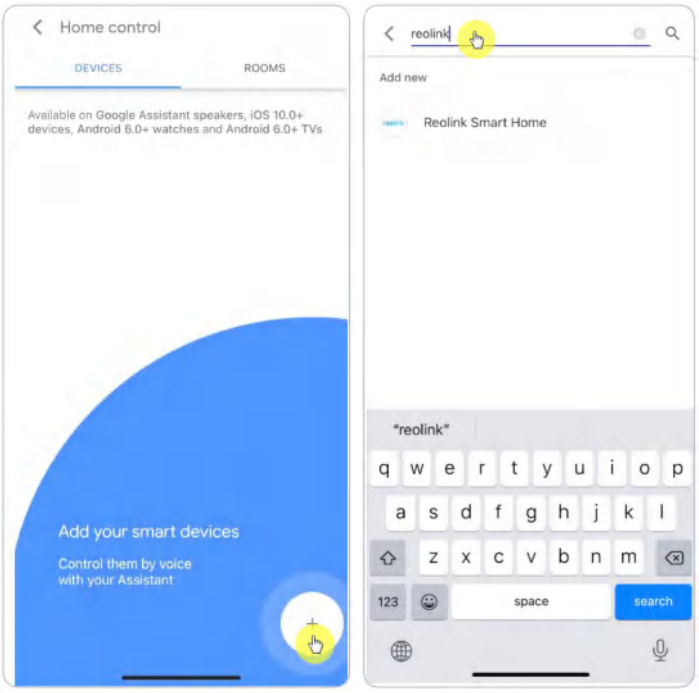
6. Connect the Wi-Fi network you would like to use with your **Chromecast**, then you can customize a room name, which will be added to your room list.



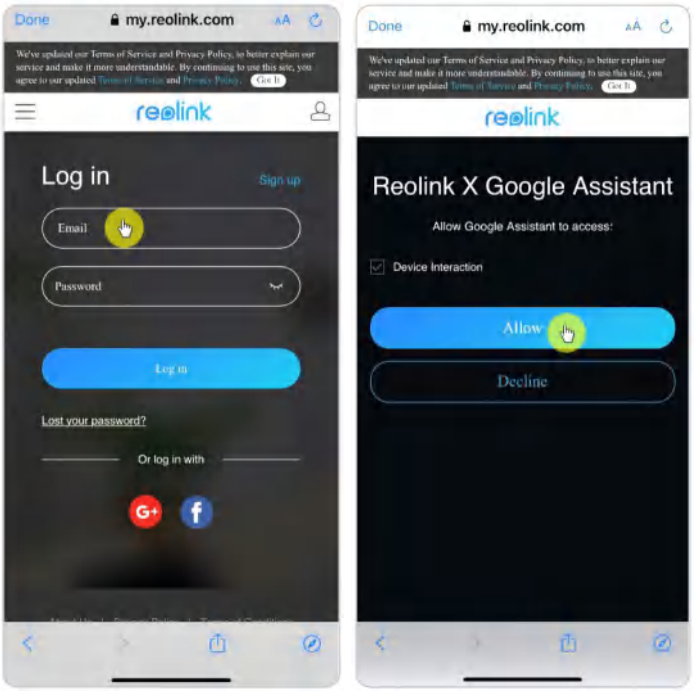
7. Now tap the button to enter the account page, and then tap **Settings** > **Assistant** > **Home Control**.



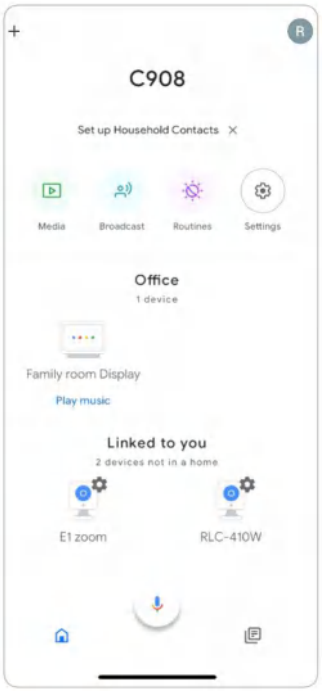
8. Tap the button and search **Reolink** in the search bar.



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

Amazon Alexa

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

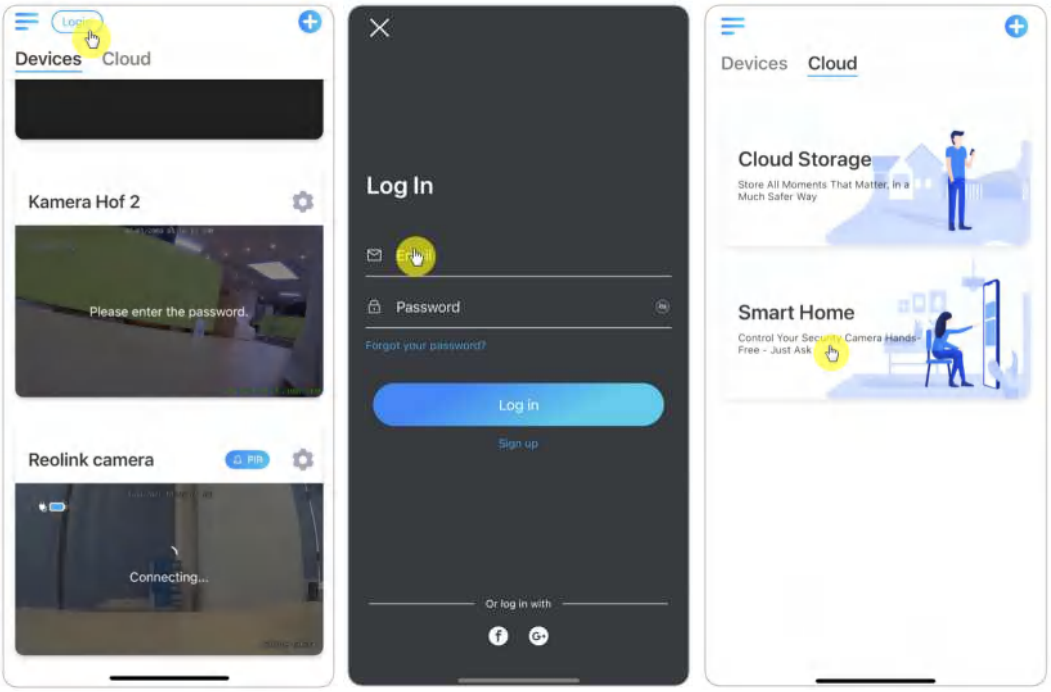
Alexa doesn't support all countries currently; it is only available for the countries below:

America: United States, Brazil, Canada, Mexico

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

Asia & Oceania: Japan, India, Australia

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

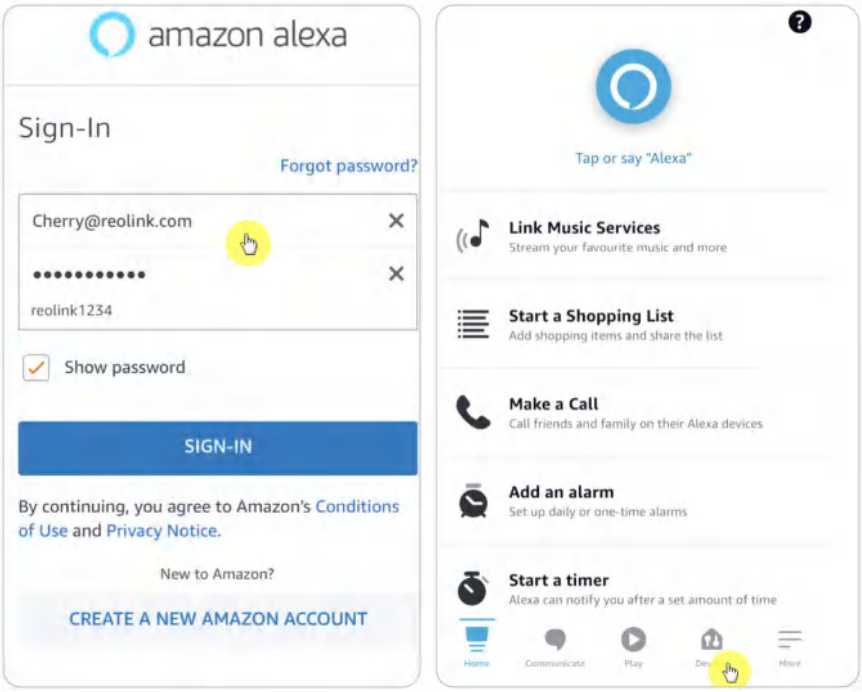


2. Tap **Enable** to add the device to **Amazon Alexa** in the **Smart Home** page.

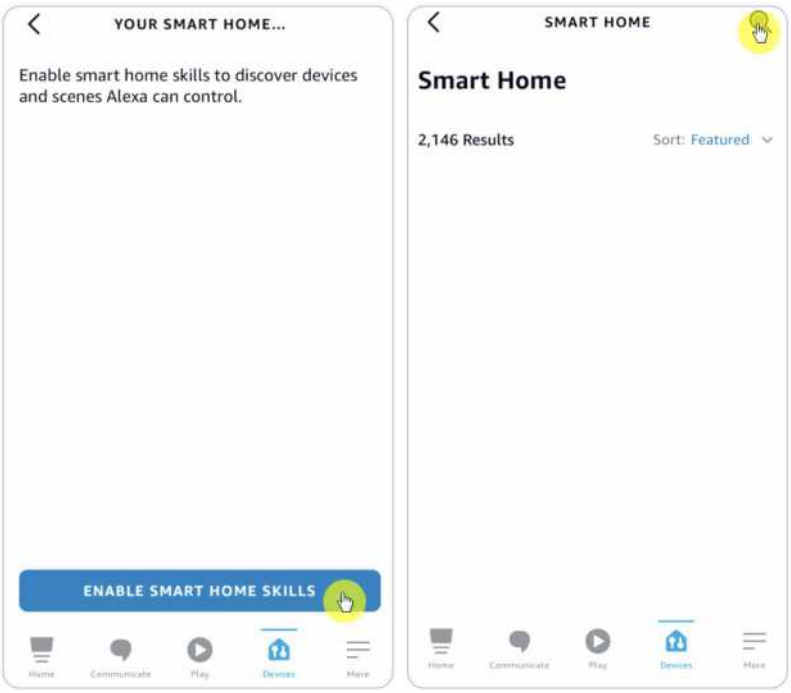
Note: Only when it turns to disable that means the smart home feature is enabled.



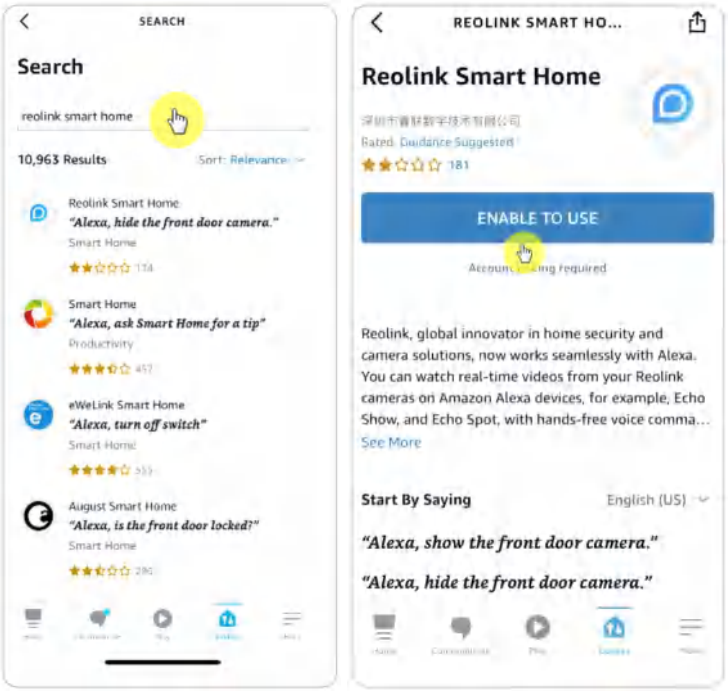
3. Launch the **Amazon Alexa** App, sign in to your Alexa account and then tap on **Devices** in the bottom right corner.



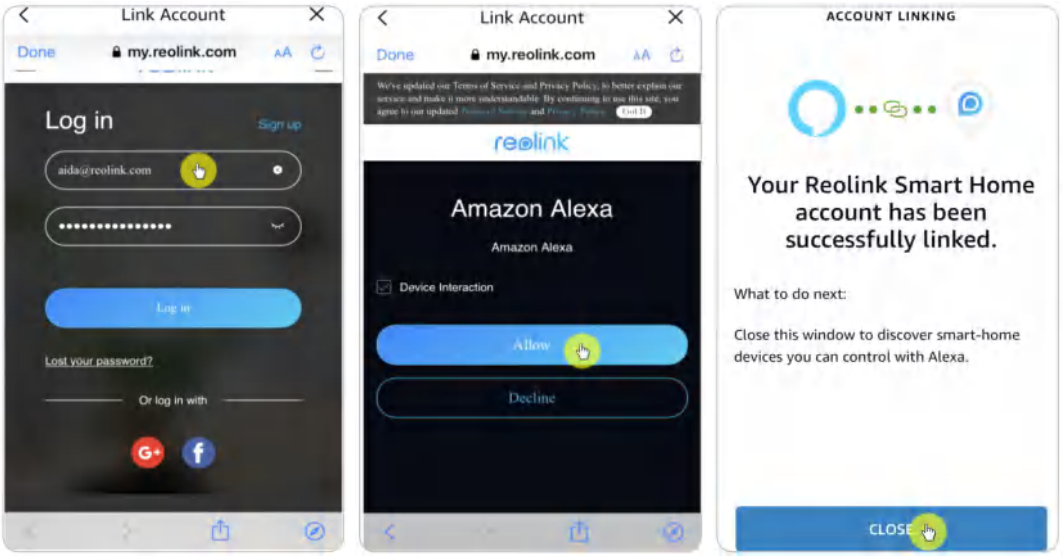
4. Select **Your Smart Home Skills** and tap **Enable Smart Home Skills**. Please tap the **Search** icon at the top right corner and search **Reolink Smart Home**.



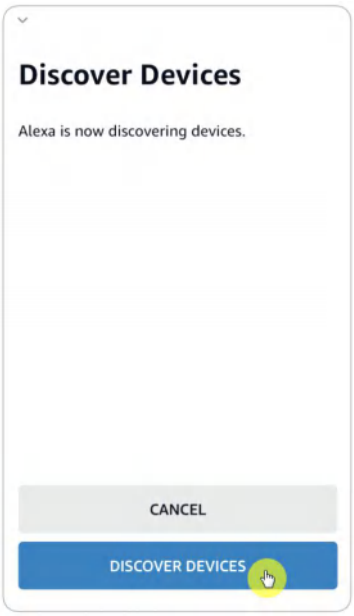
5. After search and find **Reolink Smart Home**, tap **ENABLE TO USE**.



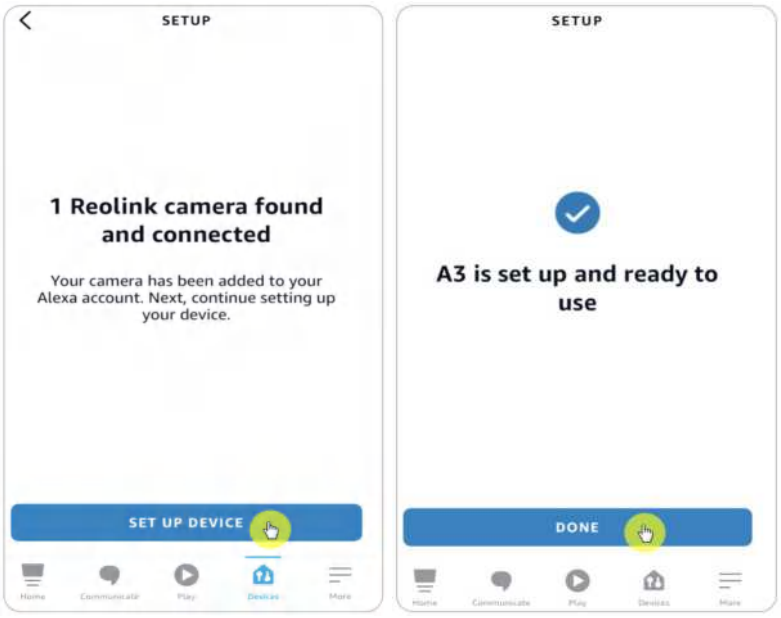
6. Type in your Reolink account, and then tap **Log in**. After logging in successfully, then tap **Allow**, the App will remind that "**Reolink Smart Home has been successfully linked**". Tap **Close** to go to the next step.



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



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



9. **Done!** Now you've added the Reolink camera to Amazon Alexa successfully.

To test your camera, turn on the 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. FAQs and Troubleshooting

FAQs

Q1: Can customers from European countries use Cloud service?

A: No, the Cloud service 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 with format FAT32, class 10 or above. (Note: Some of the cameras can only support up to 64GB SD card).

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). You can share the camera to a friend through camera Settings > Share Camera.

Q4: Can Reolink WiFi cameras work with Reolink NVR?

A: Yes, WiFi cameras can work with the NVR. You just need to connect the camera to the same router as the NVR is.

Q5: Can Reolink WiFi cameras work with Blue iris, Synology, QNAP or other branded third party software?

A: Yes, Reolink WiFi cameras can work with third-party software and device such as Blue iris, Synology and QNAP. But for better stability and compatibility, it's suggested to use Reolink Client or App to manage the Reolink cameras.

Q6: Can I use a power extension cable?

A: Yes, you can use the Reolink official 4.5-meter power extension cable. You can connect up to two power extension cables.

Q7: What's the specification of the power adapter for the Reolink WiFi cameras?

A: For E1 Series and Reolink Lumus, the power adapter is 5V 1A or 5V 2A. For the other RLC-X WiFi cameras, the power adapter is 12V 1A or 12V 2A.

Q8: How to protect camera from water intrusion?

A: Please avoid using indoor cameras outdoors. And for outdoor cameras you can check precautions below to help protect camera from water infiltration.

·For E1 Outdoor, please mount it upside down to be waterproof.

·Mount cameras under eaves or other covers,instead of directly in the open air .

·When the camera must be mounted directly in the open air, it is recommended to use a conjunction box to protect the bullet/dome camera's cords. Or install the waterproof lid and use waterproof tap to wrap up the bullet/dome camera's cords.

·Avoid open up or disassemble the camera when mounting the camera, as it'll damage the camera's airtightness.

Q9: How to upgrade the camera's firmware?

A: To upgrade the camera, please do it on the Reolink Client software on the computer. And the latest firmware can be downloaded at the Download Center. If you're not sure which is the correct firmware for your camera, please contact Reolink Support for help.

Q10: Can I use the camera without a router or internet access?

A: Without a router or internet access, the camera can still work to detect motion and save recordings to SD card after its setup. Only that, without a router or internet access, you'd be unable to connect the camera to view live video or play back video easily. And all the features that require an internet access to work, such as alarm email and push notification, will stop working.

Troubleshooting

Camera Is Not Powering on

When Reolink WiFi camera is not starting up, please try the following solutions:

·Please ensure to connect the correct power adapter.

·Try with another power socket.

·Try with another power adapter.

·Make sure the DC connector is tight and properly connected to the camera body.

If these don't work, please contact Reolink Support.

Camera Failed to Scan QR Code on the Phone

When camera cannot scan the QR code on your phone during the initial setup process, please try the following solutions:

·Remove the protective film from the camera lens.

·Wipe the camera lens with a dry paper/towel/tissue.

·Tap the QR code on the phone to make it in full screen, or use a tablet to set it up.

·Adjust the phone screen brighter if the screen is dark.

·Adjust the distance between your camera and the mobile phone so that the camera can focus better.

·Make sure there is enough illumination.

If these don't work, please contact Reolink Support.

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

If the camera fails to connect to WiFi or prompts "Connection to router failed", 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.

·Make sure the router's band and wireless channel is supported by the camera, for some cameras they can only work with 2.4 Ghz WiFi.

·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 the password is within 64 characters.

·Set your password using only the characters available on the keyboard.

·If these don't work, please contact Reolink Support.

Cannot Access the Camera Remotely

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

·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 are not sure how to check it, please contact your router or internet provider.

·Check on the computer or phone, there's no firewall, proxy, VPN, and so on 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.

Camera Shows Incorrect Password

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

If you still have a phone or computer that can access the camera, please directly restore the device via the software. After restoring, 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 pressing 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 on Reolink website.

Camera Can't Detect the SD Card

After installing the SD card, the camera cannot detect or recognize the SD card, please follow the steps below to trouble shoot.

·Please ensure the SD card specification meet the camera's requirement.

·Ensure to format the SD card to FAT32 format.

·Ensure the SD card is correctly installed, and restart the camera to check again.

·Try another SD card.