REOLINK RLC-410WS

Reolink RLC-410WS 4MP Dual-Band Wi-Fi Security Camera User Manual

Model: RLC-410WS

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Reolink RLC-410WS 4MP Super HD Dual-Band Wi-Fi Wireless Security IP Camera. Please read this manual thoroughly before using the product to ensure correct usage and optimal performance.

2. PRODUCT OVERVIEW

2.1 Camera Components

Familiarize yourself with the main components of your RLC-410WS camera:

Image 2.1: Reolink RLC-410WS Camera Component Diagram. This image illustrates the various parts of the camera including the antenna, lens, IR LEDs, daylight sensor, and connection ports for power, network, and the reset button.

- **Antenna:** For Wi-Fi connectivity.
- **Metal Aluminum Case:** Durable housing for outdoor use.
- **High Definition F=4.0mm Lens:** Captures 4MP Super HD video.
- **36 PCS IR LEDs:** Provides infrared illumination for night vision up to 100ft.
- **Daylight Sensor:** Detects ambient light to switch between day and night modes.
- **Reset Button:** Used to restore factory default settings.
- **Power Port:** For connecting the 12V DC power adapter.
- **Network Cable Port:** For initial setup and optional wired Ethernet connection.

2.2 Key Features

- **4MP Super HD Video:** Records clear video at 1440p resolution, supporting 1080p and 720p.
- **100ft Night Vision:** Equipped with IR LEDs for clear surveillance in low-light conditions.
- **Dual-Band Wi-Fi:** Supports 2.4GHz and 5GHz Wi-Fi for flexible and stable wireless connection.
- **Motion Detection Alerts:** Sends real-time email alerts with photos or 30-second video clips, and push notifications to mobile phones.
- **Local Storage:** Built-in 16GB Micro SD card for recording and storing up to 400 motion-activated events.
- **Remote Access:** Monitor your home from anywhere using the Reolink Client software (PC/Mac) or Reolink App (iPhone/Android).
- **80-Degree Viewing Angle:** Provides a wide field of view.
- **IP67 Weatherproof:** Designed for outdoor use in various weather conditions.

3. What's in the Box

Verify that all items are present in your package:

Image 3.1: Package Contents. This image displays the camera, antenna, power adapter, extension cable, network cable, software CD, quick start guide, surveillance sign, mounting template, and screws.

- Reolink RLC-410WS Camera
- Power Adapter
- Power Extension Cable
- Network Cable (1 meter)
- Antenna
- Quick Start Guide
- Mounting Hole Template
- Screws and Wall Plugs
- Surveillance Sign
- CD (Manual/Software)

4. Setup and Installation

4.1 Initial Configuration

1. **Connect Power and Ethernet:** Connect the camera to the power adapter and then to your router using the provided Ethernet cable.

2. **Download Reolink App/Client:** Download the Reolink App from the App Store or Google Play, or the Reolink Client software from the official Reolink website for PC/Mac.

3. **Add Camera:** Open the app/client, click the "+" icon to add the camera. The app/client should automatically detect the camera on your local network.

4. **Set Password:** Create a strong password for your camera.

5. **Configure Wi-Fi:** Once connected via Ethernet, navigate to the camera settings in the app/client to configure Wi-Fi. Select your 2.4GHz or 5GHz network and enter the password. Ensure a strong Wi-Fi signal at the installation location. *Note: Wi-Fi settings can typically only be changed while the camera is connected via Ethernet.*

6. **Test Connection:** After configuring Wi-Fi, test the connection. Once successful, you can disconnect the Ethernet cable.

4.2 Mounting the Camera

Consider the following when mounting your camera:

- **Location:** Choose a location that provides the desired viewing angle and is within range of your Wi-Fi network.

- **Power Cable Routing:** The power cable requires a hole of approximately 3/4 inch (19mm) to pass through a wall due to the Ethernet socket and reset switch on the breakout cable. Plan your cable routing carefully.

- **Bracket Adjustment:** The mounting bracket allows for three-dimensional adjustment. Loosen the small Allen screws to adjust the camera angle, then tighten them securely.

- **Water Protection:** For outdoor installations, ensure the breakout cable connections (power, network, reset button) are protected from water. Consider using a waterproof junction box.

Image 4.1: Camera Dimensions. This image provides the physical measurements of the RLC-410WS camera, useful for planning installation.

5. OPERATING THE CAMERA

5.1 Accessing the Camera

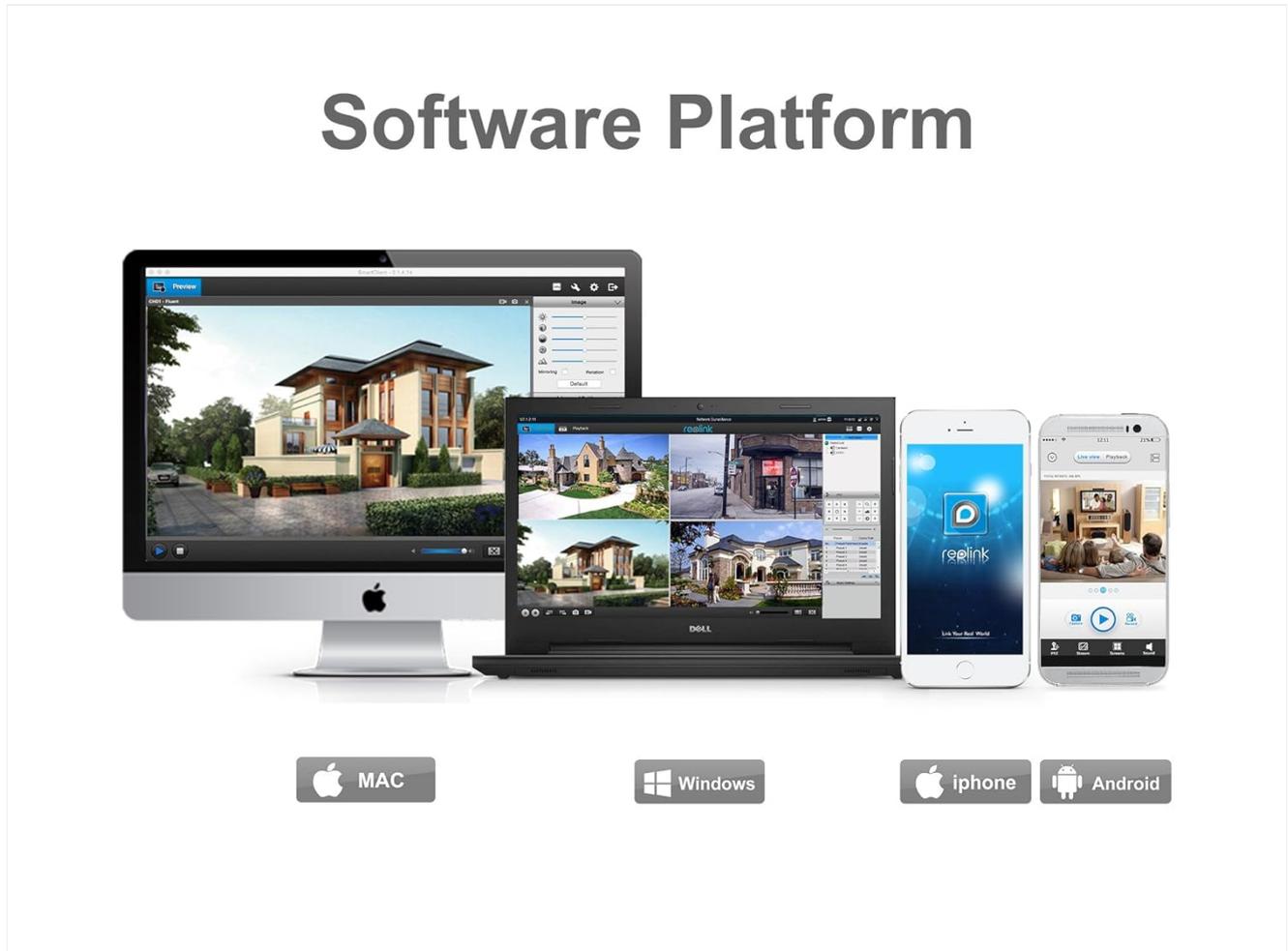You can access your Reolink RLC-410WS camera using various platforms:

Image 5.1: Reolink Software Platform. This image illustrates how the Reolink camera can be accessed and managed from various devices, including Mac, Windows, iPhone, and Android.

- **Reolink App:** Available for iOS (iPhone/iPad) and Android devices. Provides live view, playback, and settings management.
- **Reolink Client:** Desktop software for Windows and macOS. Offers comprehensive control, multi-camera viewing, and recording options.
- **Web Browser:** Access the camera directly via its IP address using a web browser (features may be limited compared to the app/client).

5.2 Motion Detection and Recording

The RLC-410WS camera features customizable motion detection:

- **Sensitivity Adjustment:** Adjust motion detection sensitivity to minimize false alarms.
- **Detection Zones:** Define specific areas within the camera's view to monitor for motion, ignoring irrelevant areas.
- **Privacy Mask:** Mask out sensitive areas from being recorded or viewed.
- **Alerts:** Receive instant push notifications on your phone, email alerts with snapshots or video clips, and upload recordings to an FTP server.

- **Local Storage:** Motion-activated events are recorded to the built-in 16GB Micro SD card for later playback.

5.3 Video Quality and Night Vision

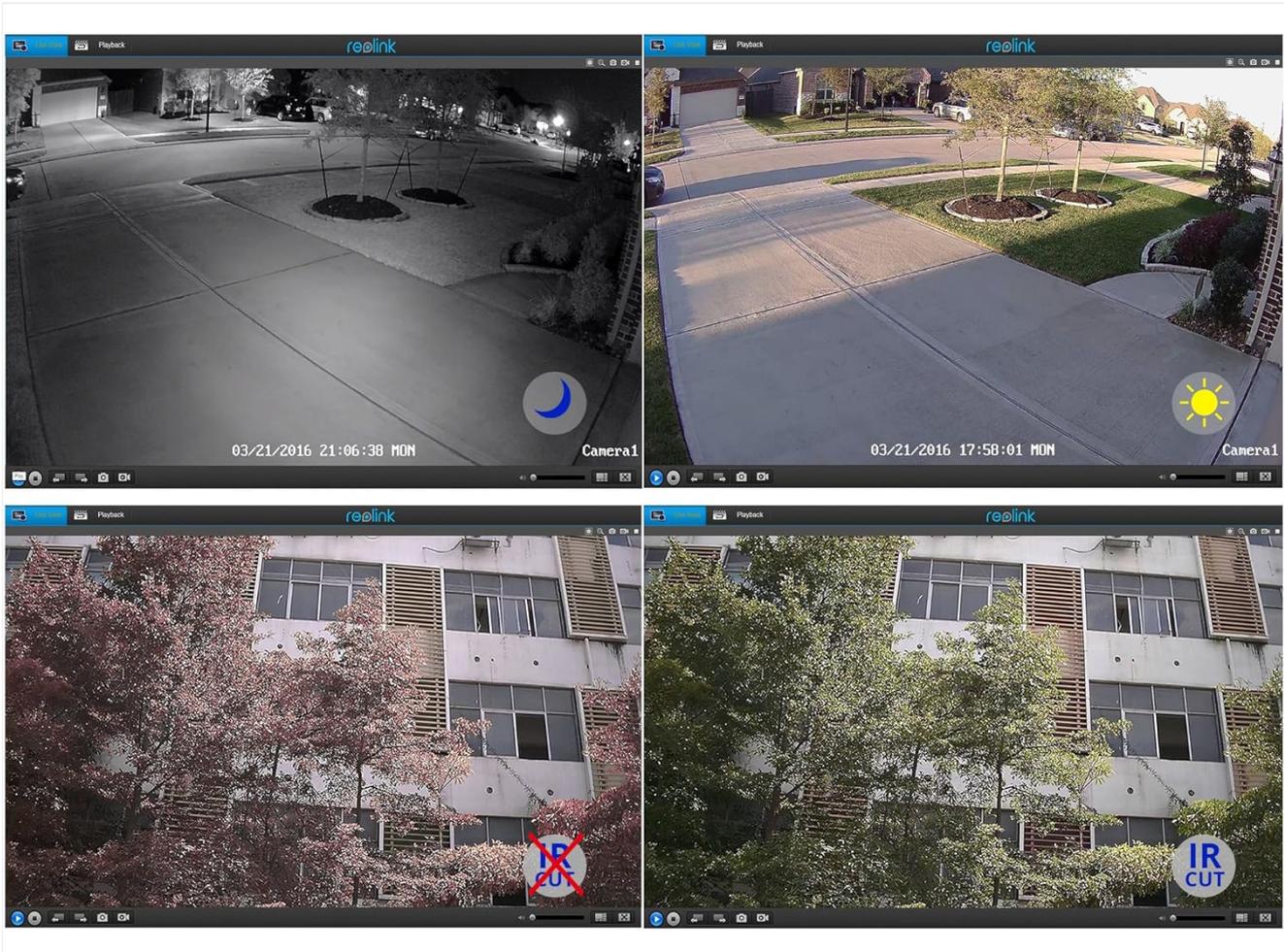The camera provides high-quality video day and night:

Image 5.2: Day and Night Vision Comparison. This image demonstrates the camera's ability to capture clear video in both daylight and low-light conditions using its infrared capabilities.

- **4MP Super HD:** Delivers crisp and clear video footage.
- **Infrared Night Vision:** Automatically switches to night mode in low light, providing clear black and white video up to 100 feet.
- **IR Cut Filter:** Ensures accurate color reproduction during the day and enhanced infrared sensitivity at night.

6. SPECIFICATIONS

Detailed technical specifications for the Reolink RLC-410WS camera:

Feature	Specification
Model	RLC-410WS
Effective Video Resolution	4 MP (1440p)
Viewing Angle	80 Degrees
Night Vision Range	100 Feet

Frame Rate	25 frames per second
Wireless Communication	Wi-Fi (2.4/5Ghz Dual Band)
Storage	Built-in 16GB Micro SD Card
Power Source	12 Volts DC
International Protection Rating	IP67
Dimensions (L x W x H)	18.8 x 6.6 x 6.6 Centimeters
Item Weight	454 g (1 Pound)
Control Method	App
Mounting Type	Wall Mount

Model	PoE Power Over Ethernet	WiFi 2.4G 5.8G Dual Mode	Micro SD 16G Micro SD Card	4X Optical Zoom 4X Motorized Lens	Pan/Tilt
RLC-410	●				
RLC-410S	●		●		
RLC-410WS		●	●		
RLC-411	●			●	
RLC-411S	●		●	●	
RLC-411WS		●	●	●	
RLC-420	●				
RLC-422	●			●	
RLC-423	●			●	●
S-Micro SD / W-Wireless					

Image 6.1: Reolink Model Feature Comparison. This table highlights the features available across various Reolink camera models, including PoE, Wi-Fi, Micro SD storage, optical zoom, and pan/tilt capabilities.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your RLC-410WS camera.

7.1 Wi-Fi Connectivity Issues

- **No Wi-Fi Connection:**

- Ensure the camera is initially configured via Ethernet before setting up Wi-Fi.
- Verify your Wi-Fi password is correct.
- Perform a firmware update. Outdated firmware can cause connectivity problems.
- Ensure the camera is within range of your Wi-Fi router and has a strong signal. Signal strength can drop quickly with distance.
- If changing Wi-Fi settings, ensure the camera is connected via Ethernet, run a connection test, and save changes.

- **Frequent Disconnects:**

  - Check Wi-Fi signal strength at the camera's location. Consider using a Wi-Fi extender if the signal is weak.
  - Ensure your router's 2.4GHz and 5GHz channels are not overly congested.
  - Update camera firmware to the latest version.

7.2 Camera Not Responding After Settings Change/Firmware Update

- If the camera becomes unresponsive after a settings change or firmware update, try power cycling the camera (unplug and re-plug the power adapter).
- If power cycling does not work, reconnect the camera via Ethernet. This often restores connectivity and allows further troubleshooting or re-configuration.
- If the issue persists, perform a factory reset using the reset button on the breakout cable.*Note: This will erase all settings.*

7.3 False Motion Detection Alerts

- Adjust the motion detection sensitivity in the camera settings.
- Define specific motion detection zones to exclude areas with frequent irrelevant movement (e.g., trees swaying, busy roads).
- In night vision mode, insects flying close to the IR illuminators can trigger alerts. Consider adjusting sensitivity or, if possible, using an external IR illuminator placed away from the camera.

8. MAINTENANCE

- **Cleaning:** Regularly clean the camera lens and housing with a soft, damp cloth to ensure clear image quality. Avoid abrasive cleaners.
- **Firmware Updates:** Periodically check the official Reolink website for firmware updates. Keeping your camera's firmware up-to-date ensures optimal performance, security, and access to new features.
- **Cable Inspection:** Periodically inspect all cables and connections for wear or damage, especially in outdoor installations. Ensure waterproof seals are intact.
- **SD Card Management:** While the camera manages the 16GB SD card, it's good practice to occasionally check its status via the app/client.

9. WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included in your product package or visit the official Reolink website. Reolink provides dedicated customer support.

- **Technical Support:** For technical assistance, troubleshooting, or any product-related queries, please contact Reolink support via their official website. Email support is typically provided with responses within 24 hours.

- **Firmware Downloads:** Latest firmware versions and software clients can be downloaded from the Reolink support page.