Manuals+ — User Manuals Simplified.

reolink 2012A WiFi IP Camera Instruction Manual

**WiFi IP Camera
Operational Instruction**

Contents

What's in the Box

Camera

Waterproof Lid

1m
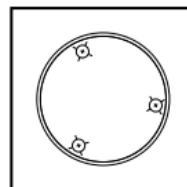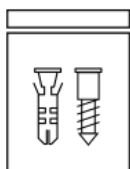Ethernet Cable

Quick Start Guide

Surveillance Sign

Mounting
Hole Template

Pack of Screws

NOTE: Camera and accessories vary with different camera models that you purchase.

Camera Introduction

Mount

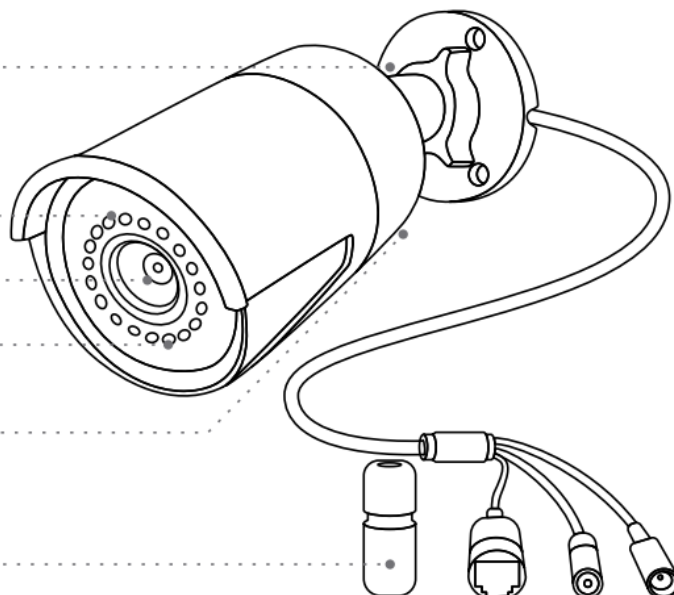Infrared Lights

Lens

Daylight Sensor
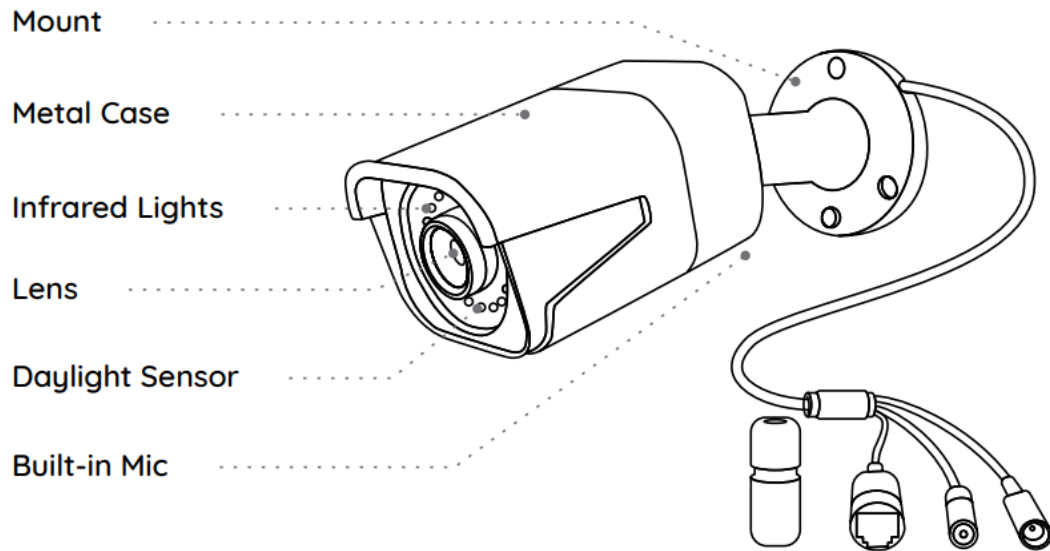
Built-in Mic

Waterproof Lid

Network Cable

IReset Button
*Press for about 10 seconds to restore the
device to factory settings.

Power Port(Optional)

Mount

Metal Case

Infrared Lights

Lens

Daylight Sensor

Built-in Mic

NOTE:

- Different types of cameras are introduced in this section. Please check out the camera included in the package and check out the details from the corresponding introduction above.
- The actual appearance and components may vary with different models of the product.

Camera Connection Diagram

Before using the camera, please connect your camera as instructed below to finish the initial setup.

1. Connect the camera to a PoE injector with an Ethernet cable.
2. Connect the PoE injector to your router, and then power on the PoE injector.

PoE IP Camera

Ethernet Cable

Router

PoE Injector*

Power Adapter

Ethernet Cable
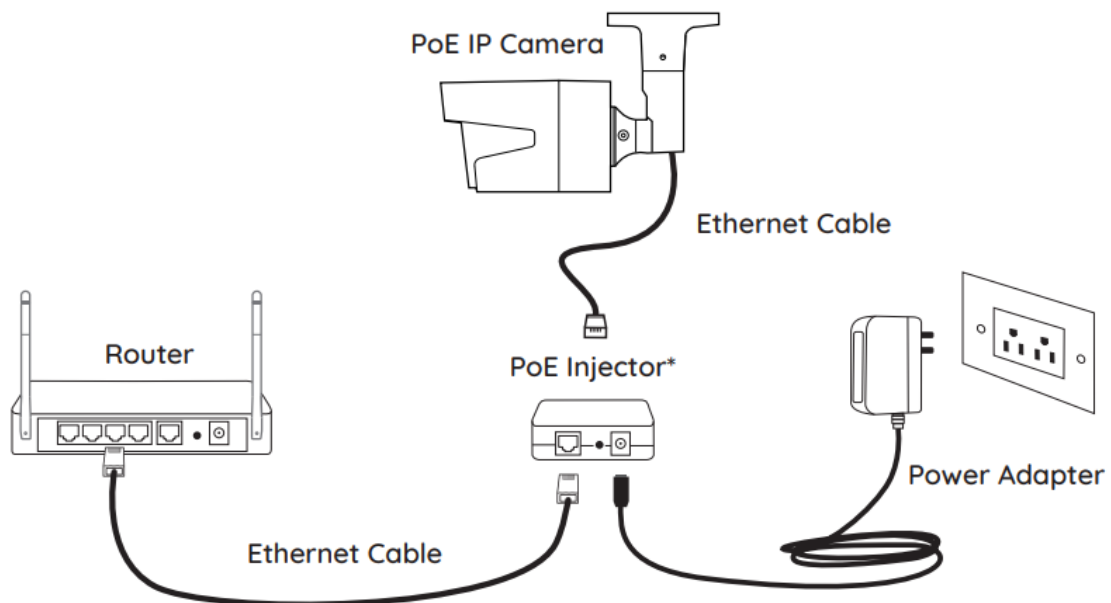
*You may also connect the camera to a PoE switch or Reolink PoE NVR.

NOTE: The camera should be powered with a 12V DC adapter or a PoE powering device such as a PoE injector,

PoE switch, or Reolink NVR (not included in the package).

Set up the Camera

Download and Launch the Reolink App or Client software, and follow the onscreen instructions to finish the initial setup.

- **On Smartphone**

  Scan to download the Reolink App.

  https://reolink.com/wp-json/reo-v2/app/download

- **On PC**

  Download path of the Reolink Client: Go to https://reolink.com > Support > App & Client.

NOTE: If you are connecting the camera to a Reolink PoE NVR, please set up the camera via the NVR interface.

Mount the Camera

Installation Tips

- Do not face the camera toward any light sources.
- Do not point the camera towards a glass window. Or, it may result in poor image quality because of the window glare by infrared LEDs, ambient lights, or status lights.
- Do not place the camera in a shaded area and point it towards a well-lit area. Or, it may result in poor image quality. To ensure the best image quality, the lighting condition for both the camera and the capture object shall be the same.
- To ensure better image quality, it's recommended to clean the lens with a soft cloth from time to time.
- Make sure the power ports are not directly exposed to water or moisture and not blocked by dirt or other elements.
- With IP waterproof ratings, the camera can work properly under conditions like rain and snow. However, it doesn't mean the camera can work underwater.
- Do not install the camera in places where rain and snow can hit the lens directly.
- The camera may work in extremely cold conditions as low as -25°C because it will produce heat when powered on. You may power the camera indoors for a few minutes before installing it outdoors.
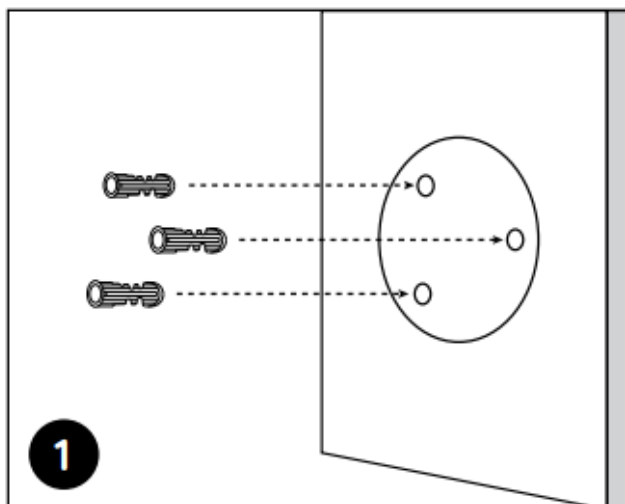
NOTE: There are two different types of mounts for bullet cameras.
Please check out the amount included in the package and follow the corresponding instruction to install the camera properly.

Install the Camera

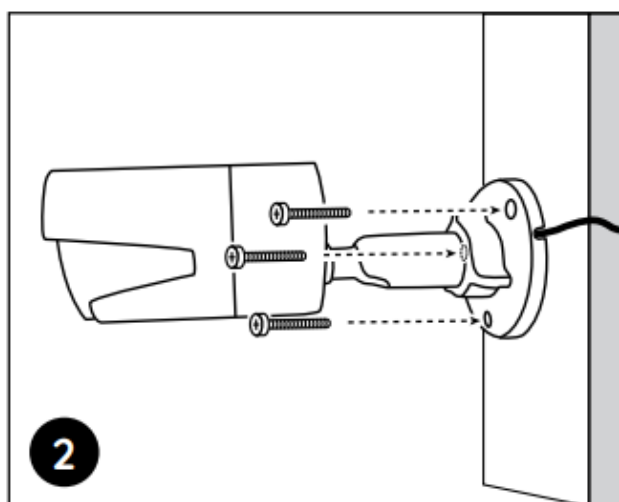Drill holes in accordance with the mounting hole template.
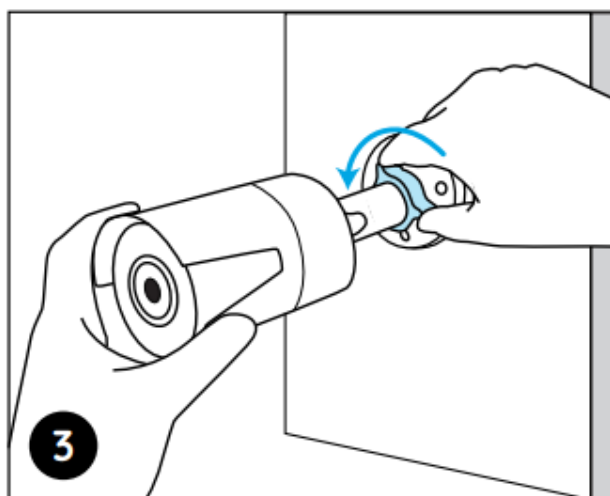**NOTE:** Use the drywall anchors included in the package if needed.

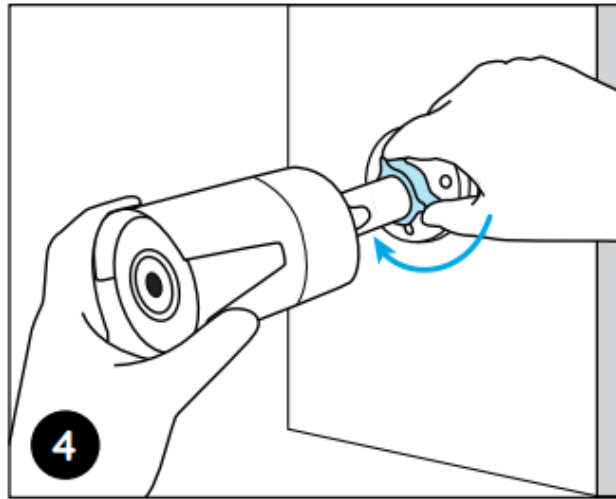Install the mount base with the mounting screws included in the package.
NOTE: Run the cable through the cable notch on the mount base.
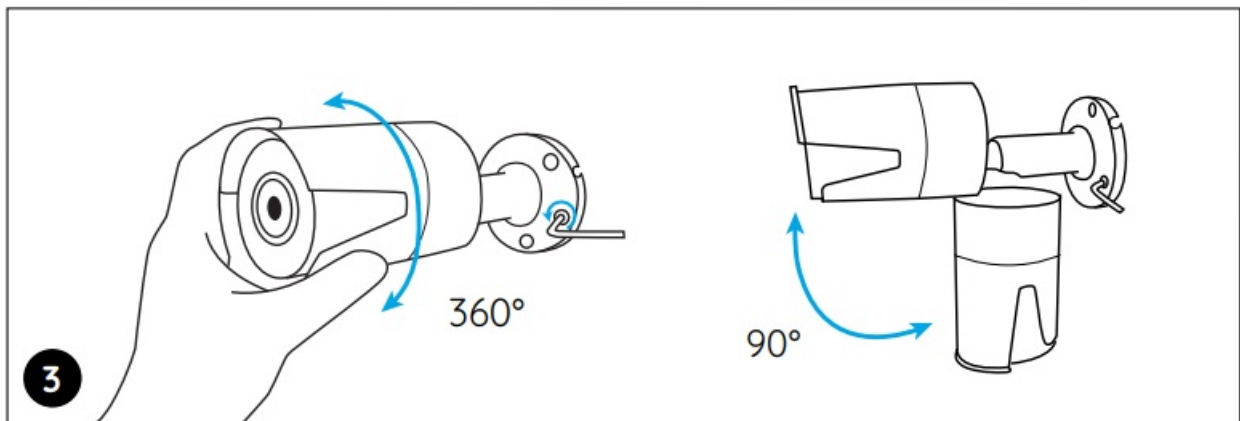

To get the best field of view, loosen the adjustment knob on the security mount and turn the camera.

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.

Troubleshooting

The camera is Not Powering On

If your camera is not powering on, please try the following solutions:

- Make sure your camera is powered properly. The PoE camera should be powered by a PoE switch/injector, the Reolink NVR or a 12V power adapter.
- If the camera is connected to a PoE device as listed above, connect the camera to another PoE port and see if the camera will power on.
- Try again with another Ethernet cable.
  If these won't work, contact Reolink Support at **https://support.reolink.com/**.

Infrared LEDs Stop Working

If the Infrared LEDs of your camera stop working, please try the following solutions:

- Enable infrared lights on the Device Settings page via Reolink App/Client.
- Check if the Day/Night mode is enabled and set up auto infrared lights at night on the Live View page via Reolink App/Client.

- Upgrade the firmware of your camera to the latest version.
- Restore the camera to factory settings and check out the infrared light settings again.

If it doesn't work, contact Reolink Support at **https://support.reolink.com**/.

Fail to Upgrade the Firmware

If you fail to upgrade the firmware for the camera, try the following solutions:

- Check out the current camera firmware and see if it is the latest one.
- Make sure that you download the correct firmware from Download Center.
- Make sure that your PC is working on a stable network.

  If it doesn't work, contact Reolink Support at **https://support.reolink.com/**.

Specifications

Hardware Features
Night Vision: 30 Meters (100ft)
Day/Night Mode: Auto Switchover
General
Operating Temperature: -10° to 55°C (14° to 131°F)
Operating Humidity: 10%-90%
Ingress Protection: IP66
For more specifications, visit **https://reolink.com/**.

Notification of Compliance

FCC Compliance Statement

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For more information, visit **https://reolink.com/fcc-compliance-notice/**.

C€ **Simplified EU Declaration of Conformity**

Reolink declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

Correct Disposal of This Product

This marking indicates that this product should not be disposed of with other household wastes. throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

Limited Warranty

This product comes with a 2-year limited warranty that is valid only if purchased from Reolink Official Store or a Reolink authorized reseller. Learn more: **https://reolink.com/warranty-and-return/**.

Terms and Privacy

Use of the product is subject to your agreement to the Terms of Service and Privacy Policy at reolink.com. Keep out of reach of children.

End-User License Agreement

By using the Product Software that is embedded in the Reolink product, you agree to the terms of this End User License Agreement ("EULA") between you and Reolink. Learn more: **https://reolink.com/eula**/.

FCC Caution:
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body.

Technical Support

If you need any technical help, please visit our official support site and contact our support team before returning the products, **https://support.reolink.com**.

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Documents / Resources

		reolink 2012A WiFi IP Camera [pdf] Instruction Manual 2012A, 2AYHE-2012A, 2AYHE2012A, 2012A WiFi IP Camera, WiFi IP Camera

References

- ⓓ **Reolink: Global Innovator in Smart Home Security and Camera Solutions**
- ⓓ **Reolink: Global Innovator in Smart Home Security and Camera Solutions**
- ⓓ **Reolink: Global Innovator in Smart Home Security and Camera Solutions**
- ⓓ **Reolink® Deutschland: Zuverlässige Sicherheitslösungen im DIY-Stil**
- ⓓ **Warranty & Return – Reolink**
- ⓓ **Reolink Support - Official Reolink Help Center**
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