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reolink Go Plus 4G LTE Cellular Battery Security Camera Instruction Manual

reolink Go Plus 4G LTE Cellular Battery Security Camera

What's in the Box

Camera x1	Outdoor Security Mount x1	Rechargeable Battery x1	Skin x1	Reset Needle x1
Surveillance Sign x1	Quick Start Guide x1	Mounting Hole Template x1	Pack of Screws x1	Micro USB Cable x1

- The camera and the rechargeable battery are packed separately in the same package.
- Please dress the camera with the skin for better weatherproof performance when you install the camera outdoors.

Camera Introduction

Built-in Mic

Infrared Lights

Daylight Sensor

Lens

Status LED

Bult-in PIR Sensor

Speaker

Micro USB Port

Micro SD Card Slot

SIM Card Slot

Reset Hole
* Press the Reset button with a Pin to restore factory settings.

Battery Status LED

Set up the Camera

- Choose a Nano SIM card that supports WCDMA and FDD LTE.
- Activate the card on your smartphone or with your network carrier before inserting it into the camera.

NOTE

- Some SIM cards have a PIN code, please use your smartphone to disable the PIN first.
- Do not insert the IoT or M2M SIM into your smartphone.

Register on Network

1. Remove the back cover by rotating counterclockwise and insert the SIM card into the slot.
2. Insert the battery into the camera and tighten the back cover to power on the camera.

3. A red LED will be on and solid for a couple of seconds, then it will go out.
4. "Network connection succeeded" A blue LED will flash for a few seconds and then go solid before going out, which means the camera has been successfully connected to the network.

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

On Smartphone

- Scan to download the Reolink App.

On PC

Download path of the Reolink Client
NOTE: Constant live streaming via the Client software or App will result in huge consumption of cellular data.On PC

NOTE: You may also run into the following situations:

	Voice Prompt	Camera Status	Solutions
1	"SIM card cannot be recognized"	Camera cannot recognize this SIM card.	1. Check if the SIM card is facing the reverse direction. 2. Check if the SIM card is not fully inserted and insert it again.
2	"The SIM card is locked with a PIN. Please disable it"	Your SIM card has a PIN.	Put the SIM card into your mobile phone and disable the PIN.
3	"Not registered on network. Please activate your SIM card and check the signal strength"	Camera fails to register to the operator network.	1. Check whether your card is activated or not. If not, please call your operator to activate the SIM card. 2. The signal is weak at the current position. Please move the camera to a location with better signal. 3. Check if you are using the correct version of the camera.
4	"Network connection failed"	Camera fails to connect to the server.	The camera will be in Standby mode and reconnect later.
5	"Data call failed. Please confirm your cellular data plan is available or import the APN settings"	The SIM card has run out of data or APN settings are not correct.	1. Please check whether the data plan for the SIM card is still available. 2. Import the correct APN settings to the camera.

Charge the Battery

It's recommended to fully charge the battery before mounting the camera outdoors

- Charge the battery with a power adapter (not included).
    - Battery can also be charged separately.
- Charge the battery with the Reolink Solar Panel (not included if you only purchase the camera).

For better weatherproof performance, please always cover the USB charging port with the rubber plug after charging the battery.

Charging indicator:

- Orange LED: Charging
- Green LED: Fully charged

Install the Camera

- Dress the camera with the skin for better weatherproof performance when you install the camera outdoors.
- Install the camera 2-3 meters (7-10 ft) above ground. The detection range of the PIR sensor would be maximized at such a height.
- For effective motion detection, please install the camera angularly.
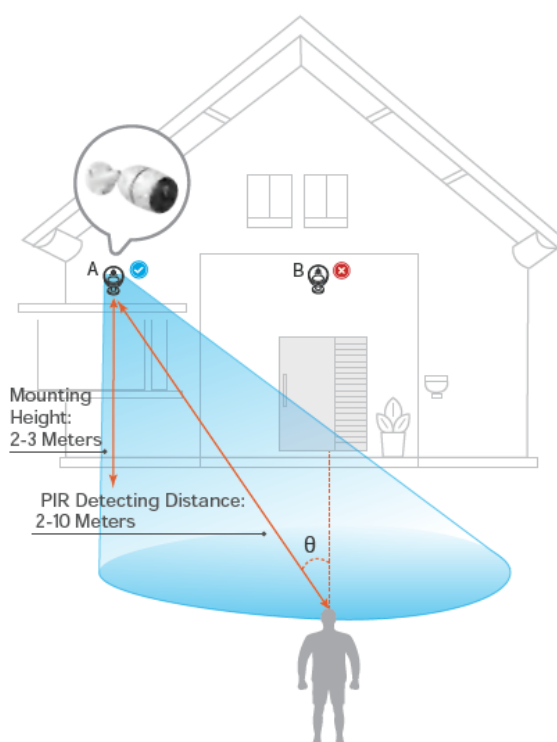
NOTE: If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.

Mount the Camera to Wall

1. Drill holes in accordance with a mounting hole template and screw the security mount into the wall. If you are mounting the camera on any hard surface, insert plastic anchors into the holes first.
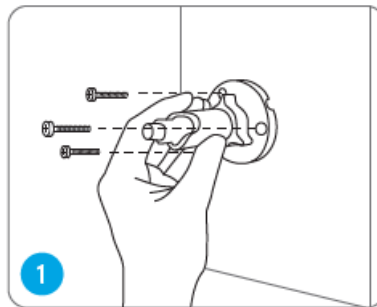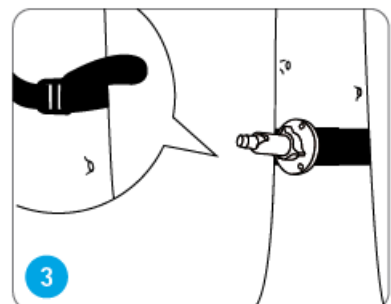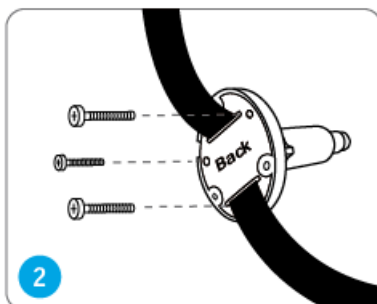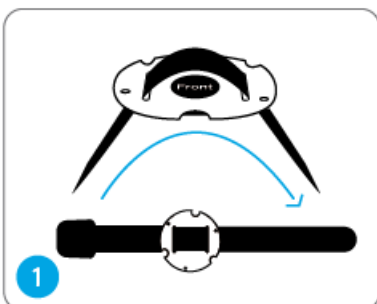

2. Install the camera on the security mount.
3. To get the best field of view, loosen the adjustment knob on security mount and turn the camera
4. Stiffen the adjustment knob to lock the camera.
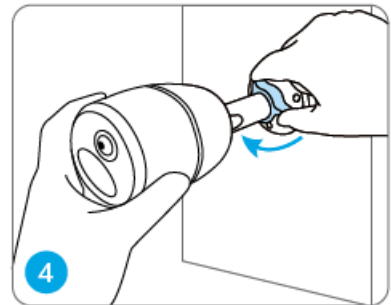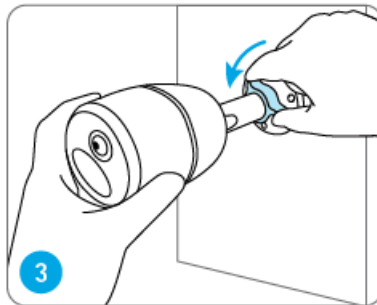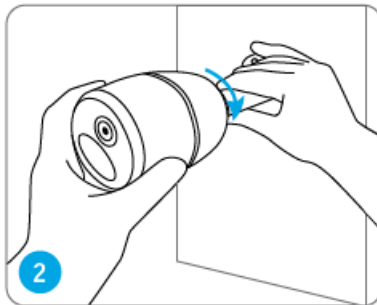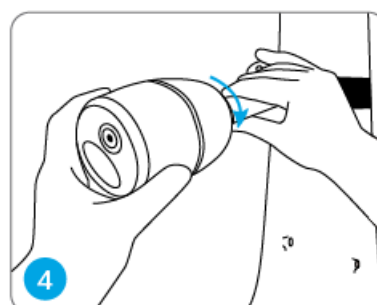

Attach the Camera to a Tree

1. Thread the provided strap to the mounting plate.
2. Attach the plate to the security mount with the smaller screws.
3. Fasten the security mount to a tree.

4. Install the camera and adjust the camera angles as instructed in step 2 & 4 in the previous installation guide.

Safety Instructions of Battery Usage

The camera is not designed for 24/7 full capacity running or around-the-clock live streaming. It's designed to record motion events and remotely view live streaming only when
you need it.

1. Charge the rechargeable battery with a standard and high-quality DC 5V/9V battery charger or Reolink solar panel. Do not charge the battery with solar panels from any other brands.
2. Charge the battery when temperatures are between 0°C and 45°C and always use the battery when temperatures are between -20°C and 60°C.
3. Make sure the battery compartment is clean and the battery contacts are aligned.
4. Keep the USB charging port dry, clean and free of any debris, cover the USB charging port with the rubber plug after the battery has been fully charged.
5. Do not charge, use or store the battery near any ignition sources, such as fire or heaters.
6. Store the battery in a cool, dry and ventilated environment.
7. Do not store the battery with any hazardous or combustible objects.
8. Do keep the battery away from children.
9. Do not short-circuit the battery by connecting wires or other metal objects to the positive (+) and negative (-) terminals. Do not transport or store the battery with necklaces, hairpins or other metal objects.
10. Do not disassemble, cut, puncture, short-circuit the battery, or dispose of the battery in water, fire, microwave ovens and pressure vessels.
11. Do not use the battery if it gives off an odor, generates heat, becomes discolored or deformed, or appears abnormal in any ways. If the battery is being used or charged, remove the battery from the device or the charger immediately, and stop using it.
12. Always follow the local waste and recycle laws when you get rid of the used battery.

Troubleshooting

Camera is not Powering on
If your camera is not powering on, please apply the following solutions:

- Make sure the battery is correctly inserted into the compartment.
- Charge the battery with a DC 5V/2A power adapter. When the green light is on, the battery is fully charged.
- If you have another spare battery, please swap the battery to have a try. If these won't work, please contact Reolink Support.

PIR Sensor Fails to Trigger Alarm
If the PIR sensor fails to trigger any kind of alarm within the covered area, try the following:

- Make sure that the PIR sensor or the camera is installed in the right direction.
- Make sure the PIR sensor is enabled or the schedule is set up properly and running.
- Check the sensitivity settings and make sure it's set up properly.
- Tap on Reolink App and go to Device Settings -> PIR Settings and make sure the corresponding action is checked.
- Make sure the battery is not deployed.

- Reset the camera and try again. If these won't work, please contact Reolink Support.

Unable to Receive Push Notification
If you fail to receive any push notification when motion is detected, try the following:

- Make sure the push notification has been enabled.
- Make sure the PIR schedule is set up properly.
- Check the network connection on your phone and try again.
- Make sure the camera is connected to the Internet. If the LED indicator under the camera lens is solid red or flickering red, it means that your device disconnects from the Internet.
- Make sure you've enabled Allow Notifications on your phone. Go to the System Settings on your phone and allow Reolink App to send push notifications. If these won't work, please contact Reolink Support.

Specifications

- PIR Detection & Alerts
- PIR Detection Distance:
- Adjustable up to 10m (33ft)
- PIR Detection Angle: 120° horizontal
- Audio Alert: Customized voice-recordable alerts Other Alerts:
- Instant email alerts and push notifications

General

- Operating Temperature:
- -10°C to 55°C (14°F to 131° F)
- Weather resistance: IP65 certified weatherproof Size: 75×113 mm
- Weight (Battery included): 380g (13.4oz)

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.

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 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 environment 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.
NOTE: We hope that you enjoy the new purchase. But if you are not satisfied with the product and plan to return, we strongly suggest that you reset the camera to factory default settings and take out the inserted SD card and SIM card before returning.

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 on the Reolink product, you agree to the terms of this End User License Agreement ("EULA") between you and Reolink.
ISED Radiation Exposure Statement

This equipment complies with RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Documents / Resources

	reolink Go Plus 4G LTE Cellular Battery Security Camera [pdf] Instruction Manual Go Plus, Go Plus 4G LTE Cellular Battery Security Camera, 4G LTE Cellular Battery Security Camera, LTE Cellular Battery Security Camera, Cellular Battery Security Camera, Battery Security Camera, Security Camera, Camera

References

- **User Manual**