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reolink RLC-523WA 5MP PTZ WiFi Camera User Guide

January 2021
QSG1_A_EN
RLC-523WA
Quick Start Guide

Contents

What's in the Box
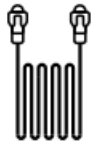
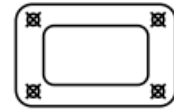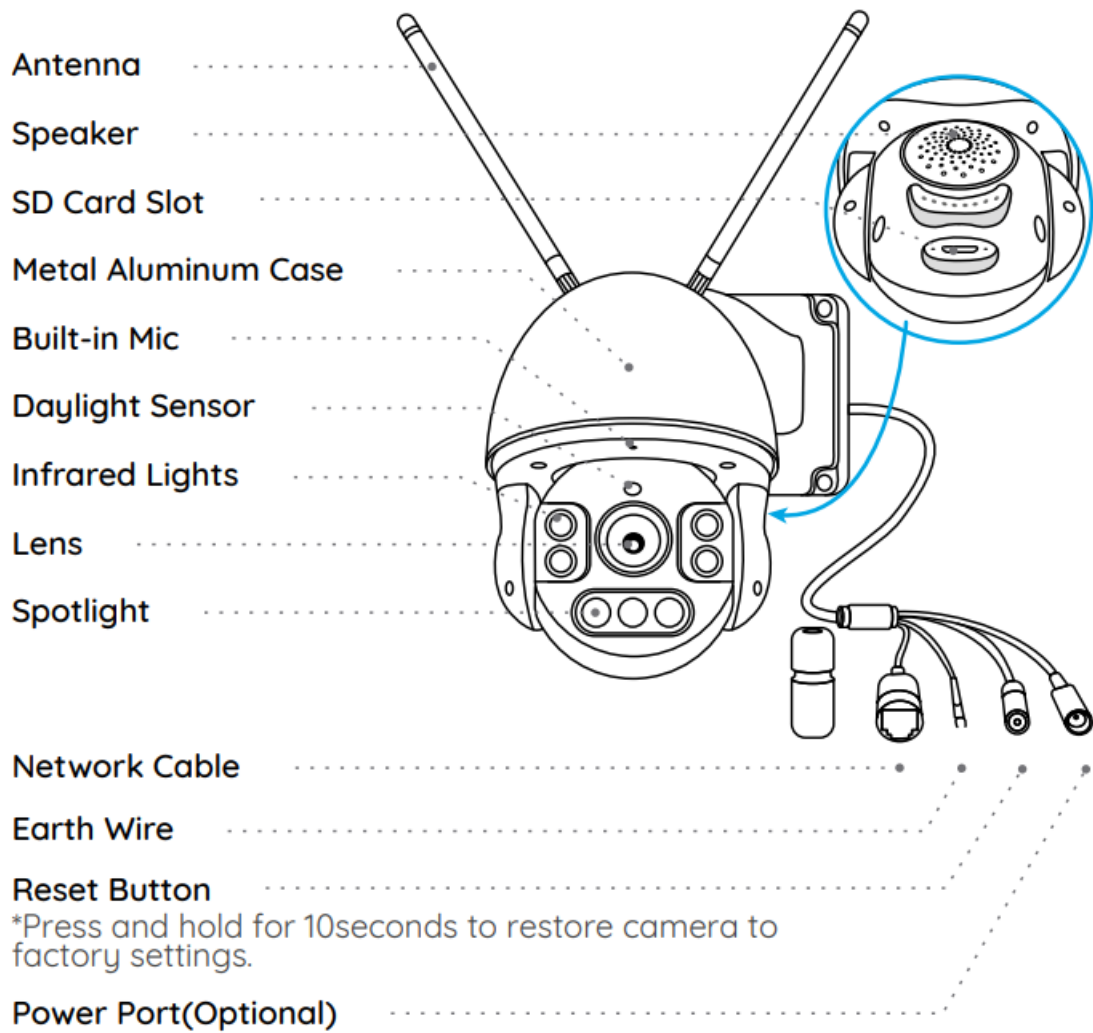|		
Camera	Waterproof Lid	Antennas *
1m Ethernet Cable	4.5m Power Extension Cable *	Mounting Template
Power Adapter	Quick Start Guide	Surveillance Sign	Pack of Screws
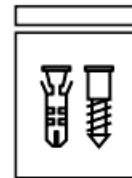
Camera Introduction

Antenna ·

Speaker ·

SD Card Slot · · · · · · · · · · · · · · ·

Metal Aluminum Case · · · · ·

Built-in Mic · · · · · · · · · · · · · · · ·

Daylight Sensor · · · · · · · · · · ·

Infrared Lights · · · · · · · · · · · ·

Lens ·

Spotlight · · · · · · · · · · · · · · · · · ·

Network Cable ·

Earth Wire ·

Reset Button ·
*Press and hold for 10seconds to restore camera to
factory settings.

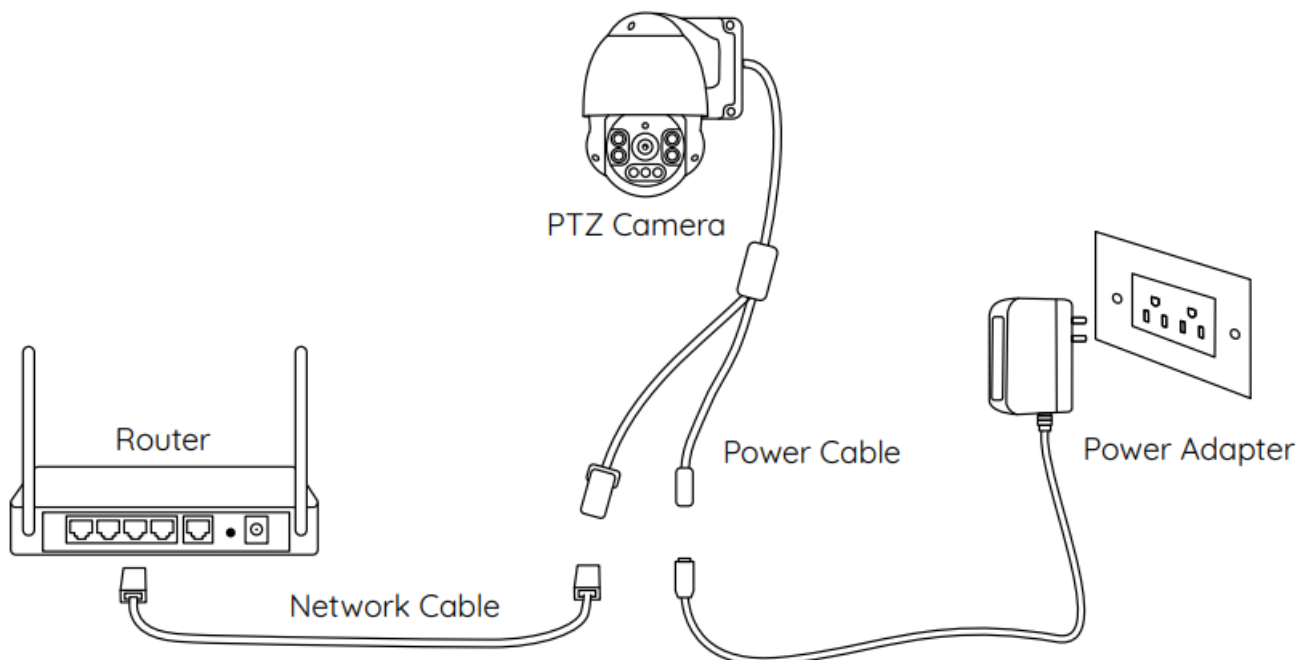Power Port(Optional) ·

Connection Diagram

Before initial setup, follow the steps below to connect your camera.

1. Connect the camera to a LAN port on your router with an Ethernet cable.
2. Use the power adapter provided to power the camera.

Set up 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.

  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 PoE camera to a Reolink PoE NVR, please set up the camera via the NVR interface.
- If you are setting up a WiFi PTZ camera, you need to follow the onscreen instructions to finish the WiFi configuration first.

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 performance due to the window glare from 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 performance. For better image quality, please make sure that the lighting condition for both the camera and the captured object is the same.
- For better image quality, it's recommended that the lens be cleaned with a soft cloth regularly.
- Make sure the power ports are not exposed to water or moisture or blocked by dirt or other elements.
- Do not install the camera in places where rain and snow may hit the lens directly.
- The camera may work in extremely cold conditions as low as -25°C as it will produce heat when powering on. You may power on the camera indoors for a few minutes before installing it outdoors.

Mount the Camera to the Wall
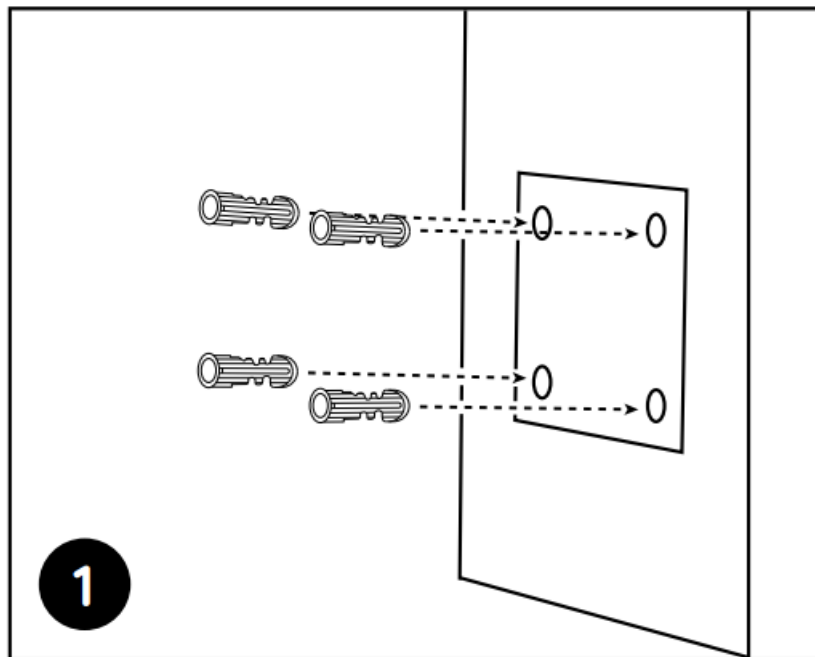
Drill holes in accordance with the mounting hole template.
NOTE: Use the drywall anchors included in the package if needed.
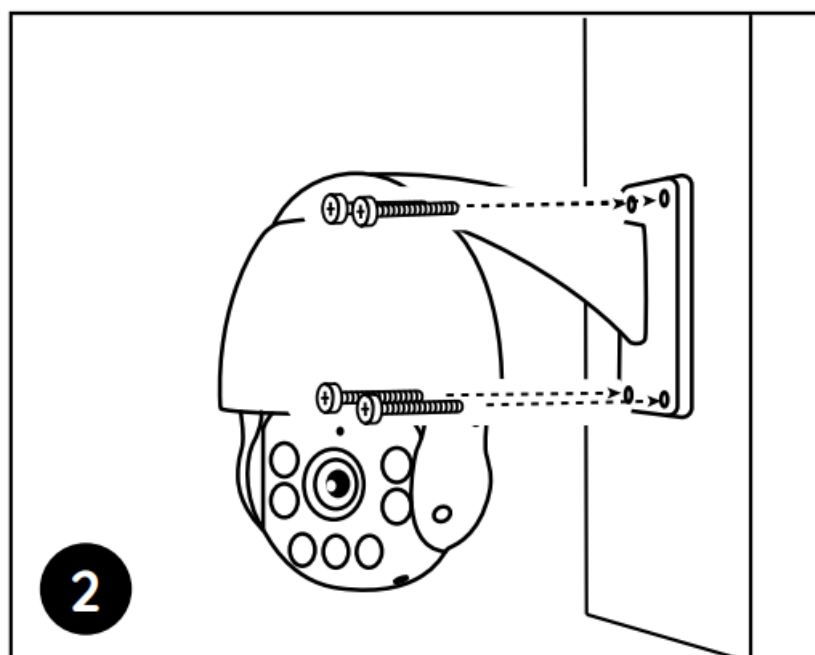
Install the mount base with screws included in the package.
NOTE: Run the cable through the cable notch on the mount base. As for the WiFi camera, it is recommended that the antennas be installed upward or horizontally for better WiFi connection.
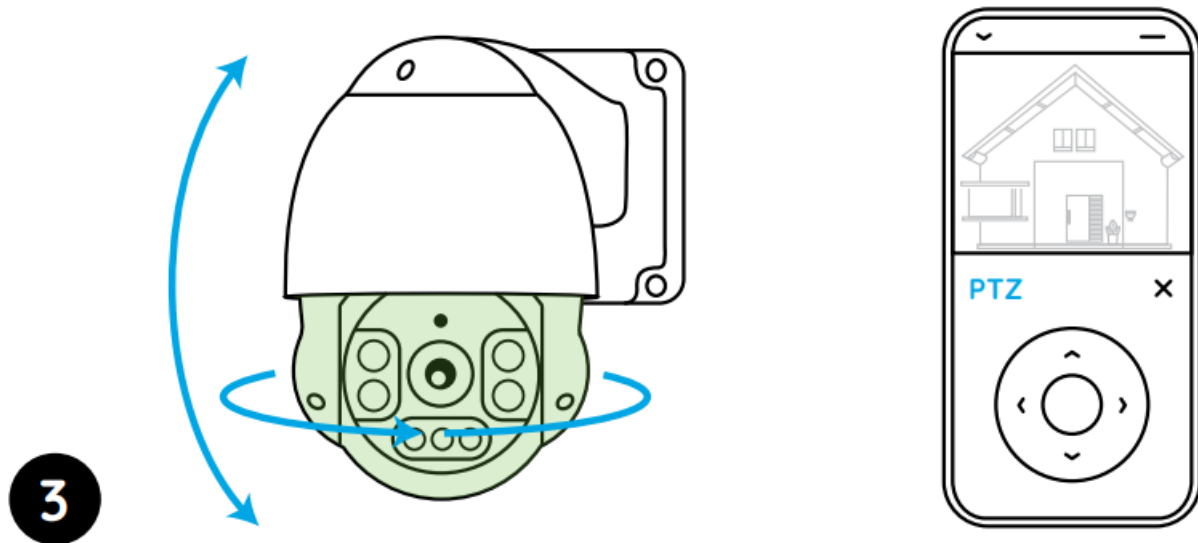
To adjust the camera direction, you may control the camera to pan and tilt via Reolink App or Client.

Troubleshooting

Camera Is Not Powering on
If your camera is not powering on, please try the following solutions: For WiFi Camera

- Camera only supports one power extension cable, do not use two extension cables.
- Plug the camera into a different outlet and see if it works.
- Power on the camera with another working 12V 2A DC adapter and see if it works.

    If these won't work, contact Reolink Support **https://support.reolink.com**

Pan&Tilt Is Not Working
If the pan&tilt is not working, please try the following solutions:

- Power cycle the camera and see if it will automatically pan/tilt. If not, the camera may be faulty. If yes, please refer to the further steps.
- If the camera fails to pan/tilt via Reolink App/Client on the WAN(remotely), try it on the LAN(locally) and see if it works.
- Upgrade the Reolink App/Client and the camera firmware to the latest version.
- Restore the camera to factory settings and check the pan/tilt again.

If these won't work, contact Reolink Support **https://support.reolink.com**

Specifications

Hardware Features
Night Vision: Up to 60 meters (190ft)
Day/Night Mode: Auto switchover
Angle of View: Horizontal: 96°~27°, Vertical: 69°~21°

Pan&Tilt Range: Pan: 360° Tilt: 0°~90°

General

Operating Temperature: -10°C to 55°C (14°F to 131°F)

Operating Humidity: 10%-90%

Weather Resistance: IP66 certified weatherproof

Size: Φ136 x 201mm

Weight: 1.8kg

For more specifications, visit **https://reolink.com**

Notification of Compliance

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to
the following two conditions:

- this device may not cause harmful interference, and

- this device must accept any interference received, including interference that may cause undesired operation.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Exposure Warning Statements

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with a minimum distance 20cm between the radiator & body.

CE **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 stores 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/**.

ISED Statements

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science, and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Radio Frequency Exposure Statement for IC

The device has been evaluated to meet general RF exposure requirements. The device can be used in mobile exposure conditions. The min separation distance is 20cm.

This radio transmitter IC: 26839-2201F has been approved by Innovation, Science, and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited from use with this device.

Type of antenna :	R-SMA
Antenna Gain :	2.89 dBi (2400-2500MHz)
	2.02 dBi (5150-5250MHz)
	2.19 dBi (5650-5850MHz)
Impedance :	50 Ohm
Manufacturer :	Shenzhen Yingjiachuang Electronic Technology Co., Ltd.

Operation of this device is restricted to indoor use only.

OPERATING FREQUENCY (For WiFi Version)

2412MHz—2462MHz

5150MHz—5250MHz

5725MHz—5825MHz

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**

58.03.001.0177

@ReolinkTech https://reolink.com

Documents / Resources

	reolink RLC-523WA 5MP PTZ WiFi Camera [pdf] User Guide
	2201F, 2AYHE-2201F, 2AYHE2201F, RLC-523WA, 5MP PTZ WiFi Camera, RLC-523WA 5MP PTZ WiFi Camera

References

- [Reolink: Global Innovator in Smart Home Security and Camera Solutions](#)
- [Reolink: Global Innovator in Smart Home Security and Camera Solutions](#)
- [Warranty & Return – Reolink](#)
- [Reolink Support - Official Reolink Help Center](#)

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