Manuals+ — User Manuals Simplified.

reolink RLC-523WA PTZ Camera Instruction Manual

Contents

reolink RLC-523WA PTZ Camera Instruction

Product Information

The product is a security camera manufactured by Reolink Innovation Limited. It is available in two models: RLC-523WA and RLC-823A. The camera is available in both PoE and WiFi variants. The PoE variant features a metal aluminum case, built-in microphone, daylight sensor, infrared lights, lens, spotlight, and a waterproof lid. It also has a network cable, earth wire, reset button, and a power port. The WiFi variant has similar features but includes an antenna instead of a network cable and earth wire. The package contains the camera, a waterproof lid, antennas (only with WiFi camera), power adapter, Ethernet cable, extension cable (only with WiFi camera), template, quick start guide, surveillance sign, and a pack of screws.

Product Usage Instructions

Connection Diagram
Before setting up the camera, connect it to a LAN port on your router using an Ethernet cable. Use the power adapter provided to power on the camera. For PoE PTZ Camera, you may also connect the camera to a PoE Switch/Injector or Reolink PoE NVR.

Set up the Camera
Download and launch the Reolink App or Client software and follow the onscreen instructions to finish initial setup.
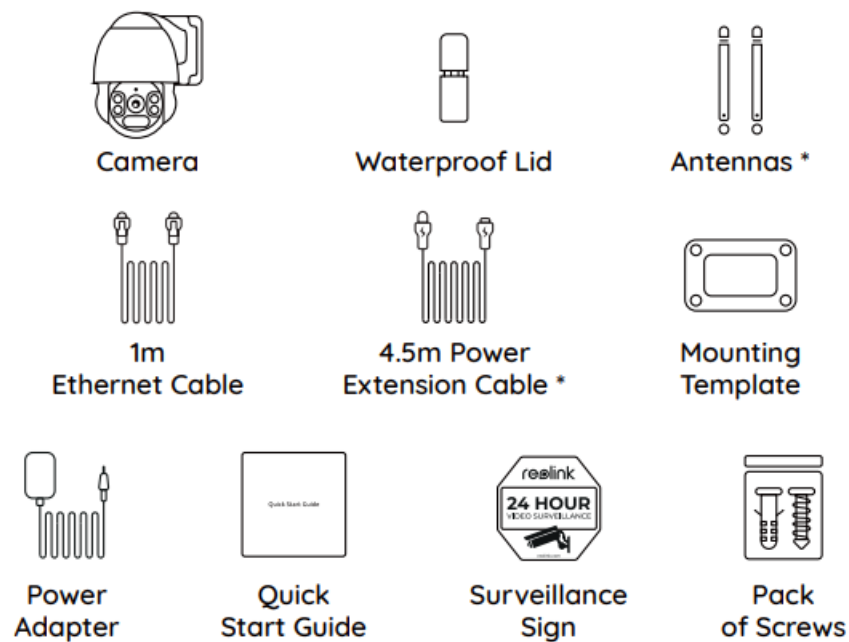
Mount the Camera
To mount the camera to a wall:

1. Drill holes in accordance with the mounting hole template. Use the drywall anchors included in the package if needed.
2. Install the mount base with screws included in the package. Run the cable through the cable notch on the mount base. For the WiFi camera, it is recommended that the antennas be installed upward or horizontally for better WiFi connection.

Troubleshooting

If the camera is not powering on, try using a different power adapter or power outlet. If the problem persists, contact Reolink Support. If the pan&tilt function is not working, try resetting the camera to factory settings by

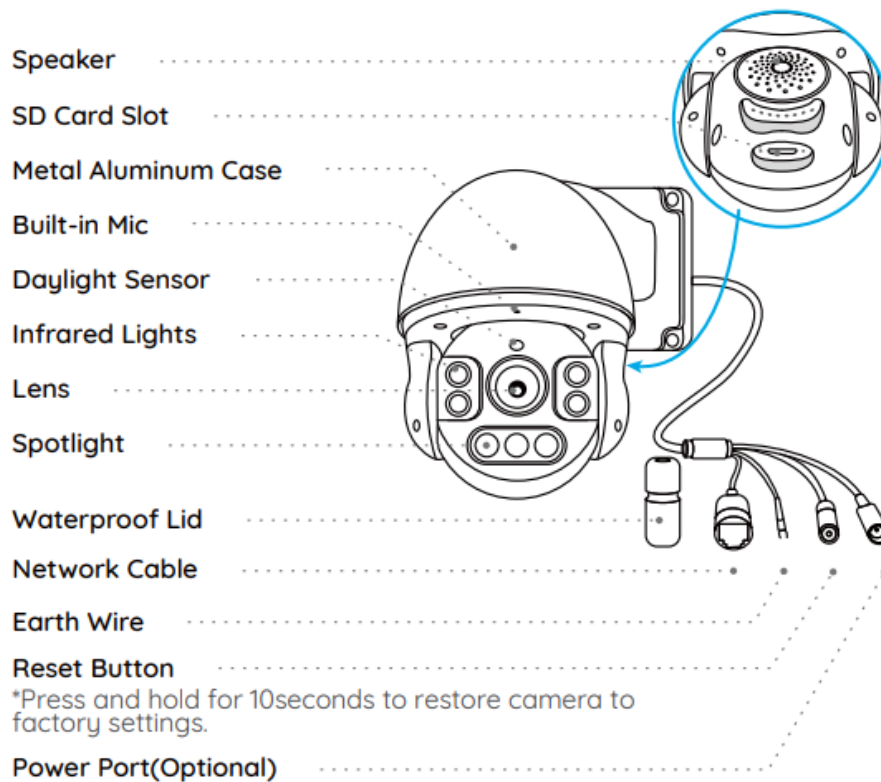pressing and holding the reset button for 10 seconds. If the problem persists, contact Reolink Support.

What's in the Box

Camera

Waterproof Lid

Antennas *

1m
Ethernet Cable

4.5m Power
Extension Cable *

Mounting
Template

Power
Adapter

Quick
Start Guide
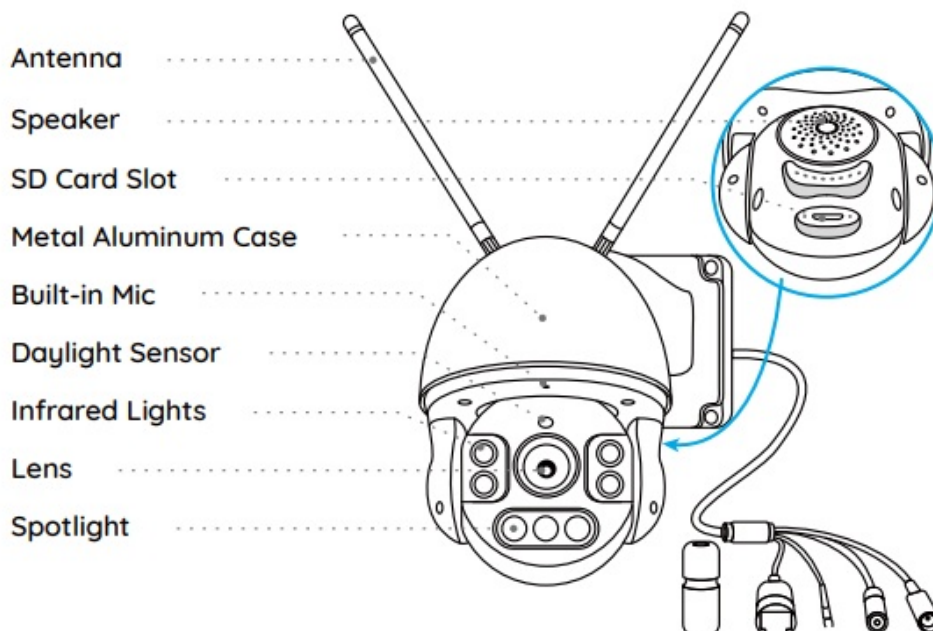
Surveillance
Sign

Pack
of Screws

NOTE:

- The antennas and 4.5m Power Extension Cable only come with WiFi Camera.
- Quantity of accessories varies with the camera model you purchase

Camera Introduction

Speaker

SD Card Slot

Metal Aluminum Case

Built-in Mic

Daylight Sensor

Infrared Lights

Lens

Spotlight

Waterproof Lid

Network Cable

Earth Wire

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

Power Port(Optional)

WiFi Camera

Antenna
Speaker
SD Card Slot
Metal Aluminum Case
Built-in Mic
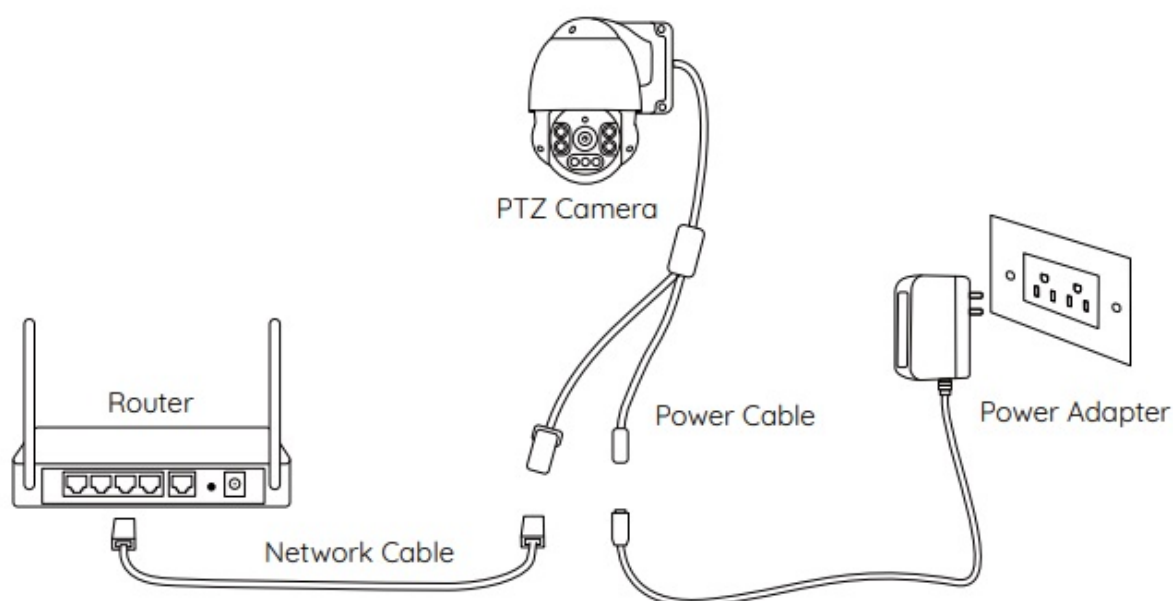Daylight Sensor
Infrared Lights
Lens
Spotlight

NOTE:
Actual camera appearance and components are subject to the model you purchased.

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 on the camera.

PTZ Camera
Router
Power Cable
Power Adapter
Network Cable

NOTE
For PoE PTZ Camera, you may also connect the camera to a PoE Switch/Injector or Reolink PoE NVR. (The PoE Switch/Injector and Reolink PoE NVR are 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 initial setup.

- On Smartphone

  Scan to download the Reolink App

- On PC

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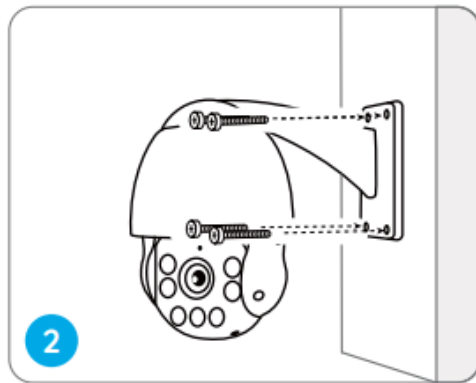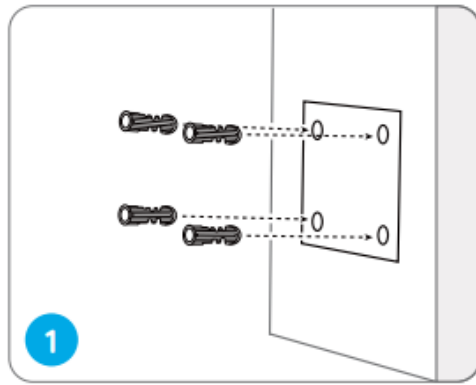
NOTE

- 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 NOTE onscreen instructions to finish the WiFi configuration first.

Mount the Camera

Installation Tips

- Do not face the camera towards 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 to clean the lens 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.
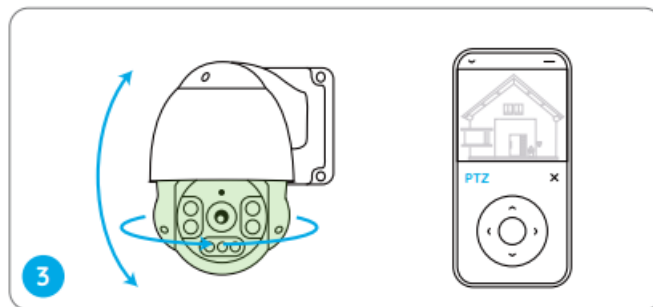
Mount the Camera to the Wall

1. Drill holes in accordance with the mounting hole template.

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

2. 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.

3. 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 PoE Camera

- Make sure your camera is powered on properly. The PoE camera should be powered by a PoE switch/injector, a Reolink NVR or a 12V 2A power adapter.
- If the camera is connected to a PoE device as listed above, connect it to another PoE port and check again.
- Try again with another Ethernet cable.

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 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: **reolink.com/fcc-compliance-notice/**

Simplified EU Declaration of Conformity

Reolink declares that the WiFi camera is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU, the PoE camera is in compliance with Directive 2014/30/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 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/**.

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 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. Learn more: **https://reolink.com/eula/**.

ISED Radiation Exposure Statement (For WiFi Version)

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.

OPERATING FREQUENCY (For WiFi Version)

(the maximum transmitted power)

- 2412MHz — 2472MHz (19dBm)
- 5150MHz — 5350MHz (18dBm)
- 5470MHz — 5725MHz (18dBm)

Documents / Resources

	reolink RLC-523WA PTZ Camera [pdf] Instruction Manual RLC-523WA, RLC-823A, RLC-523WA PTZ Camera, RLC-523WA, PTZ Camera, Camera

References

- ⊕ **ce.com**
- ◉ **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**