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reolink RLC-823A 16X 4K PoE IP Camera User Guide

Contents

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Be Prepared, Be Reolink

reolink RLC-823A 16X 4K PoE IP Camera

Operational Instruction
Apply to: RLC-823A 16X

REOLINK INNOVATION LIMITED

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  KONG
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    - Augus t 2022 QSG1_A_EN 58.03 .0 05.0 065
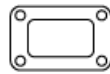
What's in the Box

Camera	Waterproof Lid	1m Ethernet Cable
Mounting Template	Power Adapter	Quick Start Guide
Surveillance Sign	Pack of Screws	Wrench
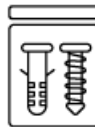
Camera Introduction

Micro SD Card Slot

Aluminum Metal Case

Speaker

Built-in Mic

Lens

Daylight Sensor

Infrared Lights

Waterproof Lid

Network Cable

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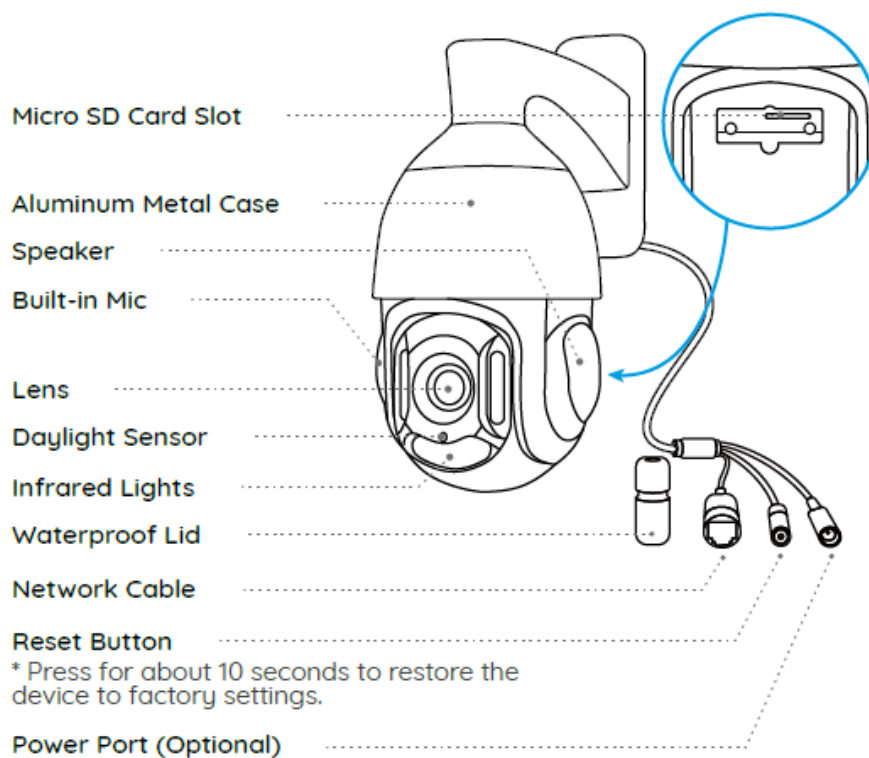* Press for about 10 seconds to restore the device to factory settings.

Power Port (Optional)

Connection Diagram

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

1. Connect the camera to a Reolink NVR (not included) with an Ethernet cable.
2. Connect the NVR to your router, and then power on the NVR.

   NOTE: The camera should be powered with a 12V DC adapter or a PoE powering device such as PoE injector, PoE switch or Reolink NVR (not included in the package).
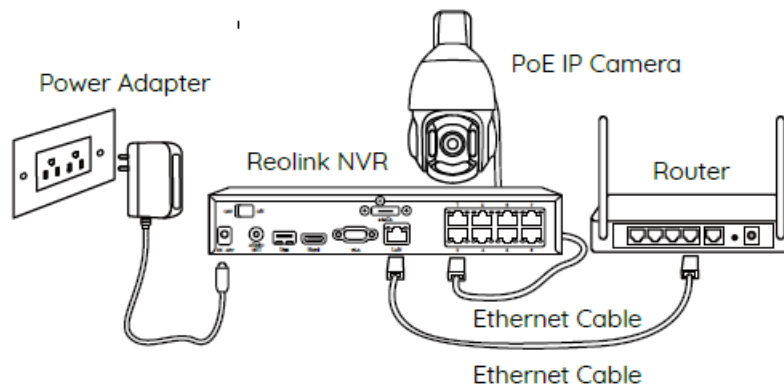
* You may also connect the camera to a PoE switch or PoE injector.

- **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.

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 towards any light sources.
- Do not point the camera towards a glass window. Otherwise, it may result in poor image quality because of the window glare caused 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. Otherwise, it may result in poor image quality. To ensure best image quality, the lighting condition for both the camera and the capture object should be the same.
- To ensure better image quality, it's recommended to clean the dome cover 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.
- The waterproof 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 at places where rain and snow can hit the lens directly.
- The camera may work in extreme cold conditions as low as -25°C. Because when it is powered on, the camera will produce heat. You may power on the camera indoors for a few minutes before installing it outdoors.
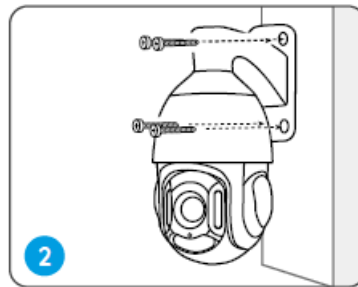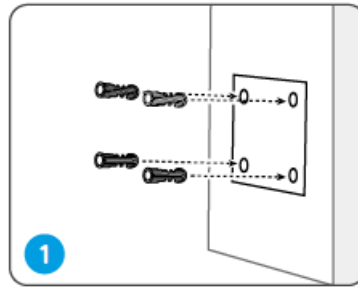
Install the Camera

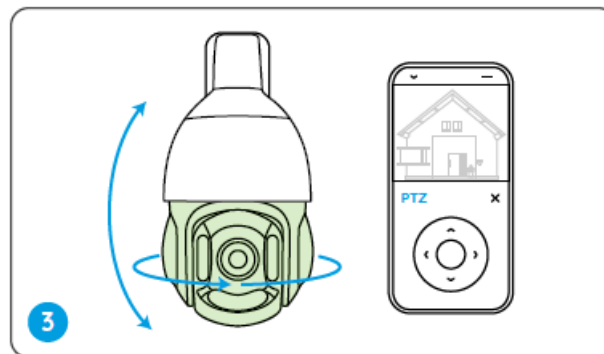1. Drill holes in accordance with the mounting hole template.

   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.

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:

- 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.

Picture Is Not Clear
If the picture from the camera is not clear, please try the following solutions:

- Check the camera lens for dirt, dust or spiderwebs, please clean the lens with a soft, clean cloth.
- Point the camera to a well-lit area, the lighting condition will affect the picture quality a lot.
- Upgrade the firmware of your camera to the latest version.
- Restore the camera to factory settings and check out again.

Pan & Tilt Is Not Working

If the pan & tilt feature 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.

Specifications

Hardware Features

- **Power:** By PoE (802.3at)/DC 12V
- **Night Vision:** Up to 80 meters
- **Day/Night Mode:** Auto Switchover
- **Angle of View:** Horizontal: 54.2°~3.6°
- **Pan & Tilt Range**: Pan: 360° Tilt: 90°

General

- **Operating Temperature:** -10°C to 55°C (14°F to 131°F)
- **Operating Humidity:** 10%-90%
- **Size:** Φ132 x 281mm
- **Weight:** 1.6kg

Notification of Compliance

FCC Compliance Statement

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.

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 minimum distance 20cm between the radiator & body.

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 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 before returning.

Terms and Privacy
Use of the product is subject to your agreement to the Terms of Service and Privacy Policy 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 Statements
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-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.

Documents / Resources

	reolink RLC-823A 16X 4K PoE IP Camera [pdf] User Guide RLC-823A 16X 4K PoE IP Camera, RLC-823A 16X, 4K PoE IP Camera, PoE IP Camera, IP Camera, Camera

References

- **User Manual**