reolink RLC-823A 16X 4K PTZ Security Camera System User Guide

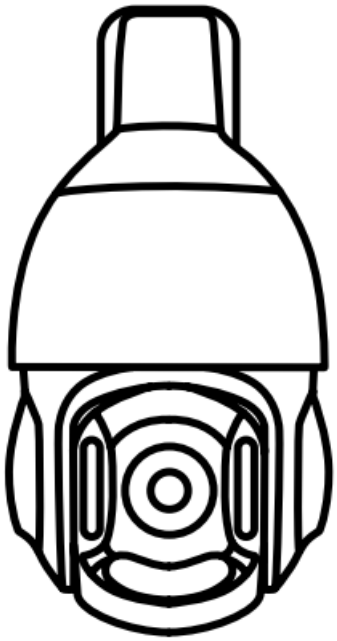
reolink RLC-823A 16X 4K PTZ Security Camera System

Contents

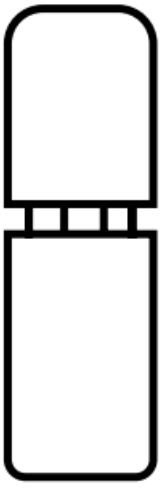
1 What’s in the Box
2 Camera Introduction
3 Connection Diagram
4 Set up the Camera
5 Mount the Camera
6 Troubleshooting
7 Specifications
8 Notification of Compliance
9 Documents / Resources
9.1 References
10 Related Posts

What’s in the Box

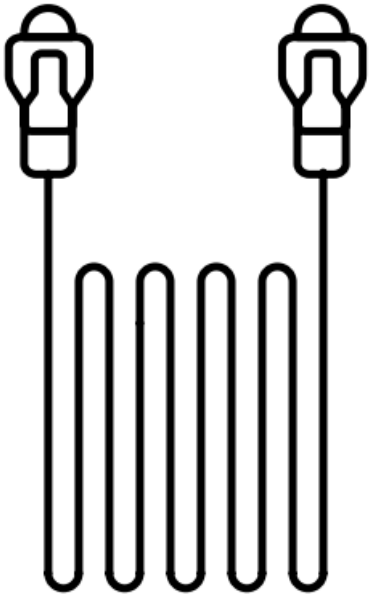
- Camera



- Waterproof Lid



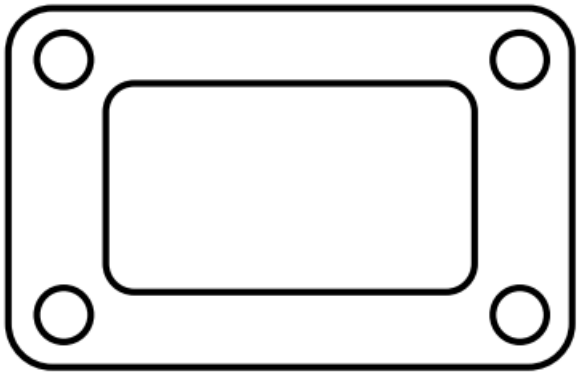
- 1m Network Cable



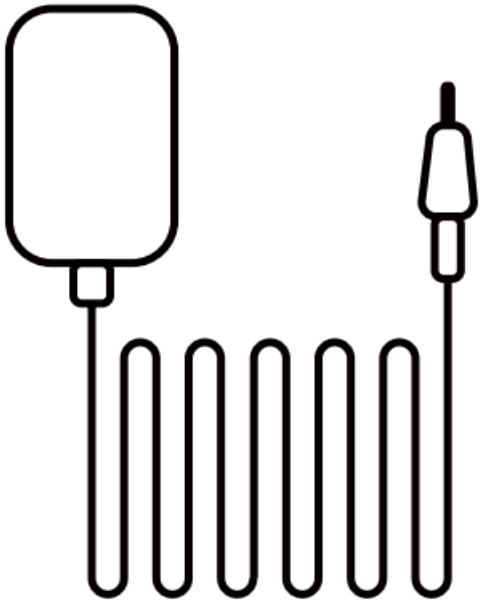
- Quick Start Guide

- Surveillance Sticker

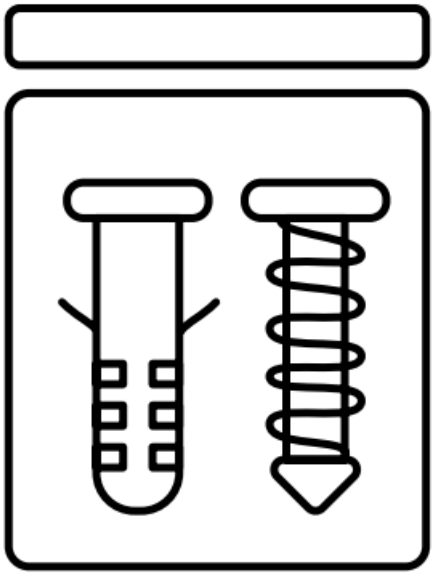
- Mounting Template



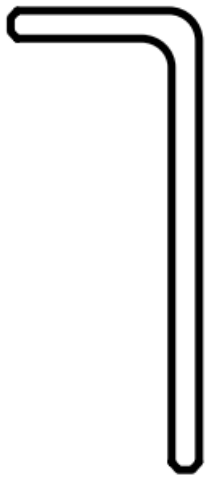
- Power Adapter



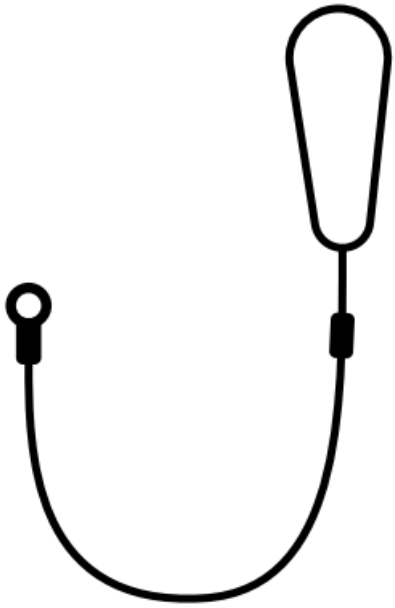
- Pack of Screws



- Wrench

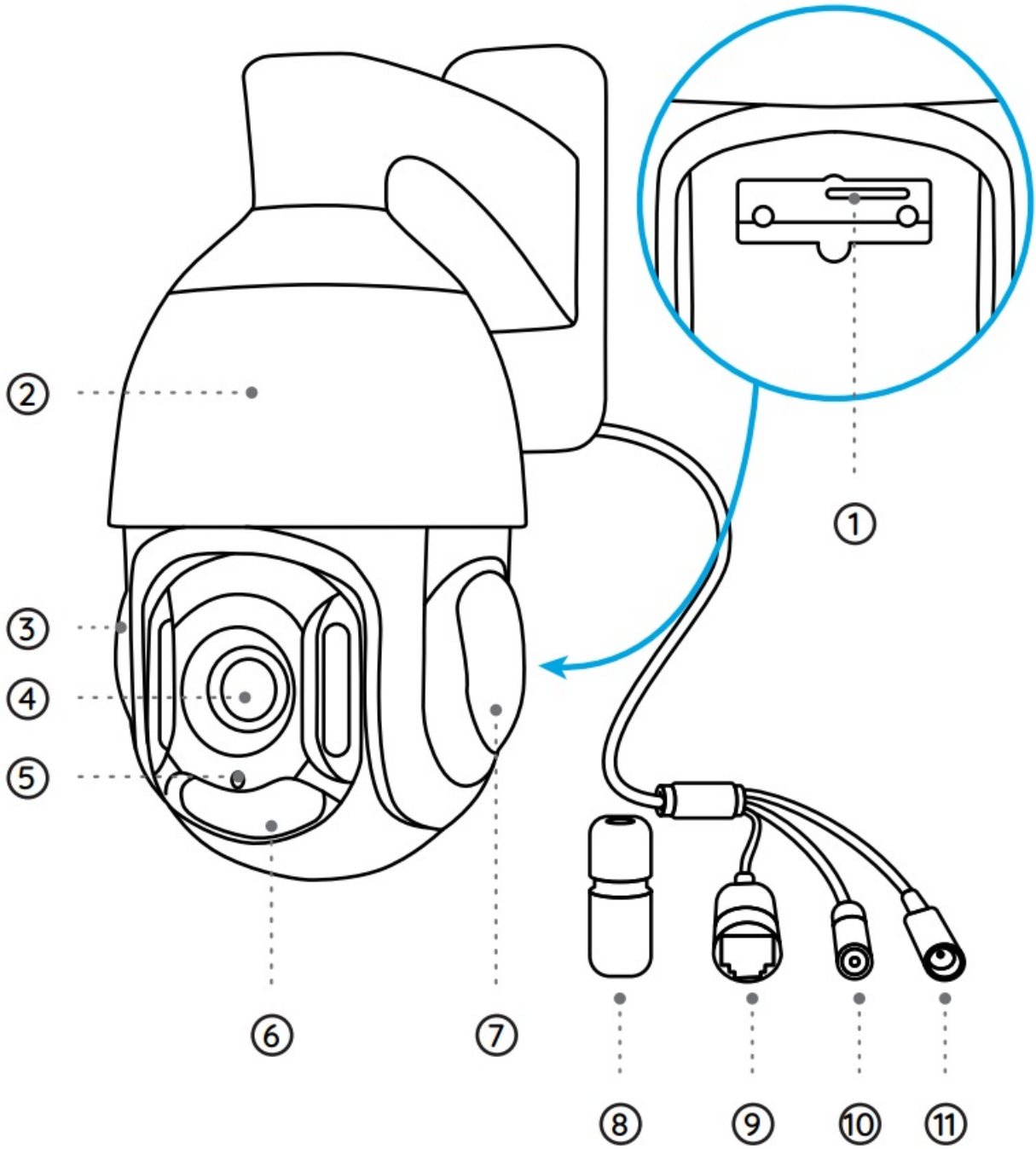


- Wire Rope Anchor



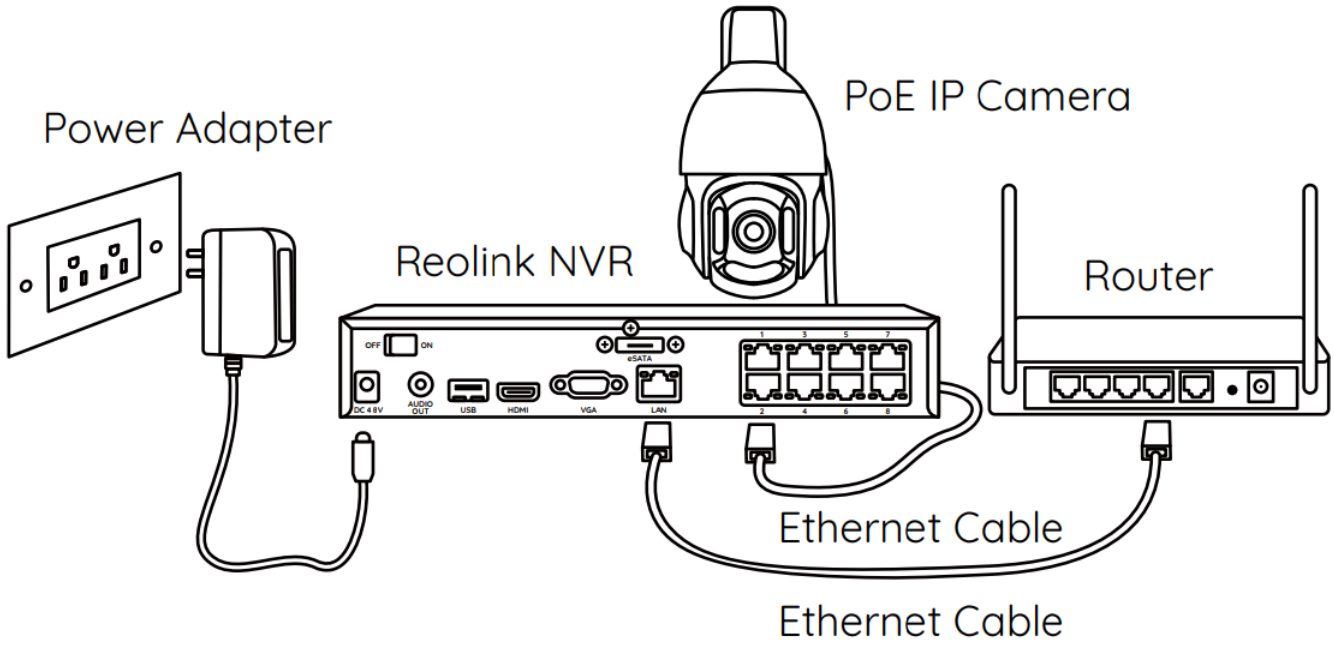
- Pry Too

Camera Introduction



1. Micro SD Card Slot
2. Aluminum Metal Case
3. Built-in Mic
4. Lens
5. Daylight Sensor
6. Infrared Lights
7. Speaker
8. Waterproof Lid
9. Network Cable
10. Reset Button
    * Press for about 10 seconds to restore the device to factory settings.
11. 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.

On PC

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

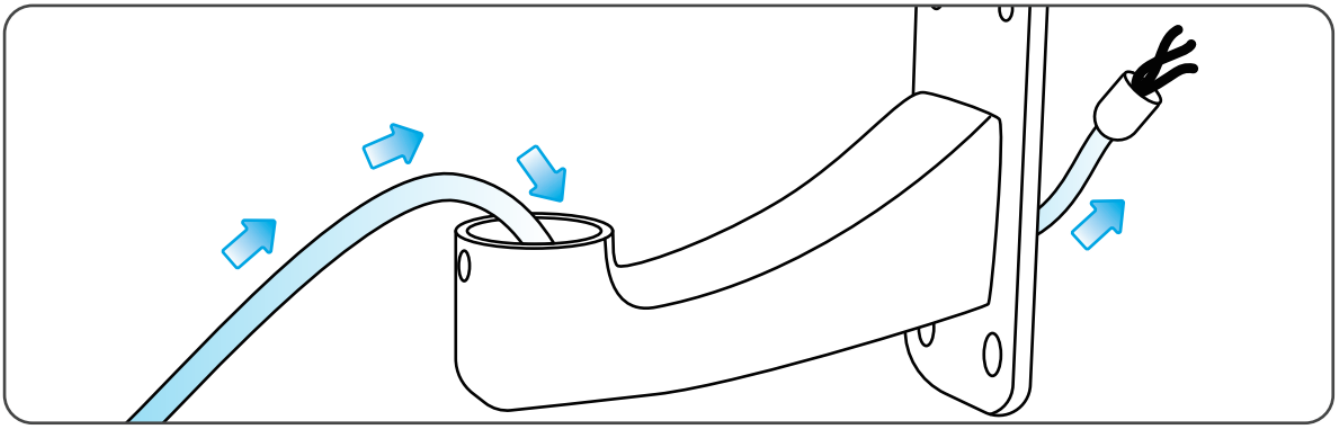
NOTE: If you are connecting the camera to a Reolink PoE NVR, please set up the camera via the NVR interface.

Mount the Camera

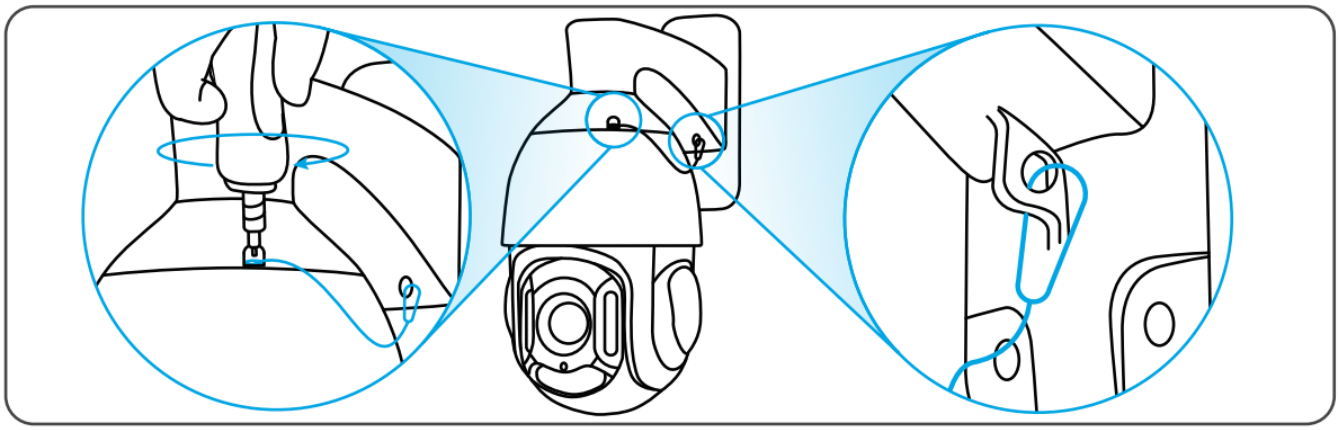
Installation Tips

- Do not face the camera 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.

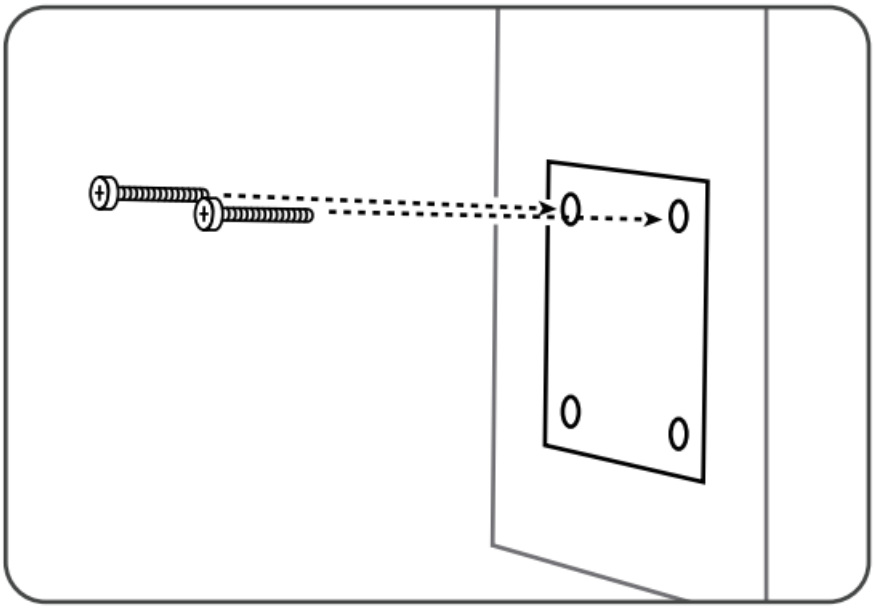
Install the Camera



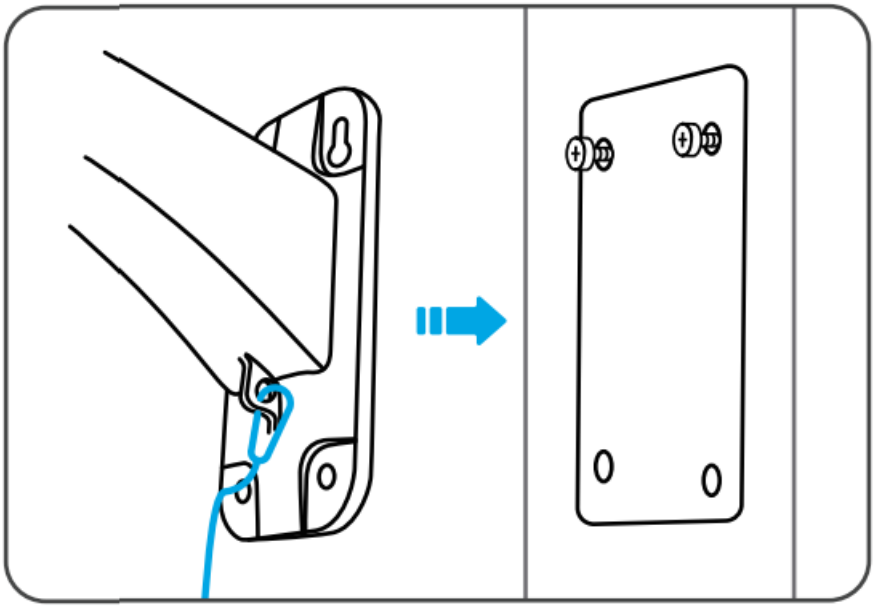
Run the camera’s connection cable through the bracket.



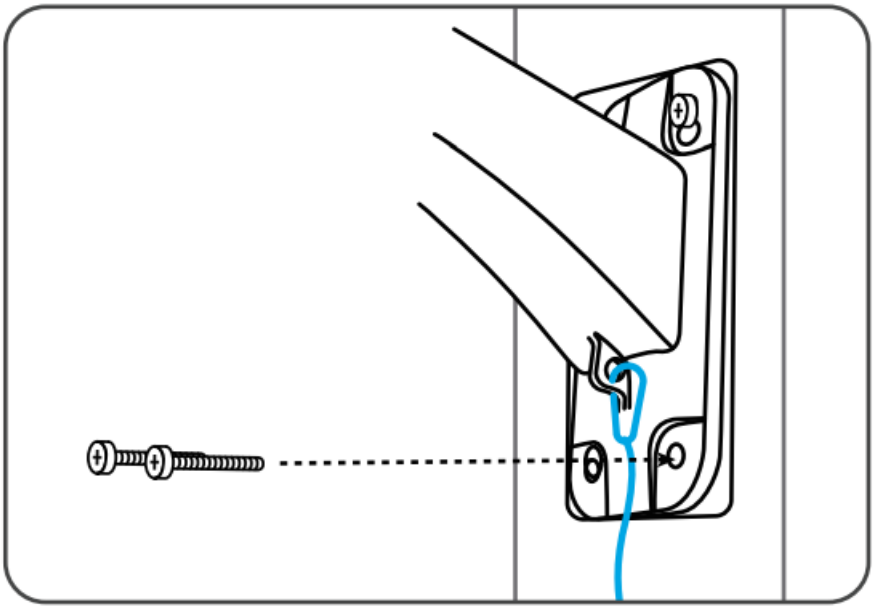
Secure the wire rope anchor to the screw on the top of the camera.
Fasten the buckle to the bracket, so the camera is firmly attached to the bracket.



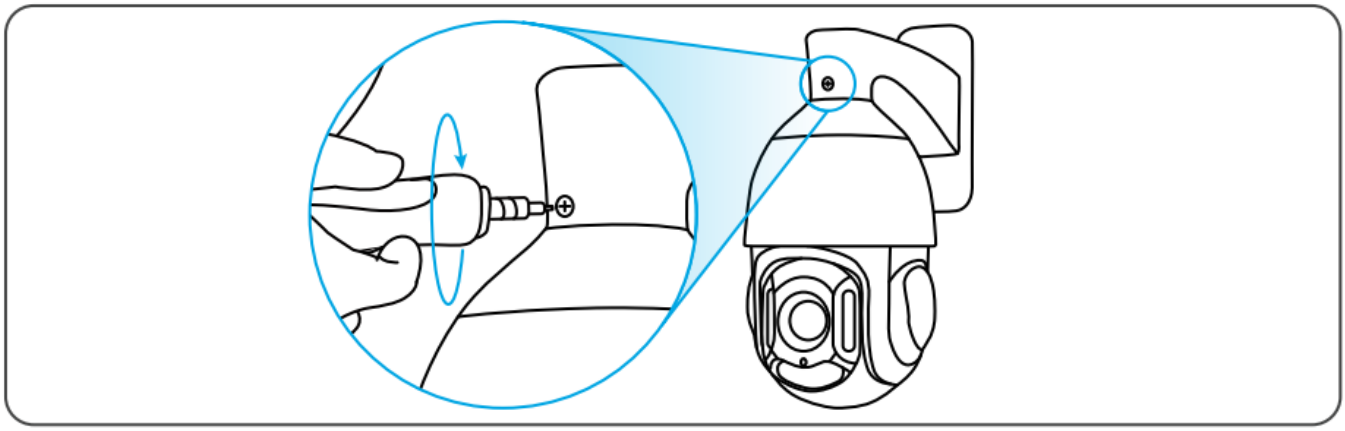
Put the mounting template on the desired position of the wall and drill holes accordingly.



Install two screws into the upper two holes and hang the bracket over them.



Install another two screws into the lower two holes to secure the bracket.



Loosen the screws at the end of the bracket and secure the camera to it firmly.

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.

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

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.

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

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.

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

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

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

Notification of Compliance

CE Declaration of Conformity

Reolink declares that this device is in compliance with the essential requirements and other relevant provisions of EMC Directive 2014/30/EU and LVD 2014/35/EU

UKCA Declaration of Conformity

Reolink declares that this product is in compliance with Electromagnetic Compatibility Regulations 2016 and Electrical Equipment Safety Regulations 2016.

FCC Compliance Statements

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.

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

ISED Compliance Statements

This Class B digital apparatus complies with Canadian ICES-003.

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. 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.

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.

@ReolinkTech
https://reolink.com

reolink
Be Prepared, Be Reolink

Documents / Resources

	reolink RLC-823A 16X 4K PTZ Security Camera System [pdf] User Guide RLC-823A 16X 4K PTZ Security Camera System, RLC-823A, 16X 4K PTZ Security Camera System, PTZ Security Camera System, Security Camera System, Camera System, System

References

- **Reolink Official: Security Cameras and Systems for Home & Business**
- **Reolink Official: Security Cameras and Systems for Home & Business**
- **Warranty & Return – Reolink**
- **Reolink Support - Official Reolink Help Center**
- **Reolink Support - Official Reolink Help Center**
- **User Manual**

Manuals+.