

**reolink**  
W320X ColorX  
Wi-Fi 2K  
Security  
Camera



# reolink W320X ColorX Wi-Fi 2K Security Camera User Guide

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**reolink**

## Reolink W320X ColorX Wi-Fi 2K Security Camera

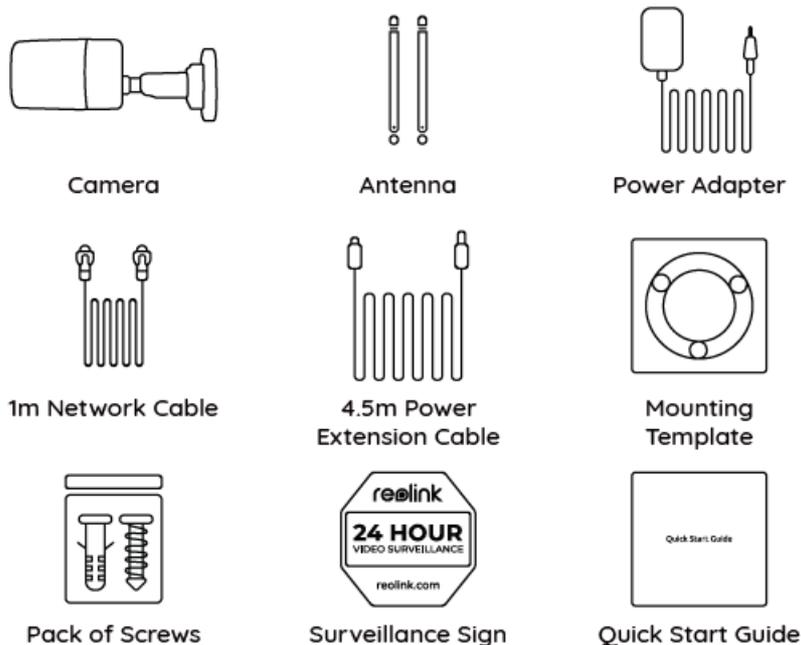


**Technical Support**

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>.

- REOLINK INNOVATION LIMITED FLAT/RM 705 7/F FA YUEN COMMERCIAL BUILDING 75-77 FA YUEN STREET MONG KOK KL HONG KONG
- UK REP CET PRODUCT SERVICE SP. Z O.O.
- EC REP CET PRODUCT SERVICE LTD. Ul. Długa 33 102 Zgierz, Polen Beacon House Stokenchurch Business Park, Ibstone Rd, Stokenchurch High Wycombe, HP14 3FE, UK
- @ReolinkTech <https://reolink.com>

## What's in the Box

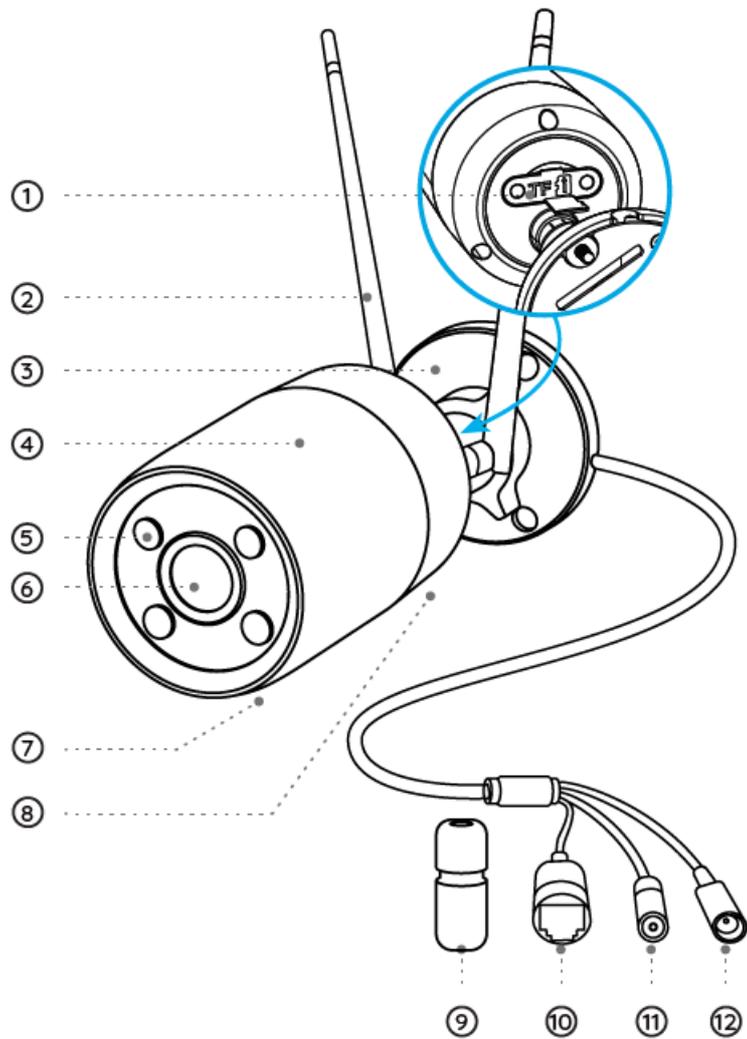


## NOTE:

Camera and accessories vary with different camera models that you purchase.

## Camera Introduction

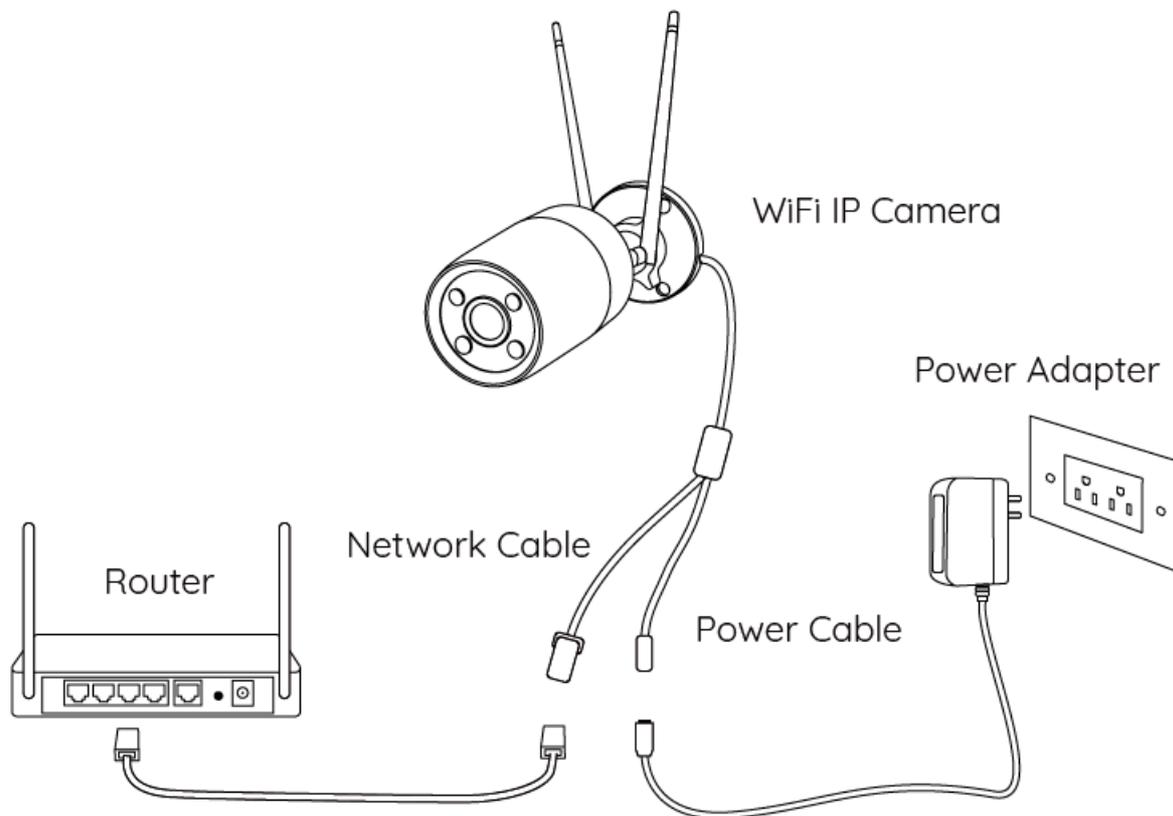
1. **microSD Card Slot** Loosen the screws with a screwdriver (not included) to access the microSD card slot.
2. Antenna
3. Mount
4. Metal Aluminum Case
5. Spotlight
6. Lens
7. Built-in Mic
8. Speaker
9. Waterproof Lid
10. Network Port
11. **Reset Button** Press for about 10 seconds to restore the device to factory settings.
12. Power Port



### 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. Power on the camera with a power adapter.



## Set up the Camera

- Download and Launch the Reolink App or Client software, and follow the onscreen instructions to finish the initial setup.

### NOTE:

You can now use WiFi instead of the Ethernet cable for network connection.

## On Smartphone

- Scan to download the Reolink App.



## On PC

- Download the 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.

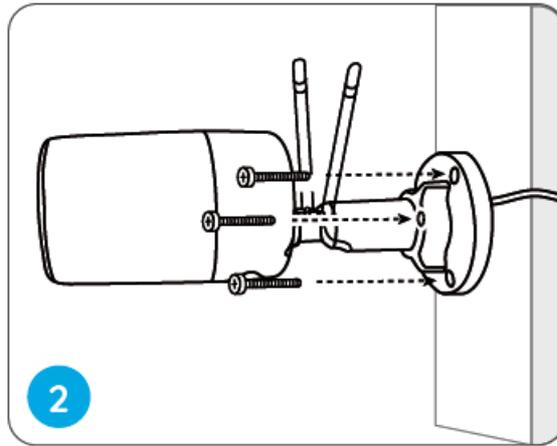
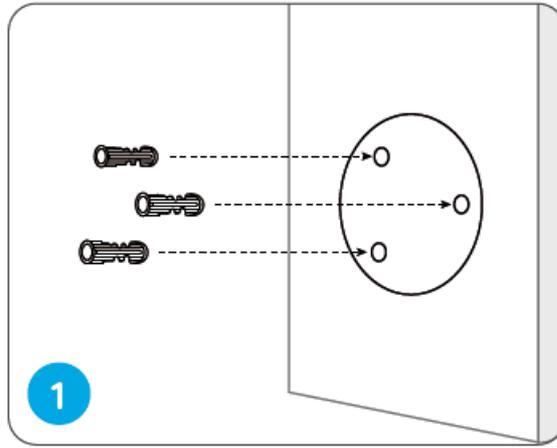
## **Mount the Camera**

### **Installation Tips**

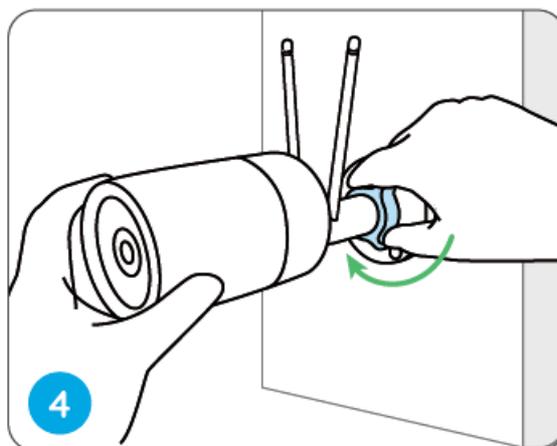
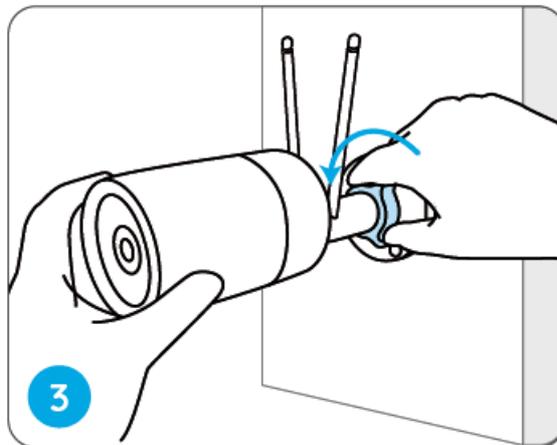
- Do not face the camera towards any light sources.
- Do not point the camera toward a glass window. Or, it may result in poor image quality because of the window glare by infrared LEDs, ambient lights, or status lights.
- Do not place the camera in a shaded area and point it towards a well-lit area. Or, it may result in poor image quality. To ensure the best image quality, the lighting conditions for both the camera and the captured object shall be the same.
- To ensure better image quality, it's recommended to clean the lens 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.
- With IP waterproof ratings, the 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 -10°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 the mounting hole template. NOTE: Use the drywall anchors included in the package if needed.
2. Install the mount base with the mounting screws included in the package. NOTE: Run the cable through the cable notch on the mount base.



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



## Troubleshooting

### Camera is not Powering on If you find your camera is not powering on, try the following solutions:

- Please check whether the outlet is working properly or not. Try to plug the camera into a different outlet and see if it works.
- Please check whether the DC adapter is working or not. If you have another 12V DC power adapter that is working, please use another power adapter and see if it works.

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

### Infrared LEDs Stop Working

If the Infrared LEDs of your camera stop working, please try the following solutions:

- Enable infrared lights on the Device Settings page via Reolink App/Client.
- Check if the Day/Night mode is enabled and set up auto infrared lights at night on the Live View page via Reolink App/Client.
- Upgrade the firmware of your camera to the latest version.
- Restore the camera to factory settings and check out the infrared light settings again.
- If these won't work, contact Reolink Support at <https://support.reolink.com/>

### Failed to Upgrade the Firmware

If you fail to upgrade the firmware for the camera, try the following solutions:

- Check out the current camera firmware and see if it is the latest one.
- Make sure that you download the correct firmware from the Download Center.
- Make sure that your PC is working on a stable network.

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

## Specifications

### General

- **Operating Temperature:** -10°C to 55°C (14°F to 131°F)
- **Operating Humidity:** 10%-90%
- **Size:** Φ67 x 187mm
- **Weight:** 485.7g

For more Specifications, visit <https://reolink.com/>.

### Notification of Compliance

### 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, under 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 by 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 the receiver.
- Connect the equipment to 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.

**FCC Radiation Exposure Statement**

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

**ISED Compliance 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.

**ISED Radiation Exposure Statement**

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

**CE Declaration of Conformity**

Reolink declares that this device complies with the essential requirements and other relevant provisions of Directive 2014/53/EU and Directive 2014/30/EU.

WiFi Operating Frequency

**OPERATING FREQUENCY :**

- 2.4 GHz EIRP < 20dB
- 5 GHz EIRP < 23dBm

- 5.8GHz EIRP < 14dBm

The functions of Wireless Access Systems including Radio Local Area Networks(WAS/RLANs) within the band 5150-5350 MHz for this device are restricted to indoor use only within all European

- Union countries (BE/BG/CZ/DK/DE/EE/IE/EL/ES/FR/HR/IT/CY/LV/LT/LU/HU/MT/NL/AT/PL/PT/RO/SI/SK/FI/SE/TR/N O/CH/IS/LI/UK(NI)



### 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 the 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](https://reolink.com). Keep out of reach of children.

### Documents / Resources

	<p><a href="#">reolink W320X ColorX Wi-Fi 2K Security Camera</a> [pdf] User Guide  2310D, 2AYHE-2310D, 2AYHE2310D, 2310d, W320X ColorX Wi-Fi 2K Security Camera, W320 X, ColorX Wi-Fi 2K Security Camera, Wi-Fi 2K Security Camera, 2K Security Camera, Security Camera, Camera</p>
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### References

- [Reolink Official: Security Cameras and Systems for Home & Business](#)
- [Reolink Official: Security Cameras and Systems for Home & Business](#)
- [Reolink Official: Security Cameras and Systems for Home & Business](#)
- [Reolink](#)
- [reolink.com/warranty-and-return/](https://reolink.com/warranty-and-return/)
- [Reolink Support - Official Reolink Help Center](#)
- [Reolink Support - Official Reolink Help Center](#)
- [User Manual](#)

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