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QSG1\_A\_EN  
Item No. : W437

# Quick Start Guide

Apply to: RLC-843WA

58.03.001.0429

  @ReolinkTech <https://reolink.com>

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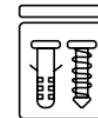
## What's in the Box



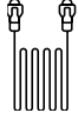
Camera



Power Adapter\*



Pack of Screws

1M  
Ethernet CableMounting  
Template

Reset Needle

Surveillance  
Sticker

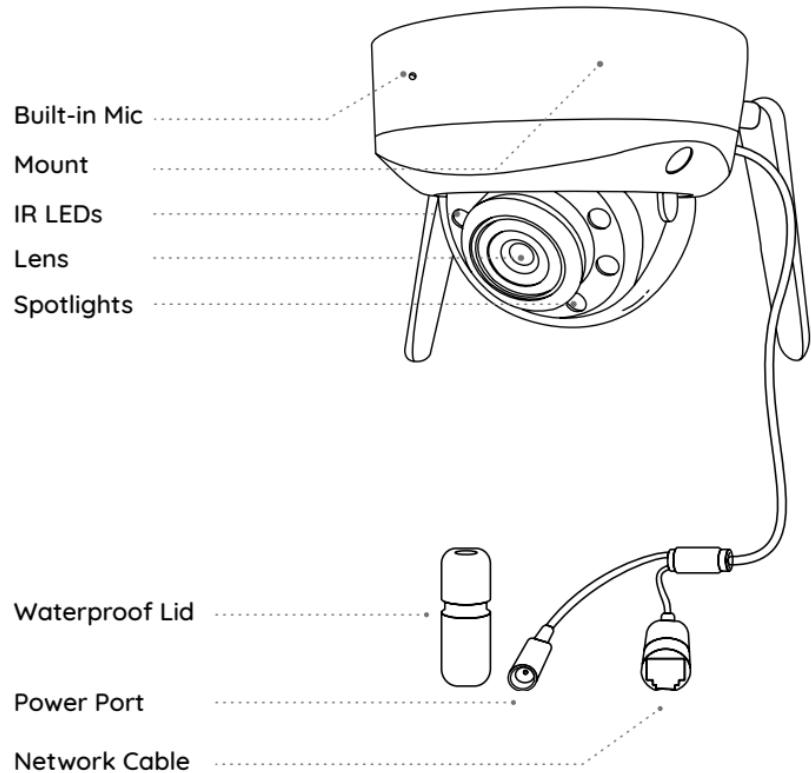
Quick Start Guide

4.5M Power\*  
Extention Cable

**NOTE:**

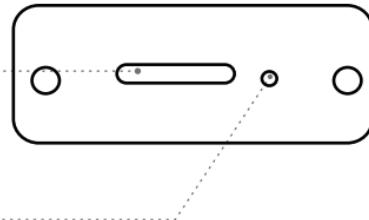
\* Quantity of accessories varies with the camera model you purchase.

# Camera Introduction



## microSD Card Slot

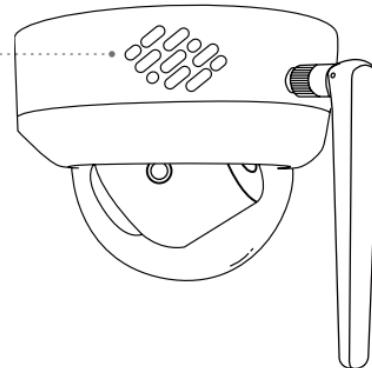
\*Loosen the screws with a screwdriver (not included) to access the microSD card slot



## Reset Button

\* Press and hold the reset button for 5s with a pin to restore factory settings.

## Speaker



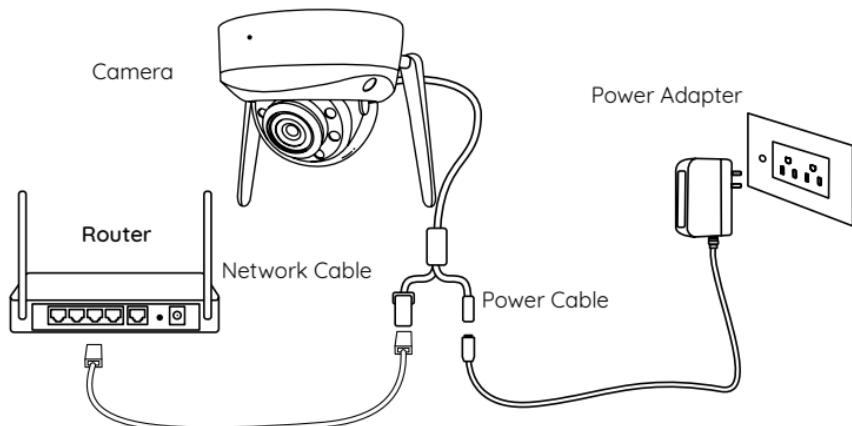
## Connection Diagram

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 to power on the camera.

**NOTE:**

Ensure that the antennas are installed before connecting 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.



- **On PC**

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

**NOTE:**

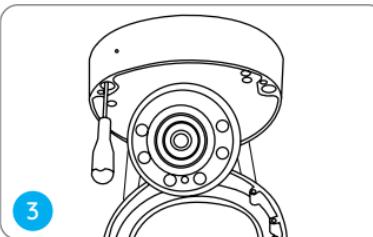
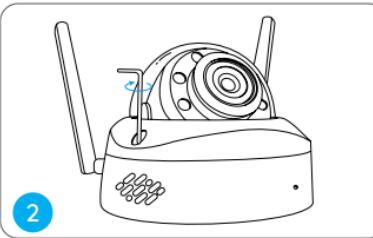
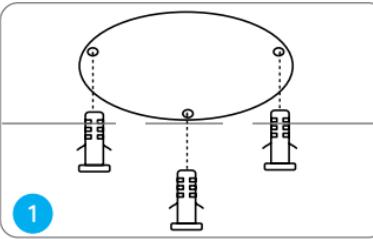
- When setting up the WiFi camera, you need to follow the onscreen instructions to finish the WiFi configuration first.
- Once the camera successfully connects to the WiFi network, you can disconnect the Ethernet cable. The camera will now operate wirelessly.

# 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 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 condition for both the camera and the capture object shall be the same.
- To ensure better image quality, it's recommended to clean the dome cover with a soft cloth from time to time.
- Do not remove the protective film from the dome cover until the installation is complete.
- 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.

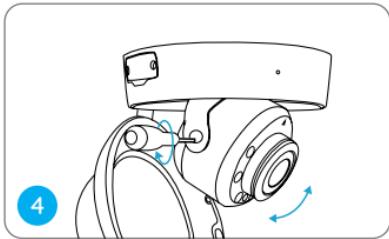
## Install the Camera



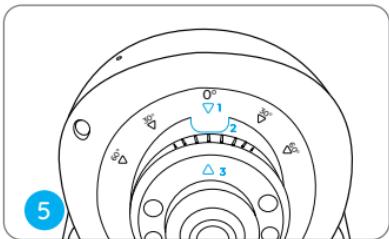
Put the mounting template on the ceiling and drill holes at the indicated locations, then insert the drywall anchors.

Screw the dome cover off the camera base with the hex key.

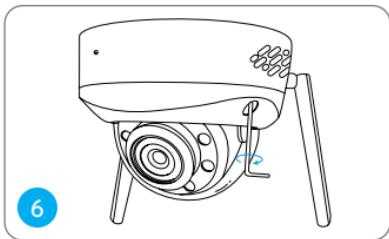
Screw the camera base to the ceiling.



Adjust the camera's viewing angle as needed.



Align the arrows and the notch according to the diagram.  
1. Arrows on camera base  
2. Notch on camera module  
3. Arrow on camera top



Attach the dome cover to the camera base by tightening the screws.

## Troubleshooting

### Camera is not Powering on

If your camera is not powering on, please 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 which 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 Device Settings page via Reolink App/Client.
- Check if the Day/Night mode is enabled and set up auto infrared lights at night on 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/>.

## Picture is not Clear

If the picture from the camera is not clear, please try the following solutions:

- Check the camera dome cover for dirt, dust or spiderwebs, and clean the dome cover with a soft, clean cloth. The dust-absorber included in the package is recommended.
- Point the camera to a well-lit area, as 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.

## Specification

Dimension:  $\Phi 132.7 \times 98.3$  mm

Weight: 753.7g

Operating Temperature:  $-10^{\circ}\text{C} \sim +55^{\circ}\text{C}$  ( $14^{\circ}\text{F} \sim 131^{\circ}\text{F}$ )

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: (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.

### **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 minimum distance 20cm between the radiator and your body.

### **ISED Compliance 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.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;

- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### **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 minimum distance 20 cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

Operation of 5150-5250 MHz is restricted to indoor use only.

Le fonctionnement de 5150-5250 MHz est limité à une utilisation en intérieur uniquement.

Cet émetteur radio IC : 26839-2311A a été approuvé par Innovation, Sciences et Développement économique Canada pour fonctionner avec les types d'antenne énumérés ci-dessous, avec le gain maximal admissible indiqué. Les types d'antenne non inclus dans cette liste qui ont un gain supérieur au gain maximum indiqué pour tout type répertorié sont strictement interdits pour une utilisation avec cet appareil.

The radio transmitter IC: 26839-2311A has been approved by Innovation, Science and Economic Development Canada to use the following antenna types with a specified maximum allowable gain. Antenna types not included in this list whose gain is higher than the maximum gain of any of the listed types are strictly prohibited from use with this device.

Type of antenna	External antenna
Antenna Gain	2400-2500(3.01dBi)
	5150-5850(4.38dBi)
Impedance	50Ohm
Manufacture	Shenzhen Be-Comfortable Technology.Ltd