

reolink

Sept 2021
QSG1_A

User Manual

Reolink Client



contents

1. Client Introduction.....	2
2. Set up the Camera.....	2
3. View Your Camera.....	13
Live View.....	13
Lights and LED.....	18
4. Alarm and Detection.....	21
Set up Motion Detection.....	21
Set up Motion Alerts.....	28
5. Recording and Playback.....	34
Set up Motion Recording.....	34
Playback and Download Recordings.....	39
6. Use the Reolink Client.....	42
Set up Local Recording.....	42
Add a Device.....	44
Delete a Device.....	49
Client Settings.....	50
7. Camera Settings.....	51
Network and Connection.....	51
SD Card Storage.....	54
Device Information.....	56
Device password.....	59
Date and Time.....	60
Reboot and Restore.....	62
Firmware Upgrade.....	63
8. FAQ and Troubleshooting.....	64
FAQs.....	64
Troubleshooting.....	64

Note:

This user manual takes a camera model that supports most features as an example. Your own model may not support certain features mentioned here. Please refer to the specifications of your camera model.

1. Client Introduction

Get live streaming, play back clips, customize motion detection and more. Connect with your loved ones whenever and wherever you are.

Download the client: <https://reolink.com/software-and-manual/>

Note:

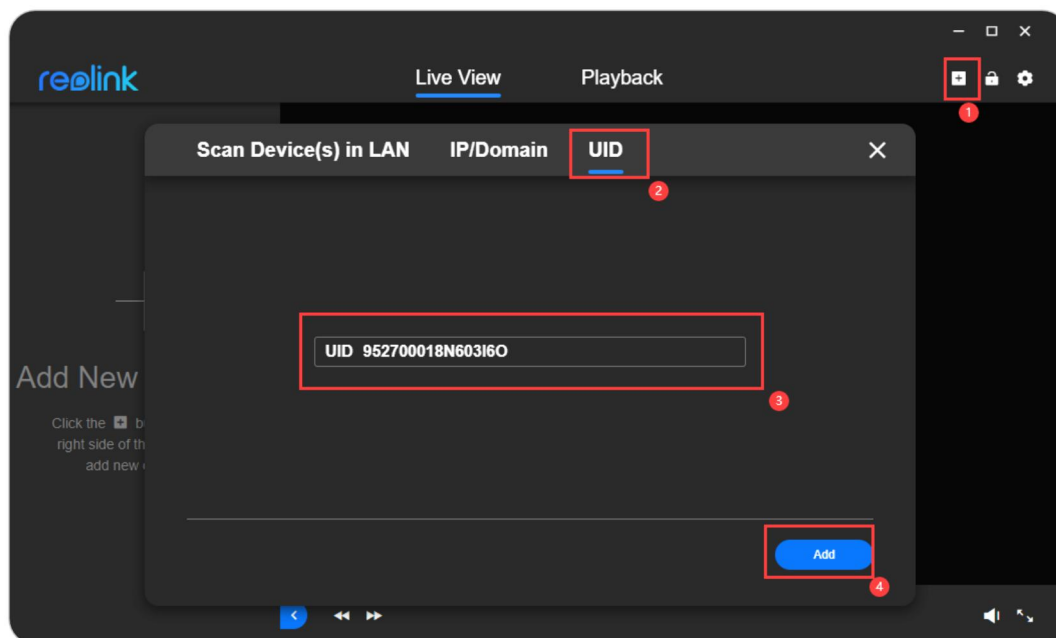
System requirement: Windows 7 or later and Mac OS 8.0 or later

2. Set up the Camera

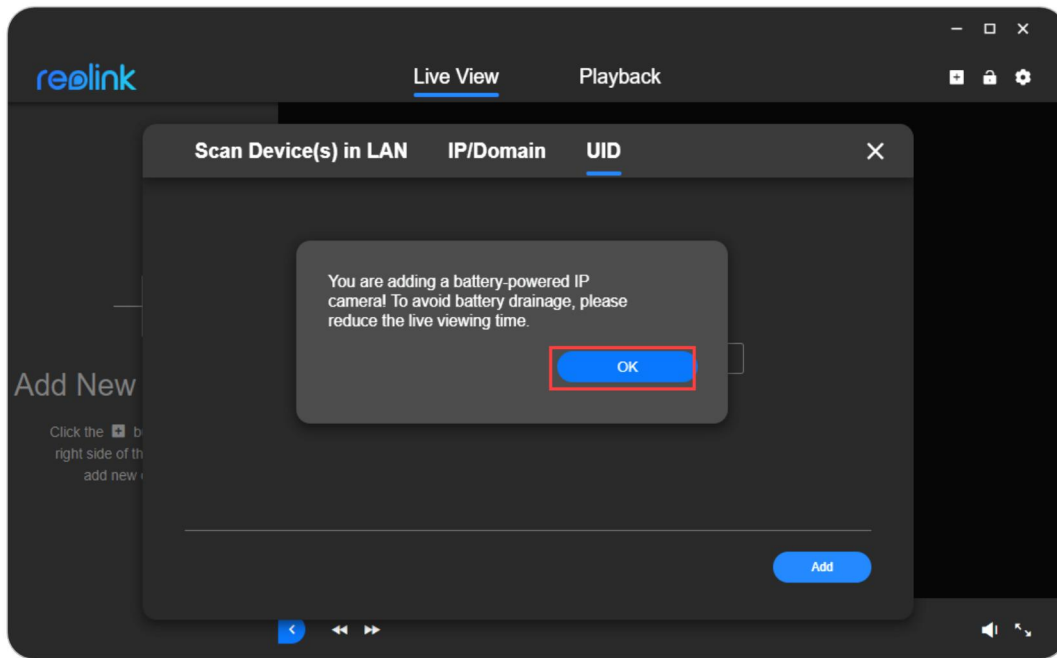
How to Initially Set up Battery-powered Cameras via Reolink Client (New Client)

Step 1. Power on the camera and wait for the voice prompt: Camera has been started up. Please run Reolink App, add the camera and set it up.

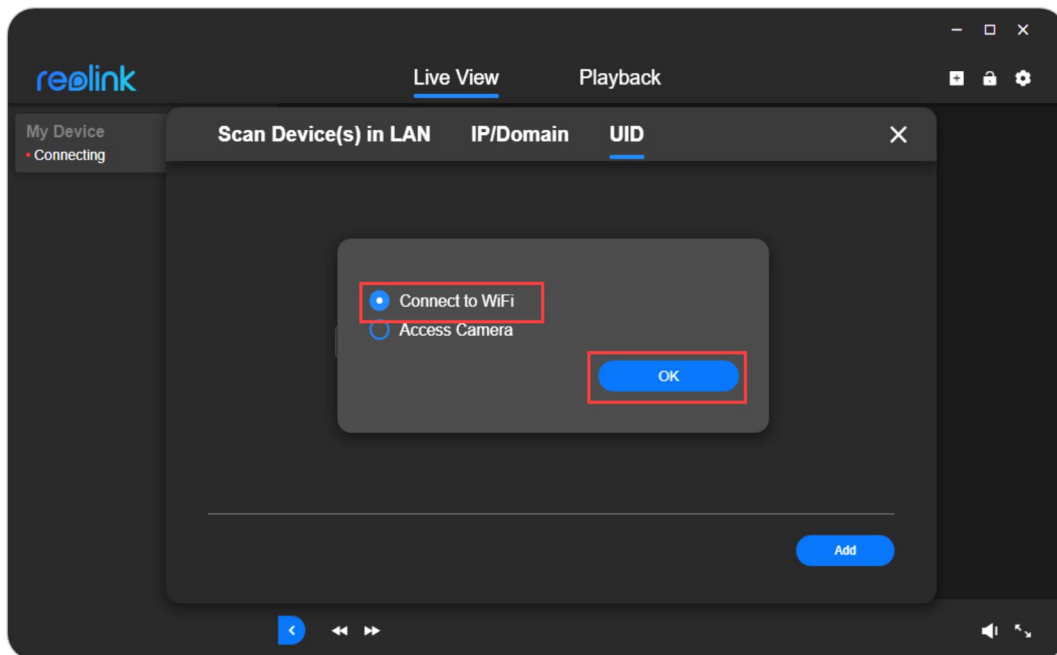
Step 2. Click "+" icon on the top right corner, choose **UID** and type in the UID of the camera, and then, click **Add** to set it up.



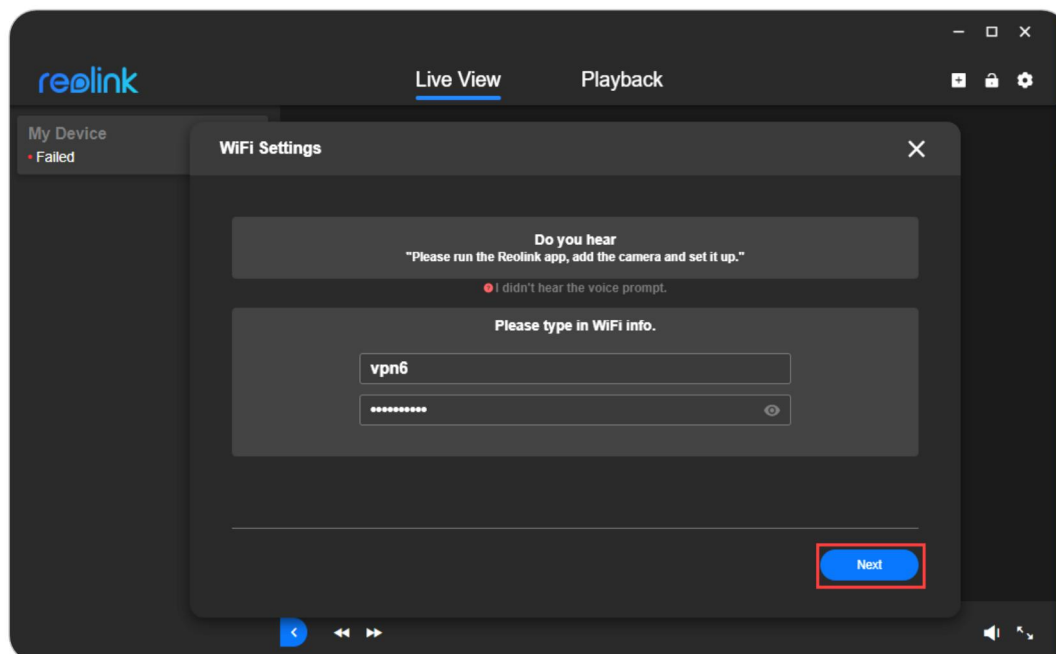
Step 3. Click **OK**.



Step 4. Check **Connect to WiFi**, then click **OK**.



Step 5. Type in the WiFi information to configure WiFi for this camera. Please make sure that you enter the correct WiFi password.

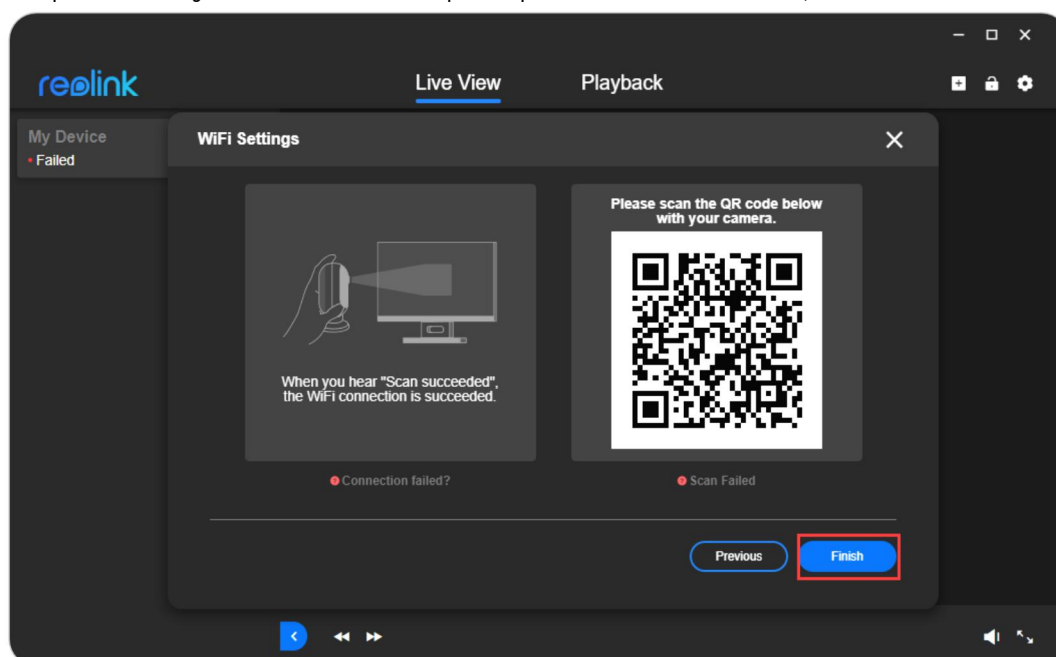


Note:

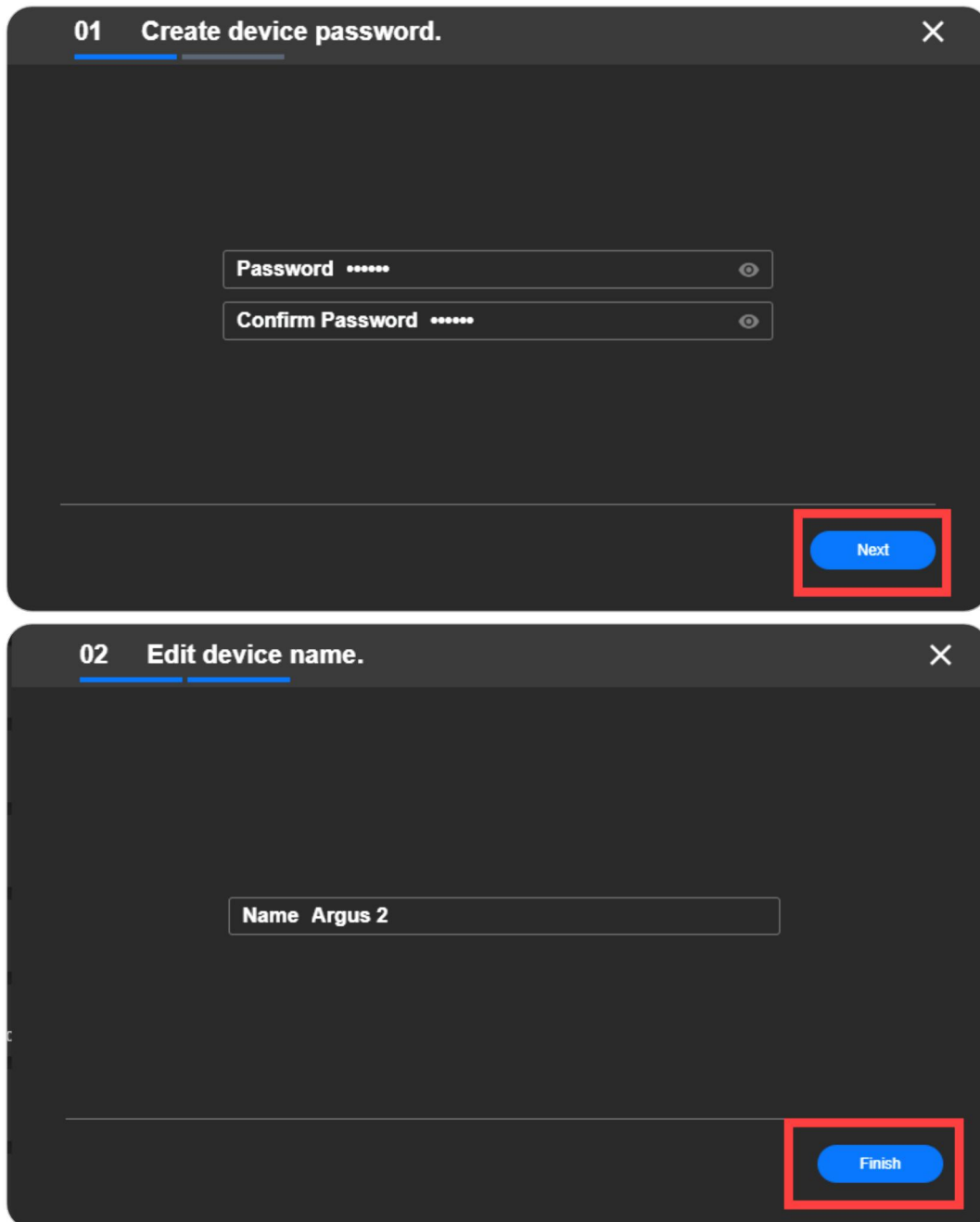
Currently, the battery-powered cameras (except Argus 3 pro) only support 2.4GHz. It will not be able to connect to any Wi-Fi with 5GHz wireless frequency.

Step 6. A QR code will be generated and displayed on the screen of your PC. Please aim the camera at the QR code on your PC at a distance of about 20cm (8 inches) to let the camera to scan the QR code.

Step 7. When you hear the voice prompt "**Scan succeeded**", click **Finish** to wait.



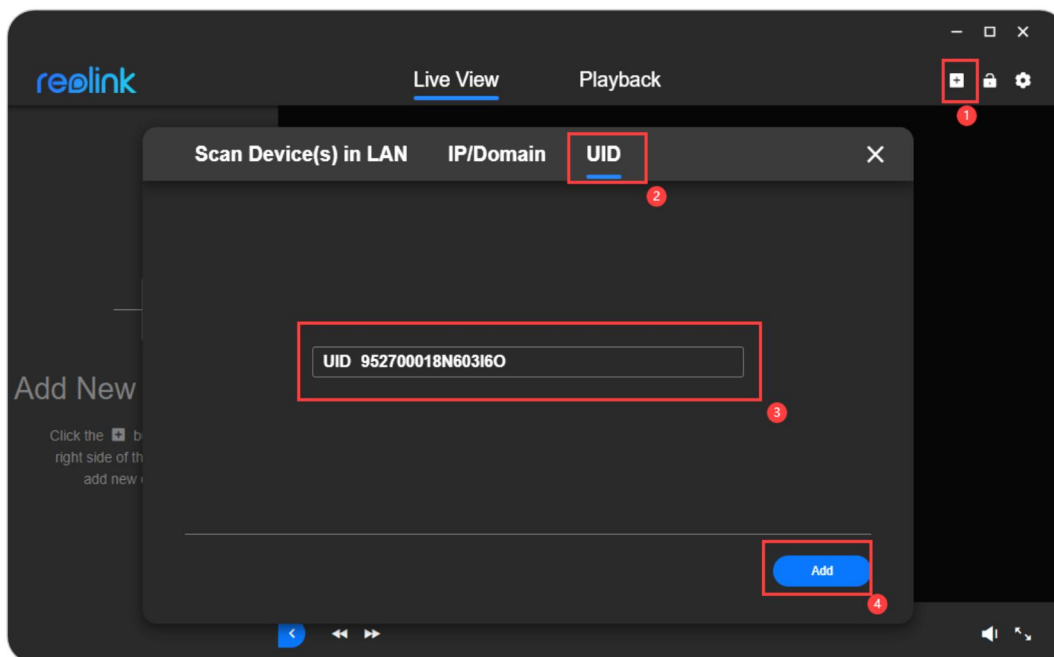
Step 8. After you hear the prompt "**Connection to the router succeeded**", you can create a password and edit the name for the camera. After that, the initial setup process is finished.



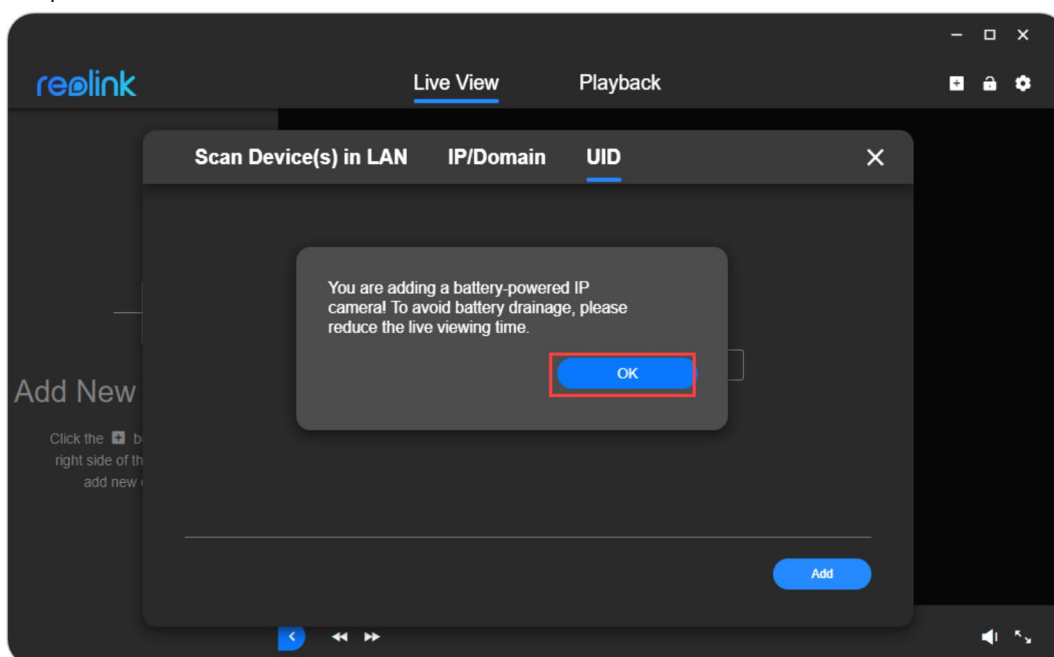
How to Initially Set up 4G Cameras via Reolink Client (New Client)

Install the SIM card and power it up, then you may start the initial setup when you hear the voice prompt "**Network connection succeeded**".

Step 2. Click "+" icon on the top right corner, choose **UID** and type in the UID of the camera, and then, click **Add** to set it up.



Step 3. Click **OK**.



Step 4. You can create a password and edit the name for the camera. After that, the initial setup process is finished.

01 Create device password.

Password

Confirm Password

Next

02 Edit device name.

Name Argus 2

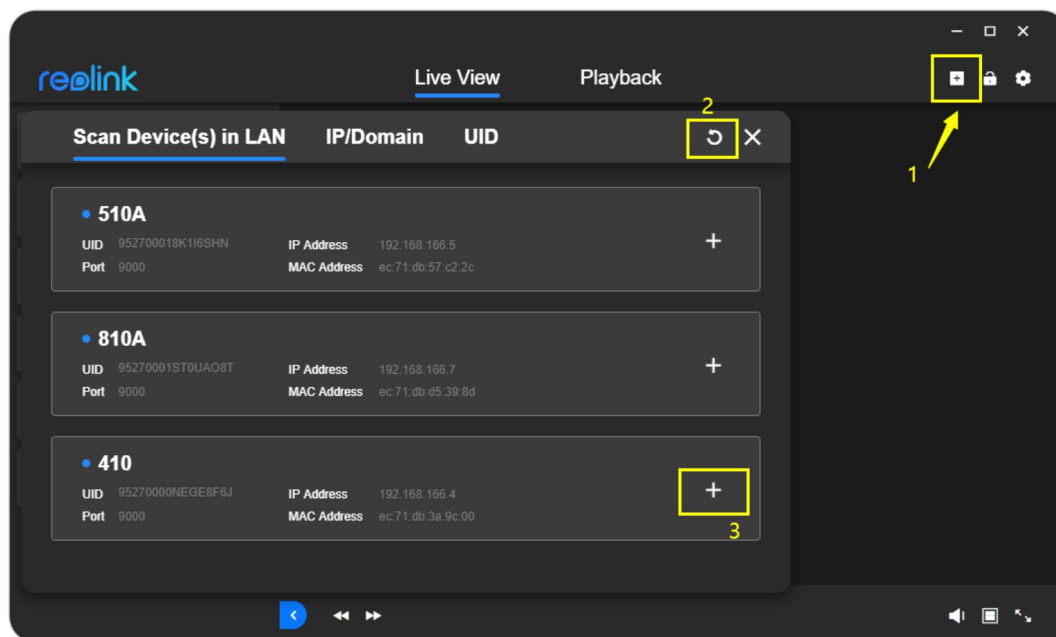
Finish

How to Initially Set up WiFi Cameras via Reolink Client (New Client)

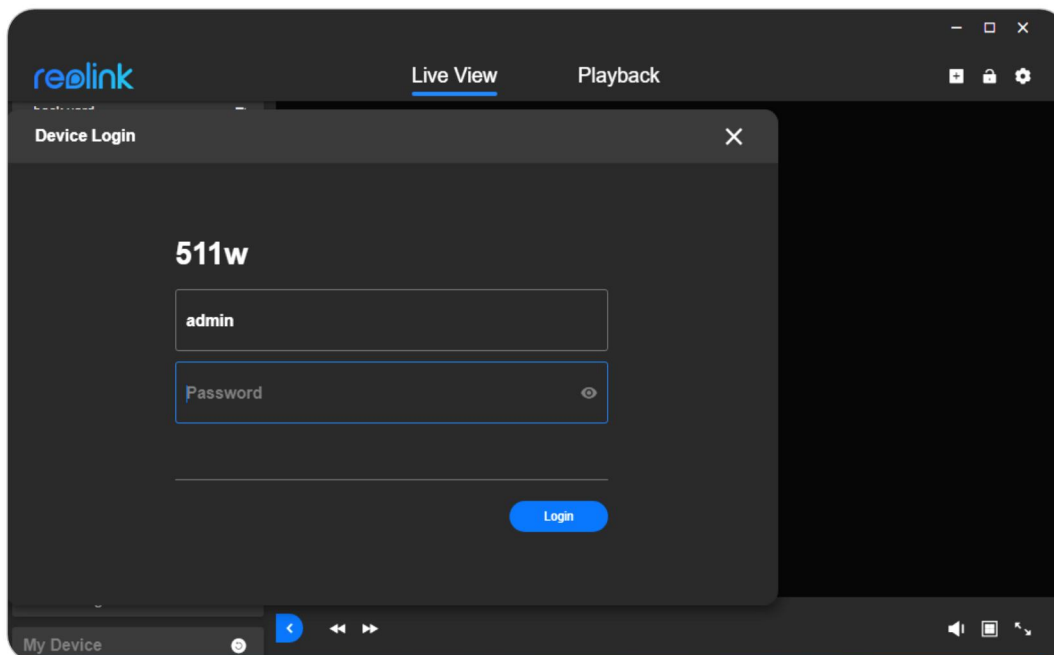
Note:

For the initial setup, please power on the camera by a DC power adapter and also connect the camera to your router LAN port with an Ethernet cable, and then follow the steps below to set up your camera. Please make sure that your camera and your PC are in the same network.

Step 1. Launch Reolink Client, click "+" icon on the right top corner, then the **Refresh** icon, and then choose the device you want to add.



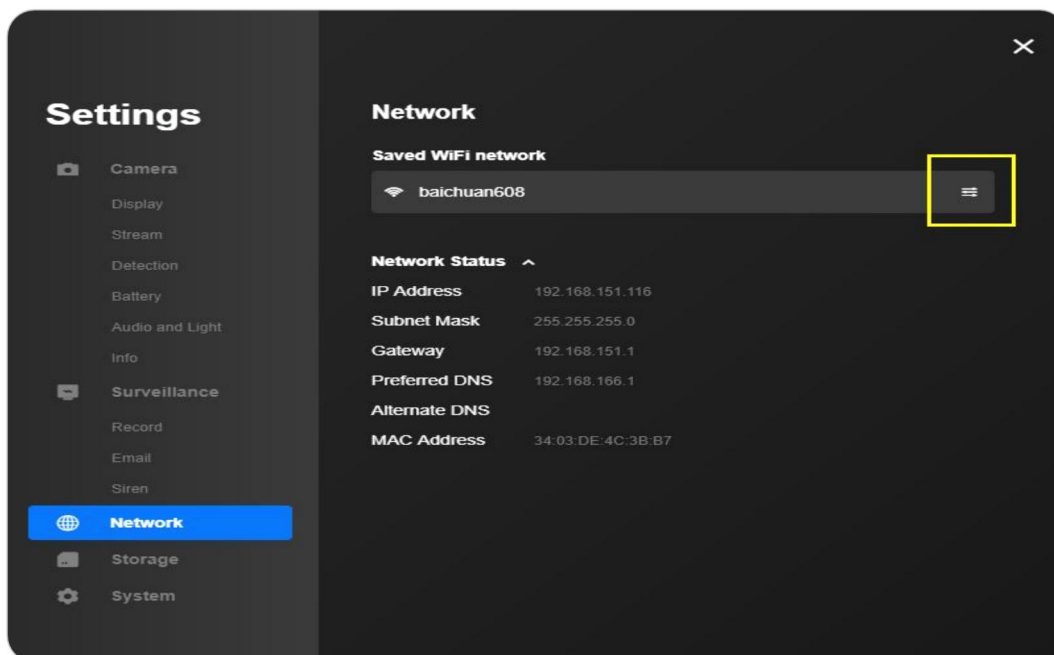
Step 2. Please type in the camera's username and password, then click **Login** to log in to the device. The default username is "admin" and the password is blank (no password).

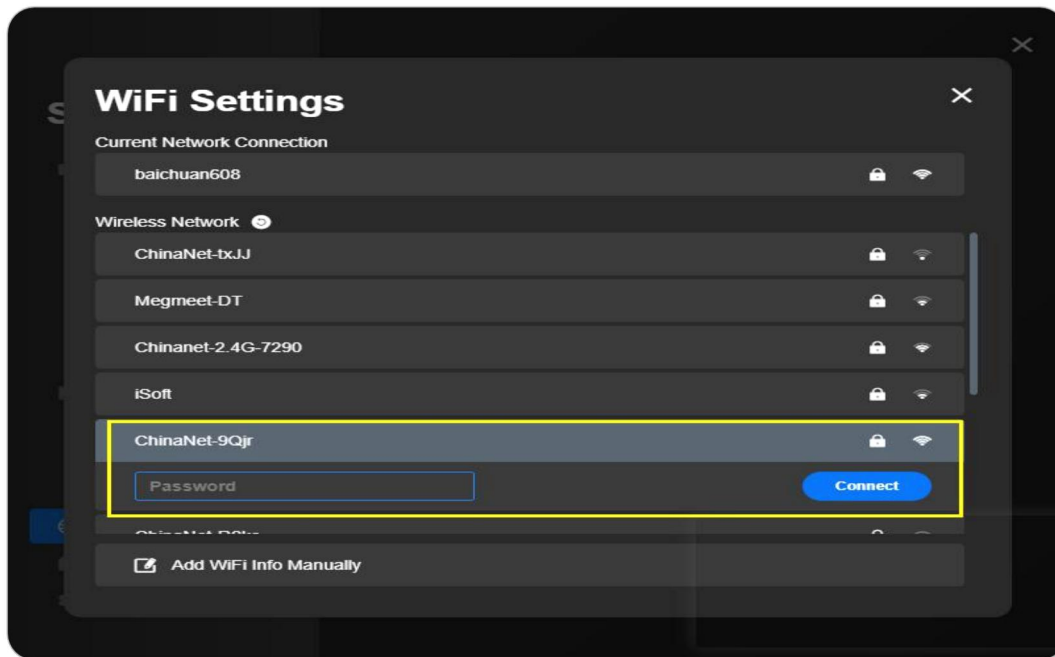


If you want to modify the WiFi settings of the camera, please follow the steps below:

Step 1. Go to **Device Settings > Network**.

Step 2. Please select the SSID (network name) of your router that you would like to connect and type in the WiFi password. Please make sure you type in the correct WiFi password, and note the distinction between uppercase and lowercase letters, and special characters. Then, click **Connect** to save the setting.





After connecting the camera, you can unplug the Ethernet cable of the camera, and it will connect to the WiFi network.

How to Initially Set up PoE Cameras via Reolink Client (New Client)

Note:

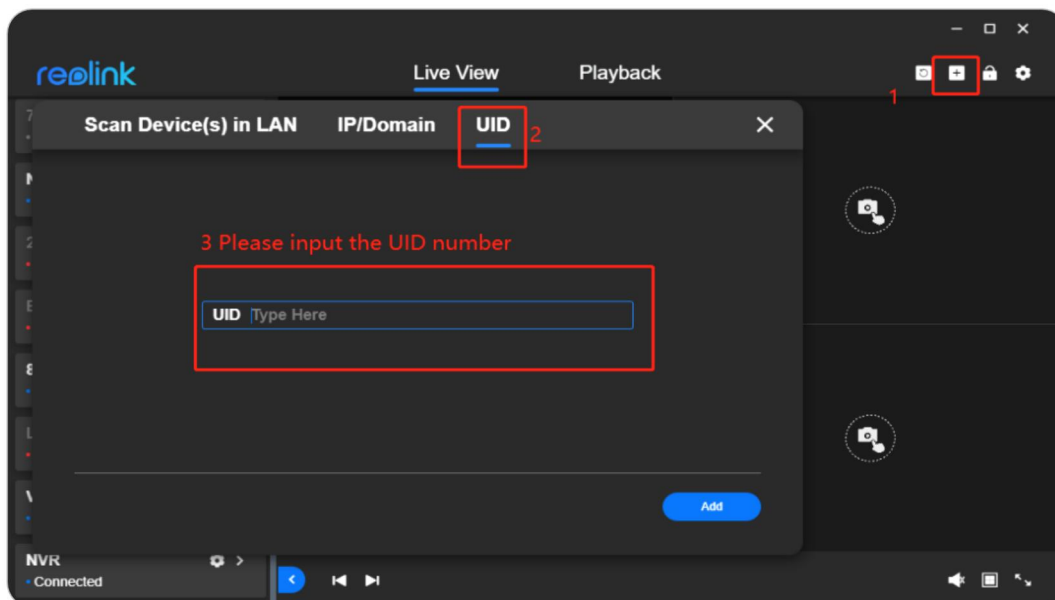
The setup steps of PoE cameras are the same as those of WiFi cameras, but the PoE cameras can be powered up by a PoE switch, a DC power adapter or an NVR. And they cannot be set for WiFi connection.

How to Initially Set up NVR or NVR Kits via Reolink Client (New Client)

Step 1. Please plug the LAN port at the back of your NVR into your router with an Ethernet cable to access the internet.



Step 2. Click the "+" icon, select **UID**, then fill in the blank with the UID of NVR.



Step 3. Please create device password then click **Next**.

01 Create device password.

Live View Playback

Password Type Here

Confirm Password Type Here

Next

Step 4. Create device name then click **Finish**.

02 Edit device name.

Live View Playback

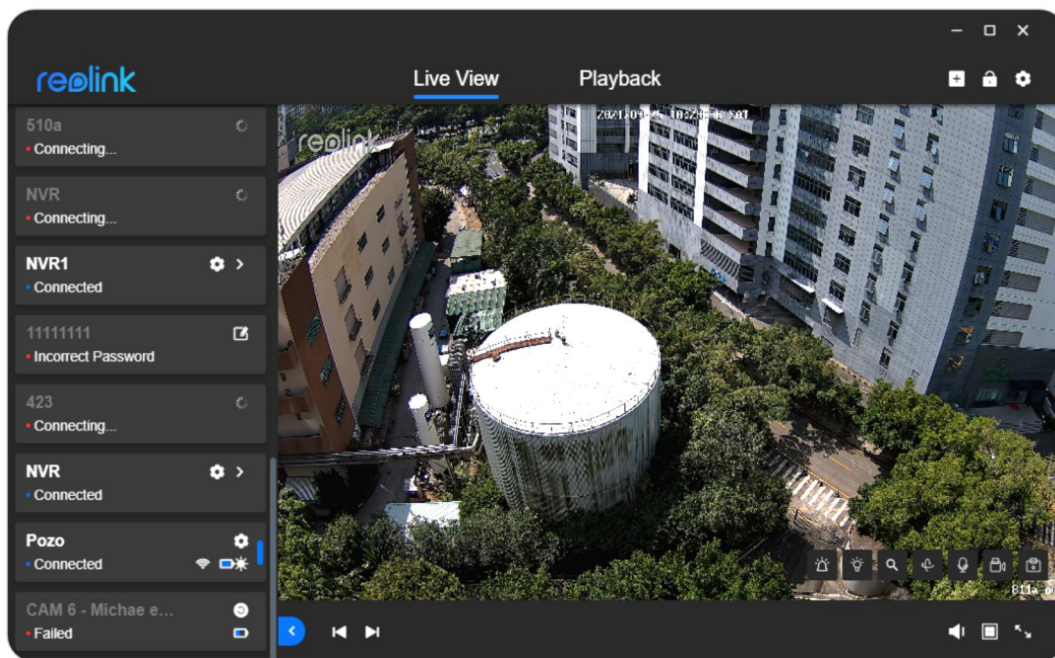
Name NVR










Finish




















3. View Your Camera

Live View

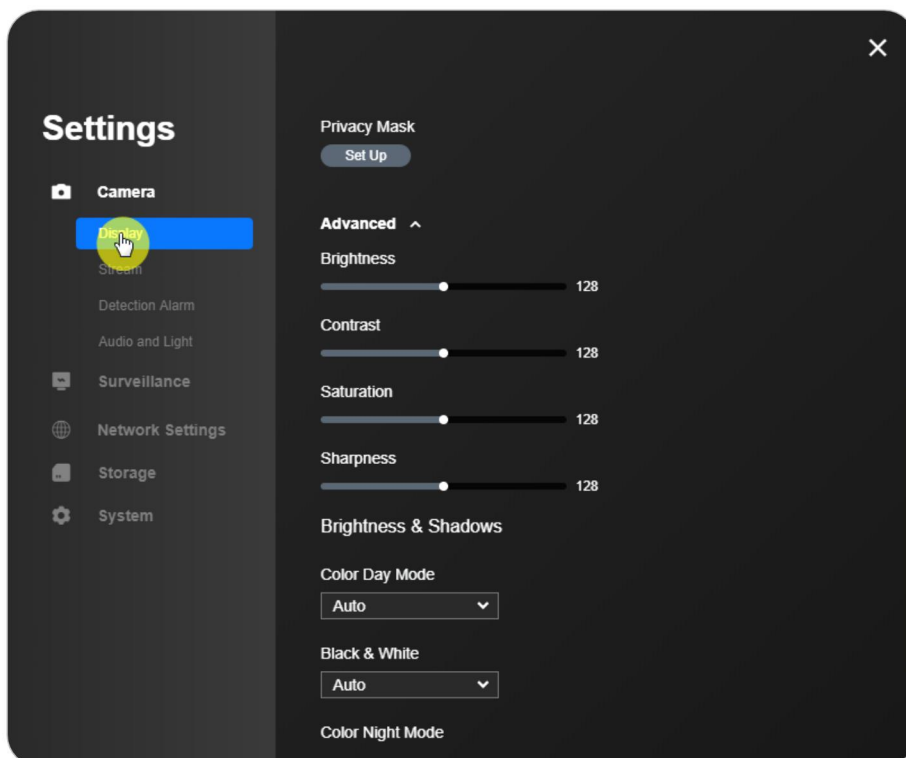
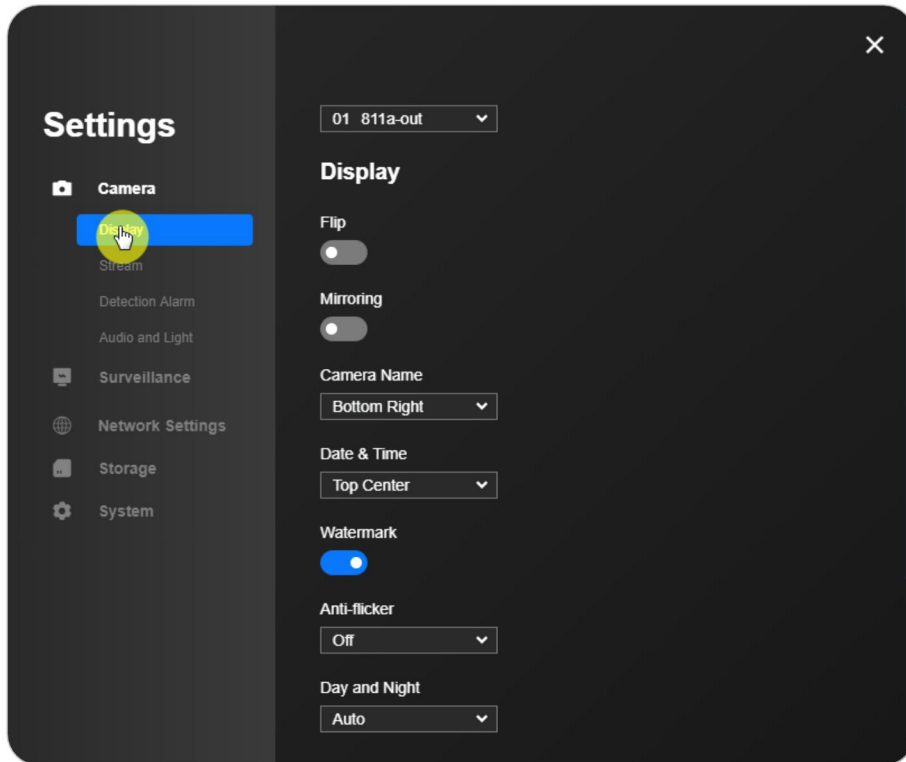
Here is the brief introduction for the buttons on the **Live View** page of Reolink Client:

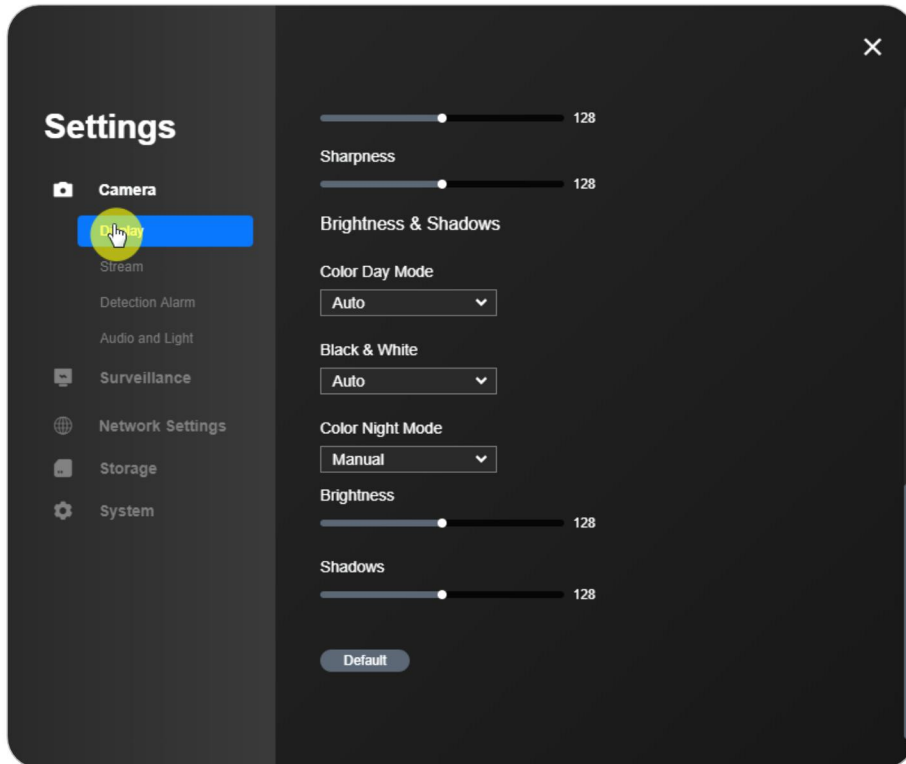


Icons	Meanings
	Enter the local settings page
	Lock/unlock the Reolink Client
	Exit the Reolink Client
	Add device
	Minimize
	Maximize
	Resize
	Shows that motion is detected
	Take snapshot manually

	Start manual recording
	Clip
	PTZ
	Turn on spotlight
	Enable audio alarm
	Expand NVR device list
	Enter the device settings page
	Edit the login information
	Retry
	Hide device list
	Enter the next live stream page
	Enter the previous live stream page
	Adjust the volume
	Divide the screen into multiple windows
	Enable/disable two-way audio
	Enter the full screen (To exit the full screen, right click on the screen or hit ESC on the keyboard)
	Battery
	WiFi signal
4G	4G camera
Icons	Meanings
	Client local settings

Display Settings





Options	Meanings
Flip	Turn the image upside down.
Mirroring	Make the orientation of the image to be horizontally reversed.
Camera Name	Set the position that the camera name shows on the screen.
Date & Time	Set the position that the date & time shows on the screen.
Watermark	Display the watermark (shows as the Reolink logo) on the screen.
Anti-Flicker	Turn on the option when devices such as TV screens or lights are flickering. 50GHz: Used for Australia and the UK. 60GHz: Used for the USA and Canada. Other: Other values except 50GHz and 60GHz Off: Turn off the option

Day and Night	<p>Set different color modes during different times of the day and night.</p> <p>Color: The camera will display a color image and the mode is usually used in the daytime.</p> <p>Black & White: The camera will display images only in black and white and the mode is usually used during the night when the IR LEDs are on.</p> <p>Auto: The camera will automatically switch between Color and Black& White according to the light conditions.</p>
Privacy Mask	<p>Mask out defined areas in surveillance videos, whether live or recorded, to protect the privacy of users.</p> <p>Notes:</p> <p>Motion in masked areas will still be detected if it happens in motion detection zones.</p> <p>For battery-powered cameras, the number of the masked areas is up to 3, while for other IP cameras, it is up to 4.</p> <p>Cameras in WiFi NVR kit doesn't support this option.</p>
Brightness	Modify the value to set how light the image appears to be.
Contrast	Modify the value to increase or decrease the difference between the brightest white and the darkest black in an image.
Saturation	Modify the value to alter the number of colors displayed in an image. The higher the value is, the brighter and more vivid the color will appear to be.
Sharpness	Sharpening the image will increase the signal-to-noise ratio.
Color Day Mode	<p>In Color Day Mode, you can adjust the light brightness by choosing Auto or Manually.</p> <p>Auto: The camera will automatically adjust the brightness and shadow according to light conditions.</p> <p>Manually: Manually adjust the brightness and shadow according to light conditions.</p>
Black&White	<p>In Black & White mode, you can adjust the light brightness by choosing Auto or Manually.</p> <p>Auto: The camera will automatically adjust the brightness and shadow according to light conditions.</p> <p>Manually: Manually adjust the brightness and shadow according to light conditions.</p>
Default	Restore the camera to its factory image settings.

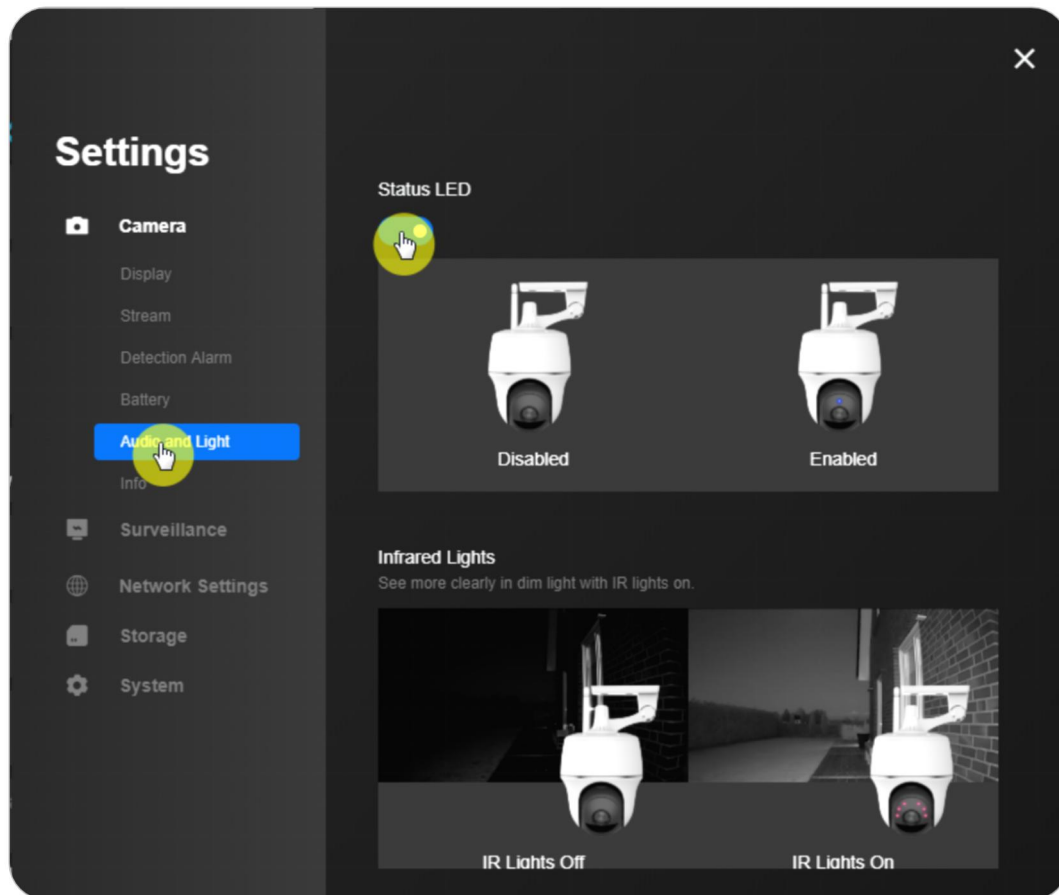
Lights and LED

Status LED

Audio and Light>Status LED

Note:

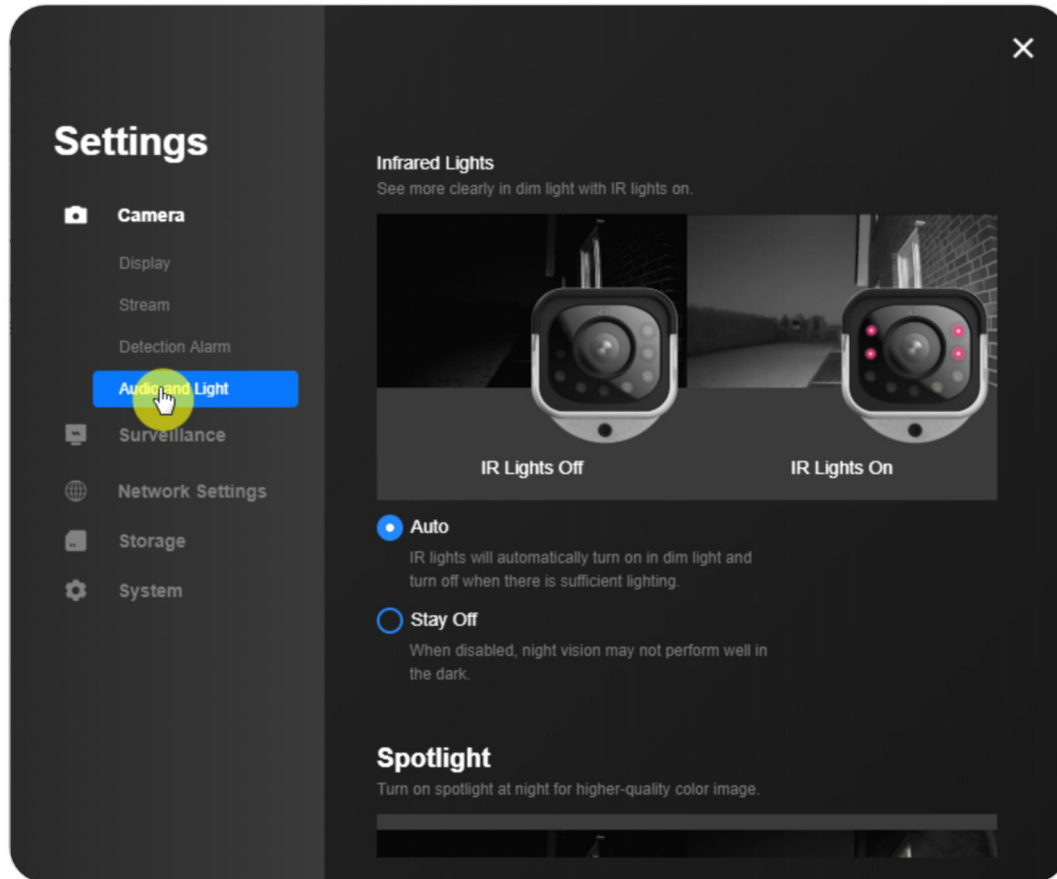
Status LED is only available for battery-powered cameras and E series cameras.



Infrared Lights

Audio and Light > Infrared Lights

You can choose **Auto** or **Stay Off**.



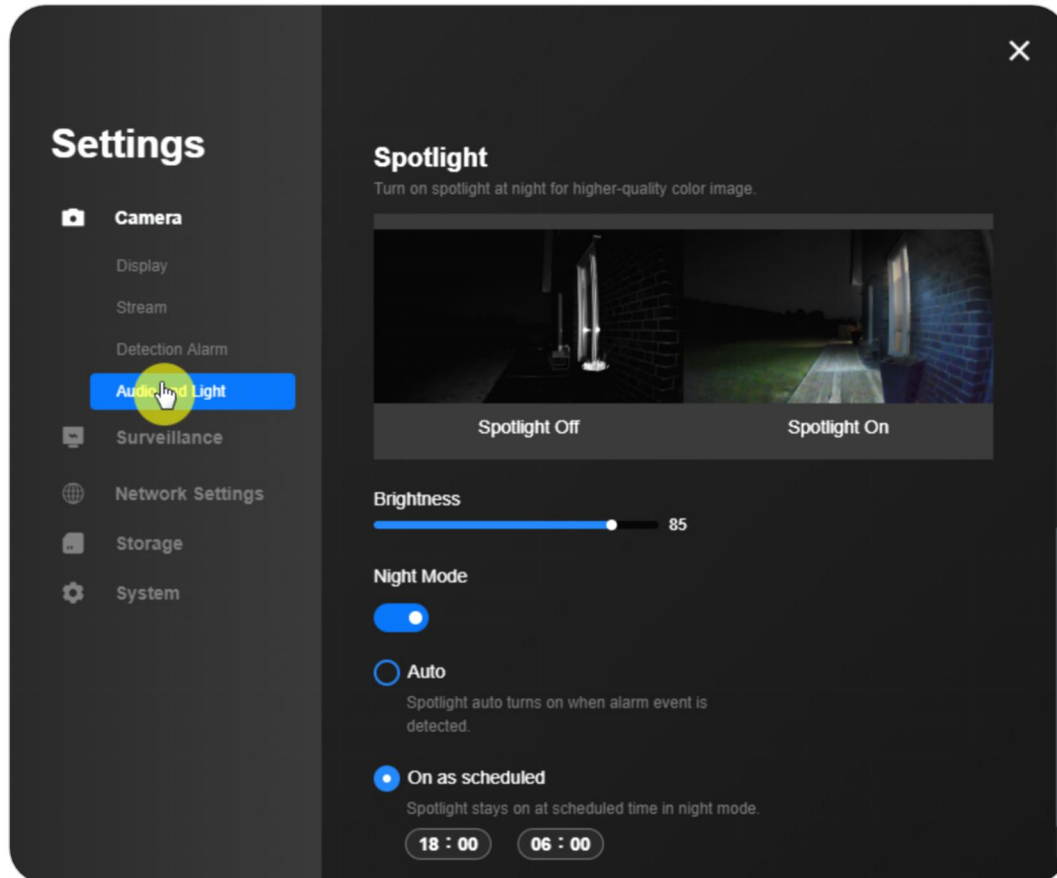
Spotlight

Audio and Light>Spotlight

You can manually adjust the brightness of the spotlight, and if the **Night Mode** is enabled, you can choose **Auto** or **On as schedule**.

Note:

This is only available for Reolink Lumus, Argus 3, Argus 3 Pro, E1 outdoor, RLC-811A, RLC-823A and Reolink Duo cameras.



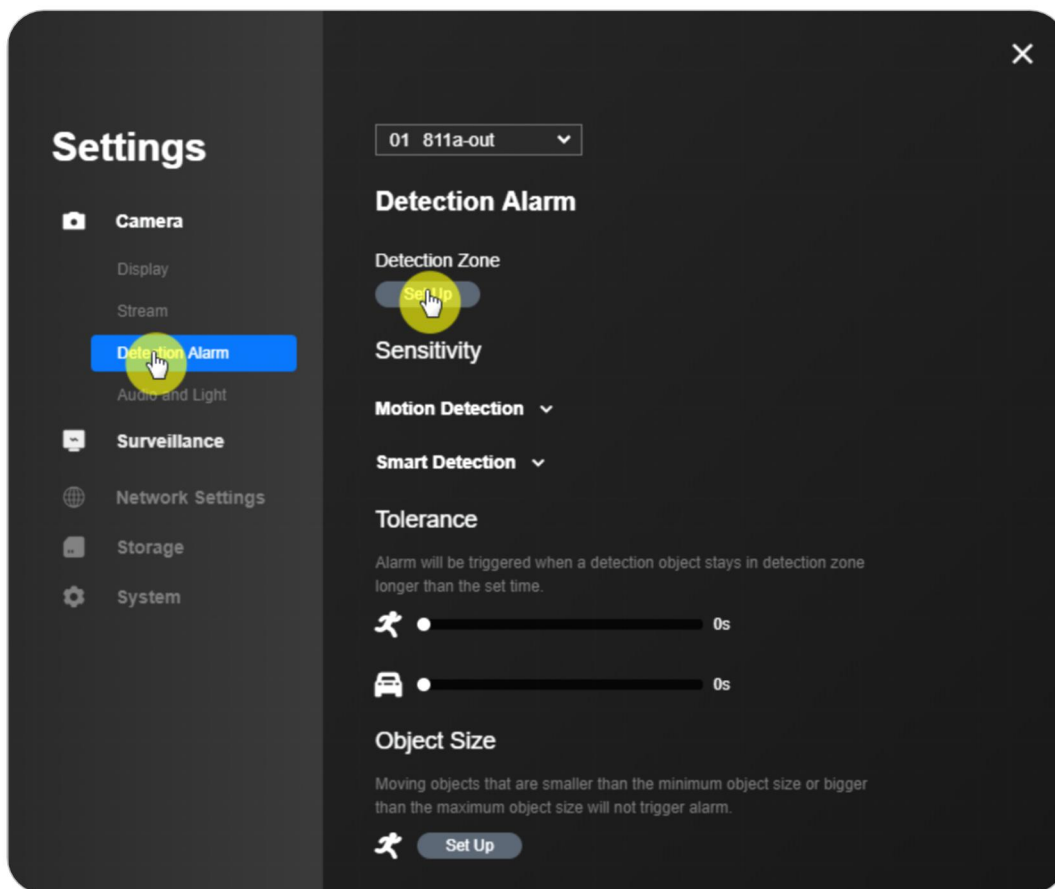
4. Alarm and Detection

Set up Motion Detection

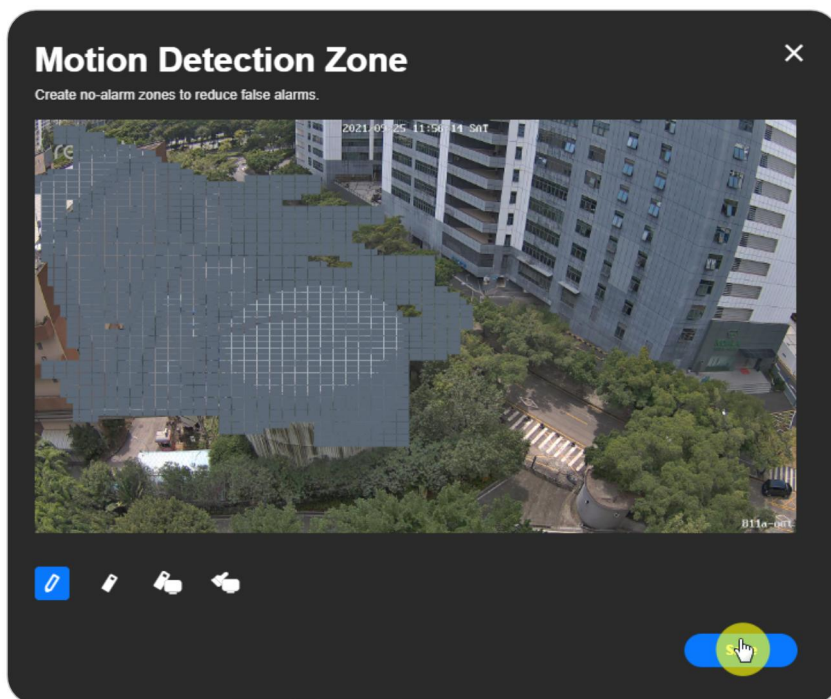
Motion Detection

Motion Detection Zone

Device settings > Detection Alarm > Detection Zone > Click Set Up.



Click **Pen** to create a zone over the area that you don't want to receive alerts about. Please don't forget to click the **Save** button to save your settings.

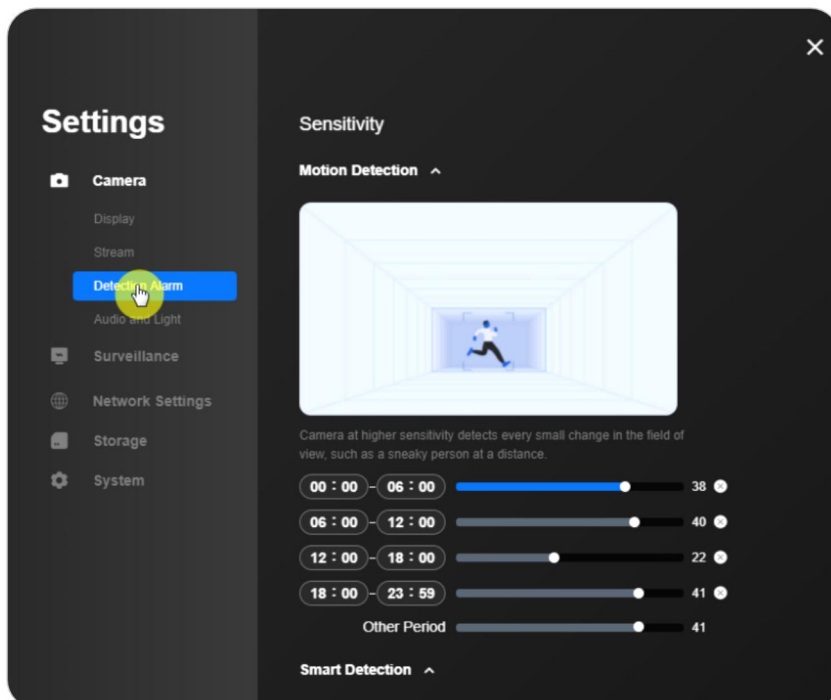


Sensitivity

Device settings > Detection Alarm > Sensitivity.

Select **Sensitivity** to set 4 time periods and **Other Period** and corresponding sensitivity.

Note: You can adjust the sensitivity from 1 to 50 by dragging the slider. The higher the value is, the more sensitive the motion detection will be.



For cameras supporting smart person and vehicle detection, you can also set the sensitivity for smart detection.

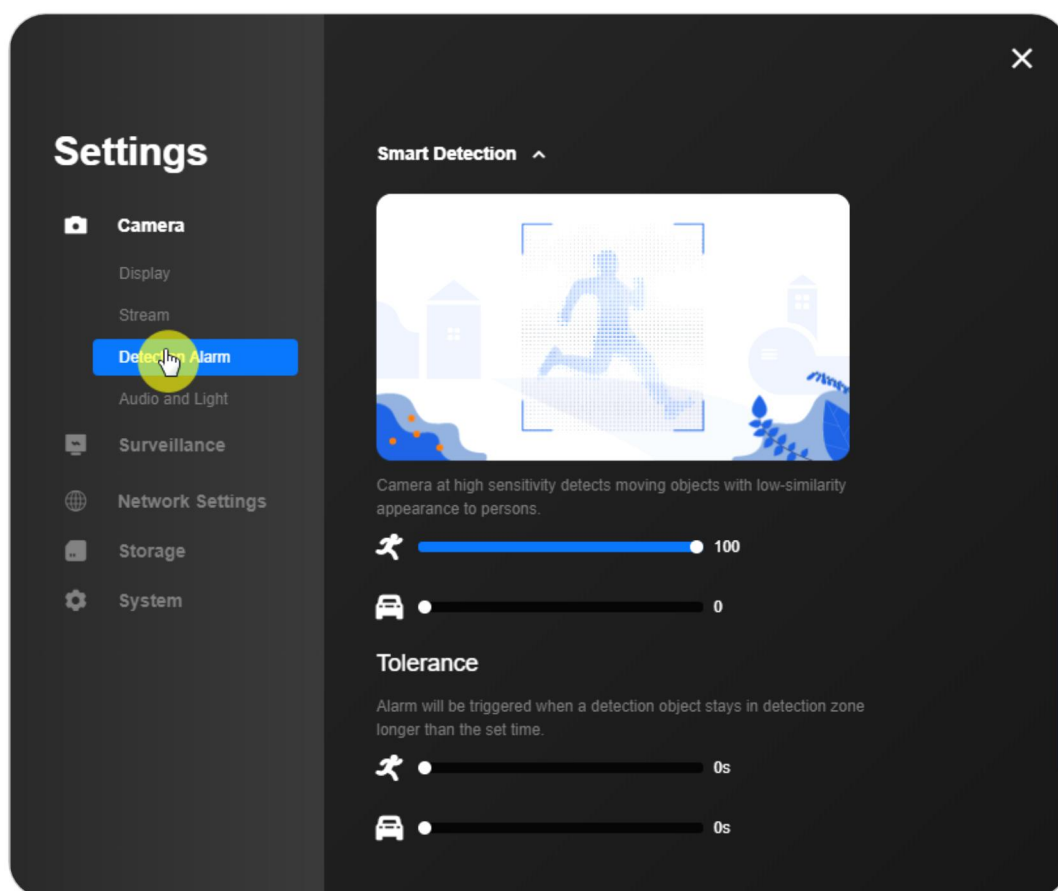
For smart person detection, you can adjust the sensitivity from 0 to 100 by dragging the slider, and the same is true for smart vehicle detection.

Tolerance

Alarm will be triggered only after the detection object stays in detection areas longer than the set time.

Note:

This setting is only available for the camera supporting the smart person and vehicle detection.

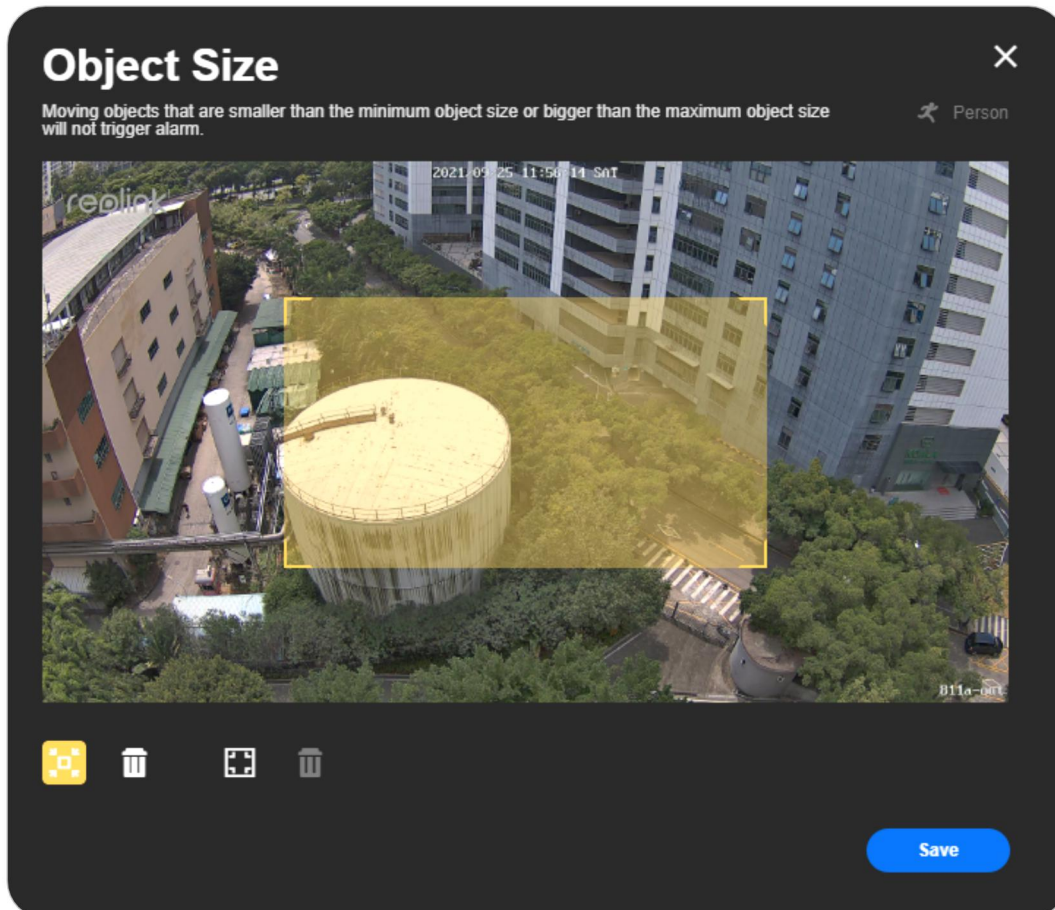
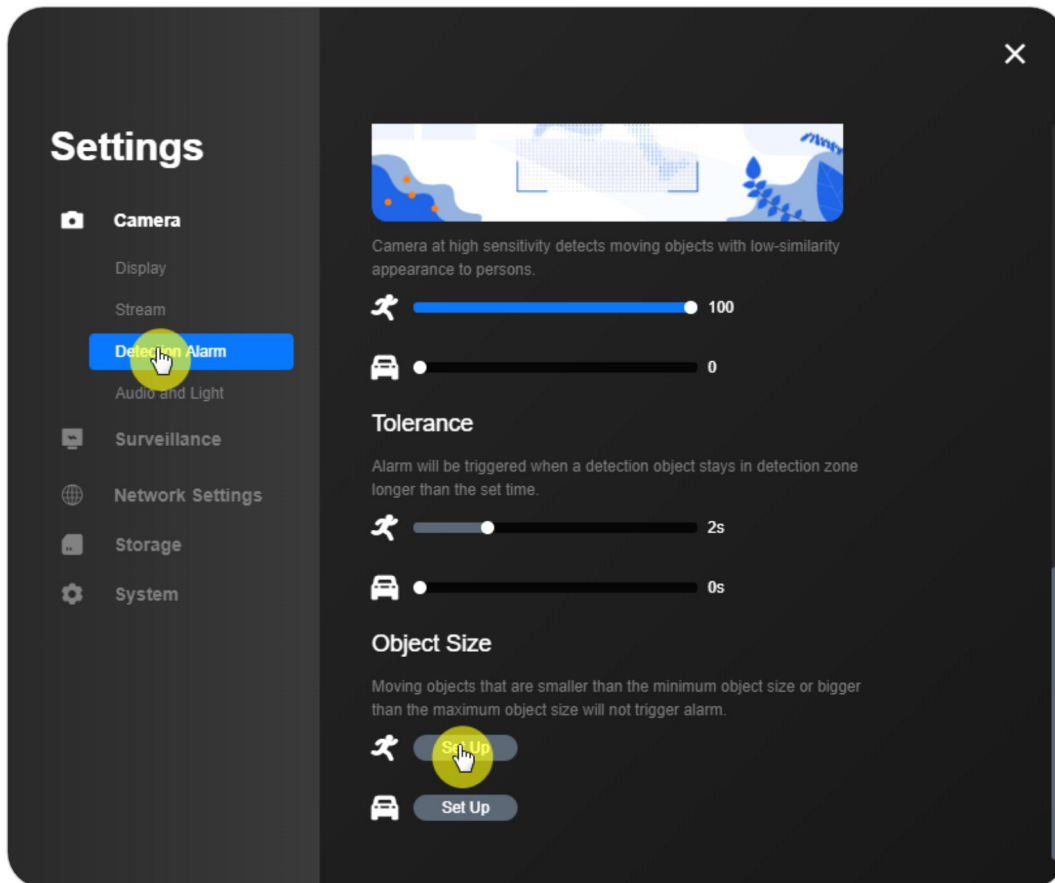


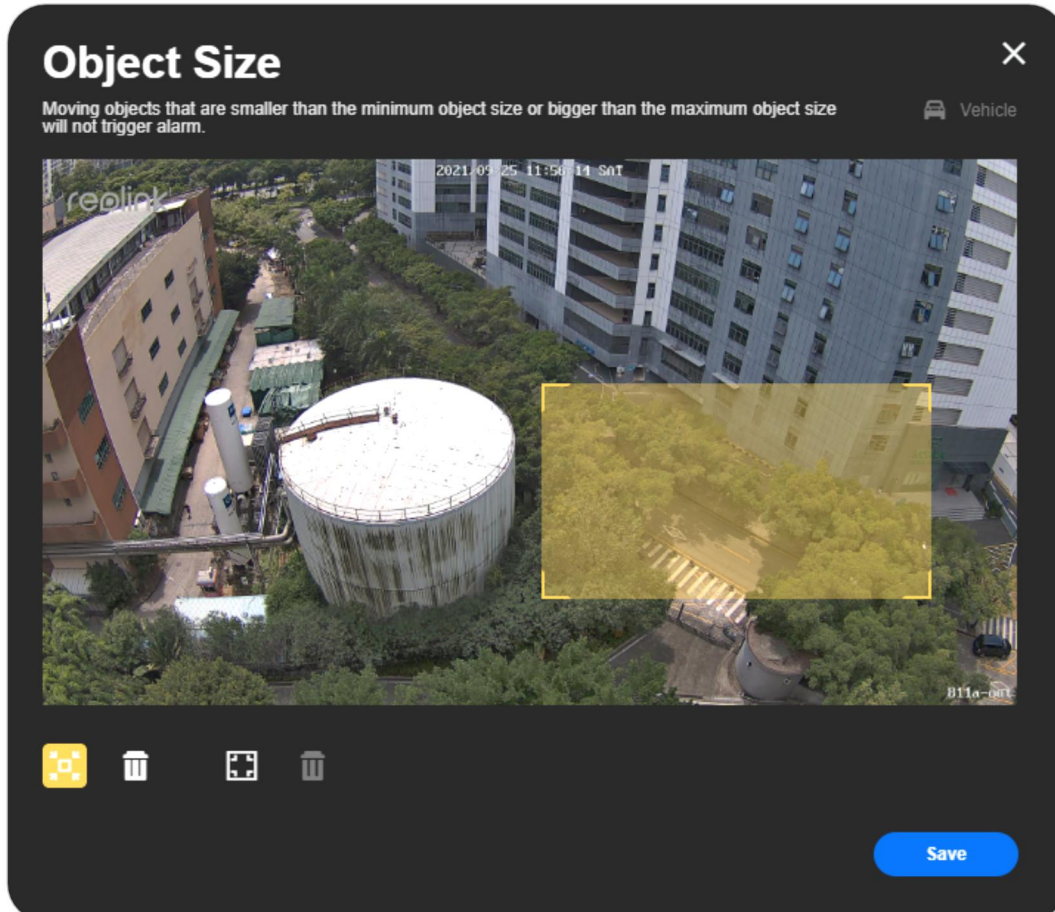
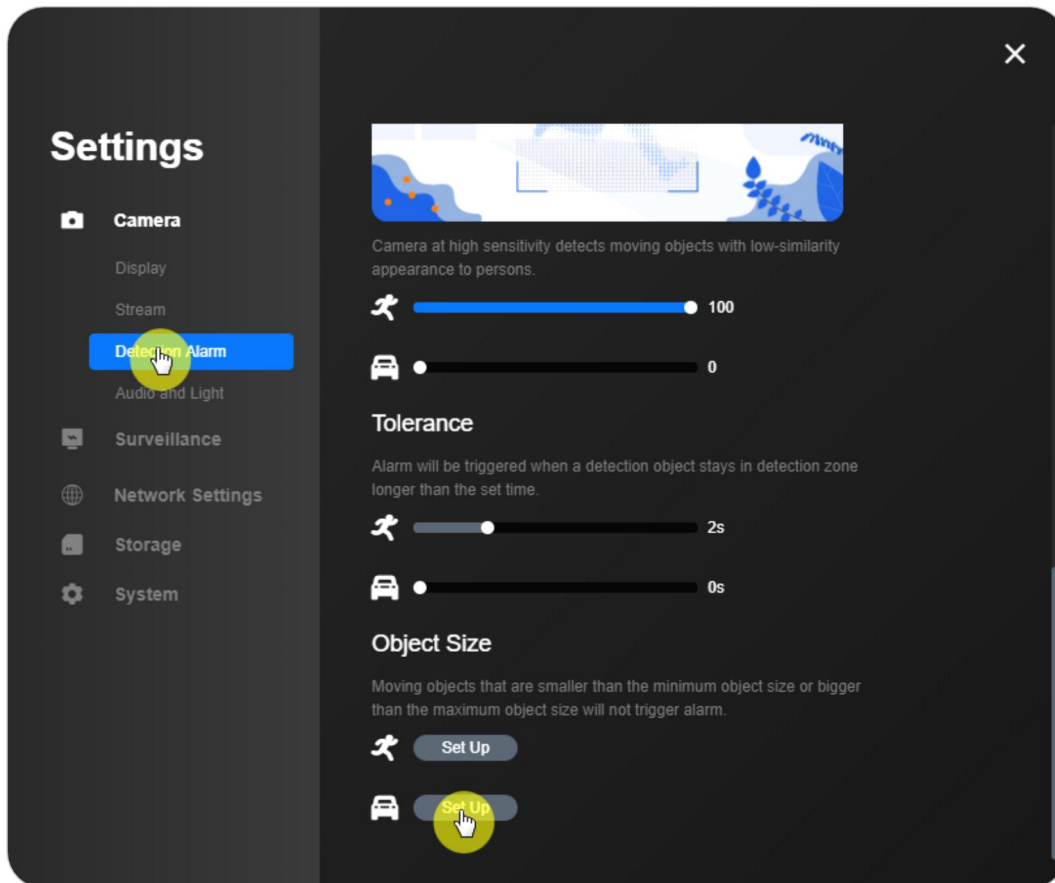
Object Size

Moving objects that are smaller than the minimum object size or larger than the maximum object size will not trigger alarm.

Note:

This setting is only available for the camera supporting the smart person and vehicle detection.



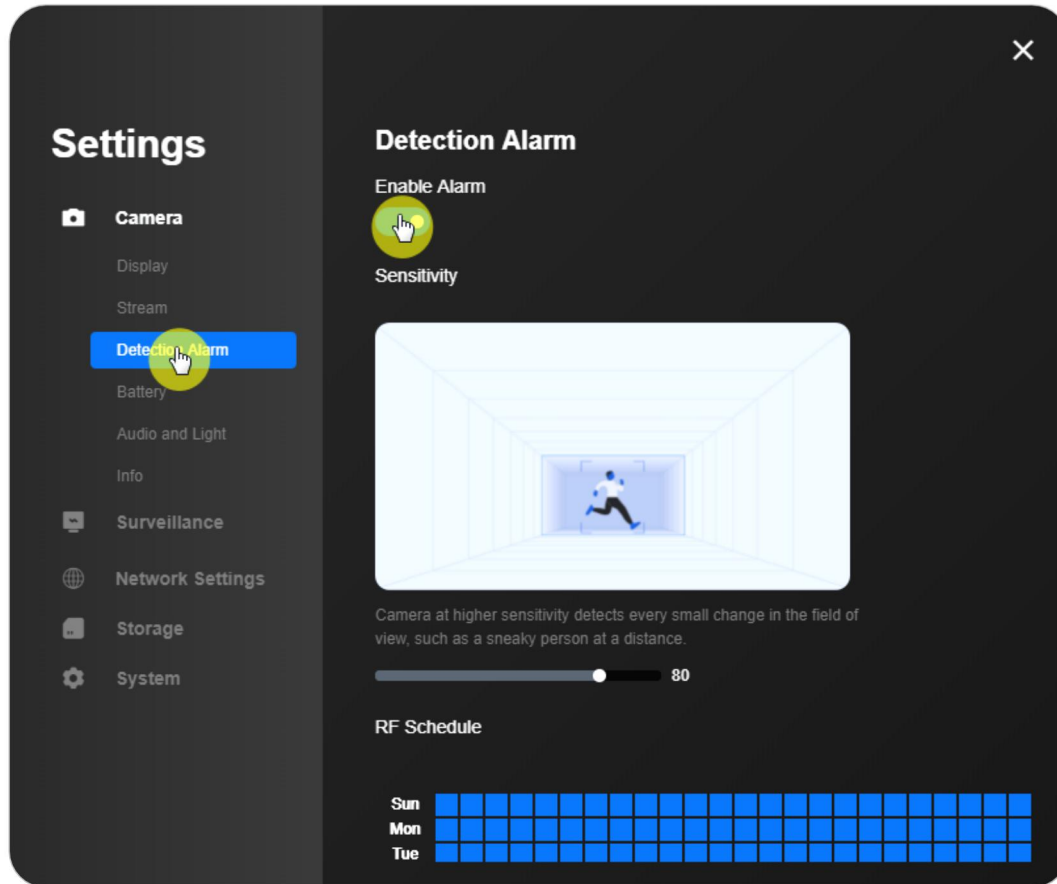


PIR sensor

Device settings > Detection Alarm > Enable Alarm.


Sensitivity

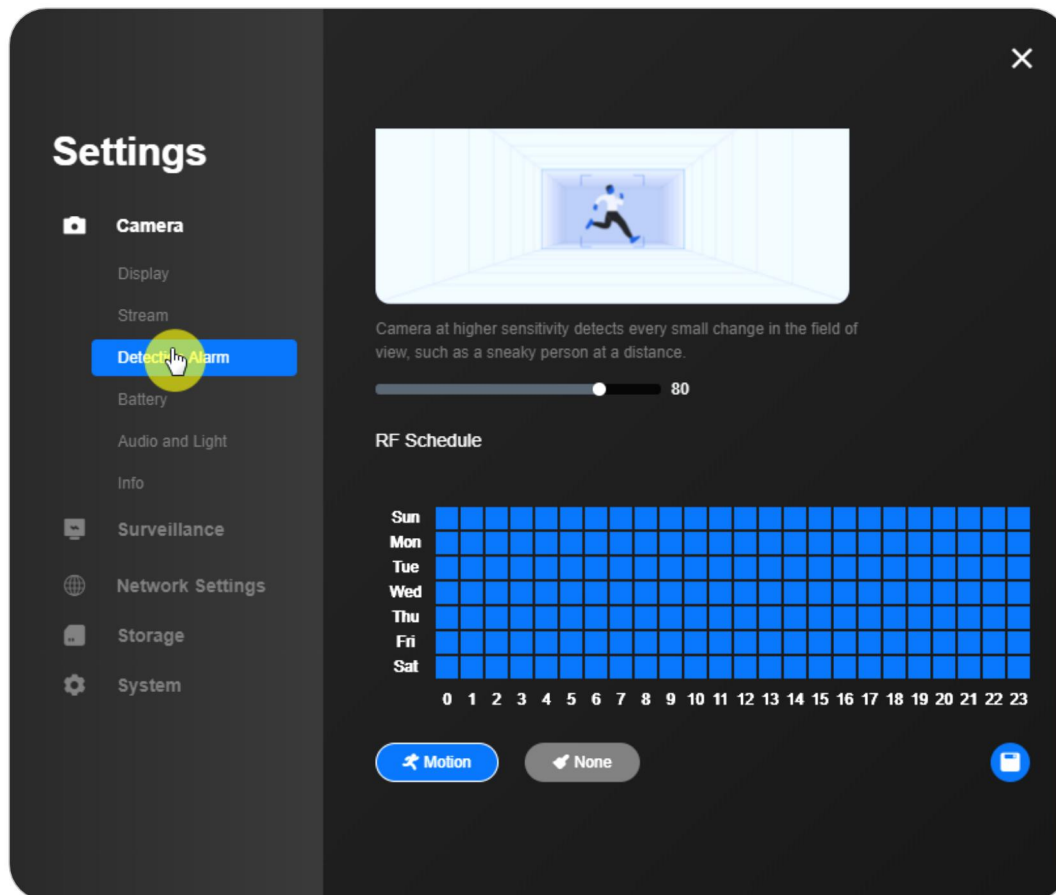
You can drag the slider to adjust the PIR sensitivity.



PIR Schedule

If you want to set the camera to be triggered by motion at specific times, please click **Motion**, and select the squares to enable the PIR motion sensor. Otherwise, please click **None**.

Then click  to save the settings.

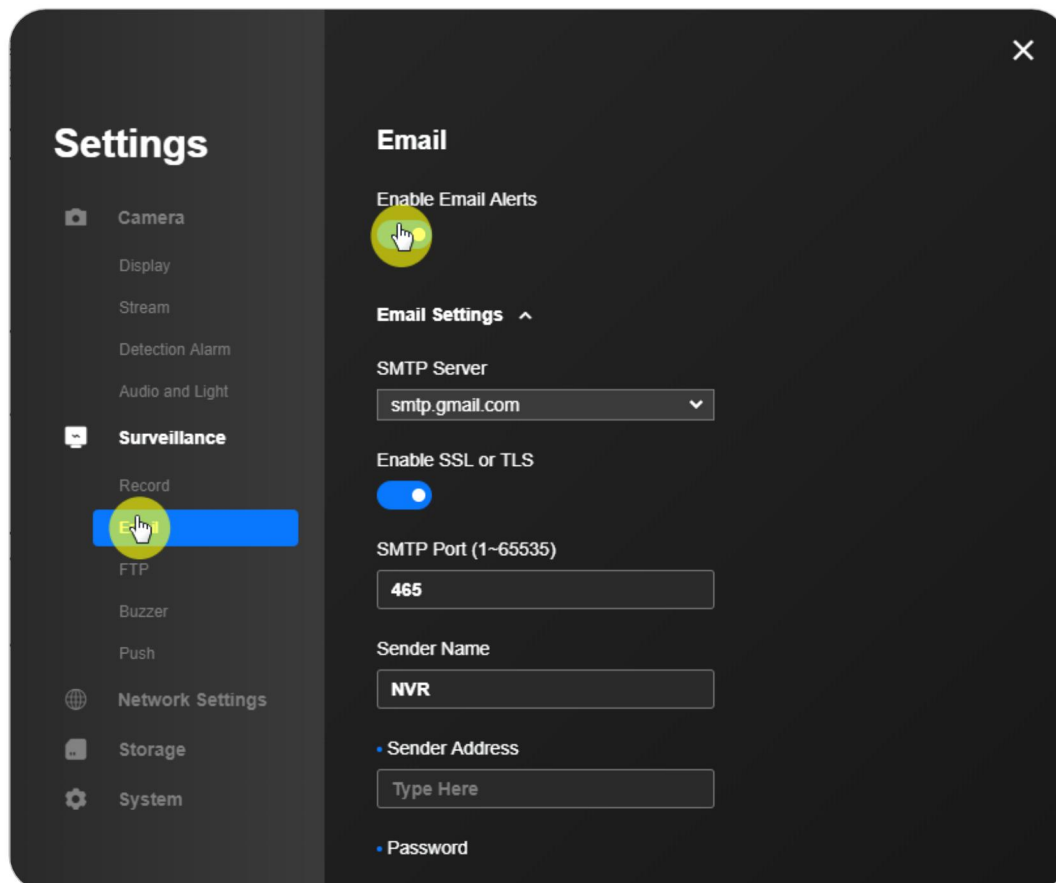


Set up Motion Alerts

Alarm Email

You may follow the steps below to set an email alert for your device on Reolink Client.

Step 1. Log in to your camera and go to camera **Settings > Surveillance > Enable Email Alerts**.



Step 2. Fill in the information required.

Please choose the right **SMTP Server**, turn on **Enable SSL or TLS**, and enter the right **SMTP Port**, **Sender Address**, **Password**, and **Recipient Address 1**. And choose the **Email Content**, **Interval**, and **Schedule** based on your need. Then click **Save**.

SMTP Server and STMP Port: It may vary depending on your email service provider. If you are using Gmail as the **Sender Email**, you may leave the default **SMTP Server** (smtp.gmail.com) and default port (465) unchanged. However, if you set other emails such as Hotmail and Yahoo mail as the **Sender Email**, you will need to input the corresponding SMTP server & SMTP port.

Sender Address: Input the address of the email that sends out motion alert emails.

Password: Input the password of the sender email.

Recipient Address: Input the address of the email that receives motion alert emails. The recipient address can be the same as the sender's address.

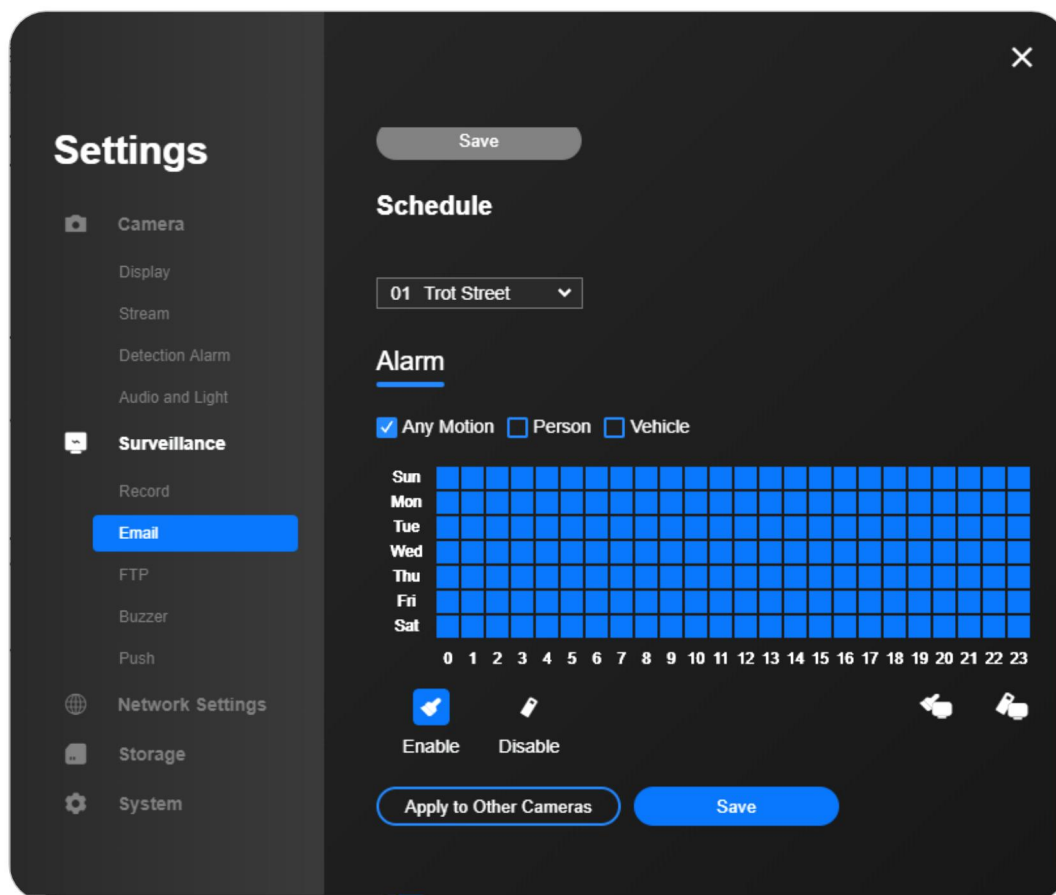
Attachment: Select the content (text, picture or video) to attach to the motion-alert motion email.

Email Interval: Once set, only one motion-alert email will be sent even if the alarm is triggered multiple times during the time interval.

Note:

Once the battery-powered camera goes into standby mode, the email interval setting will be invalid. The motion-alert email will be sent every time the camera is triggered even for the same motion alert.

Email Schedule: Set the time that you want your cameras to send you email alerts. It is currently not available for Reolink battery-powered cameras.

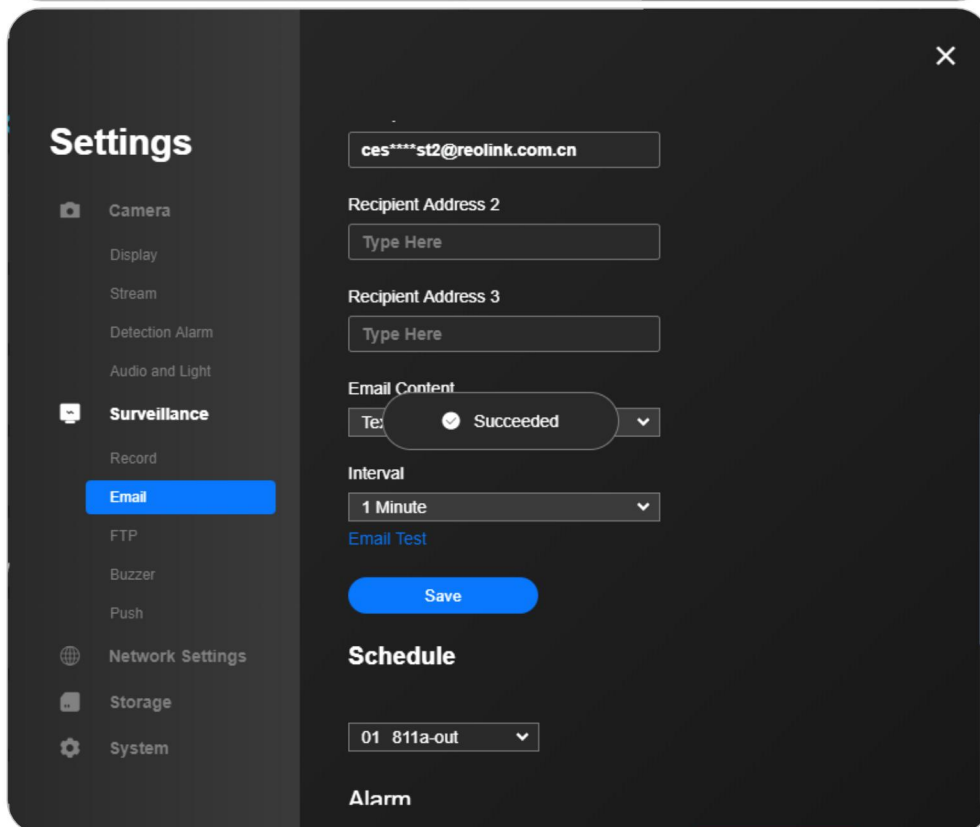
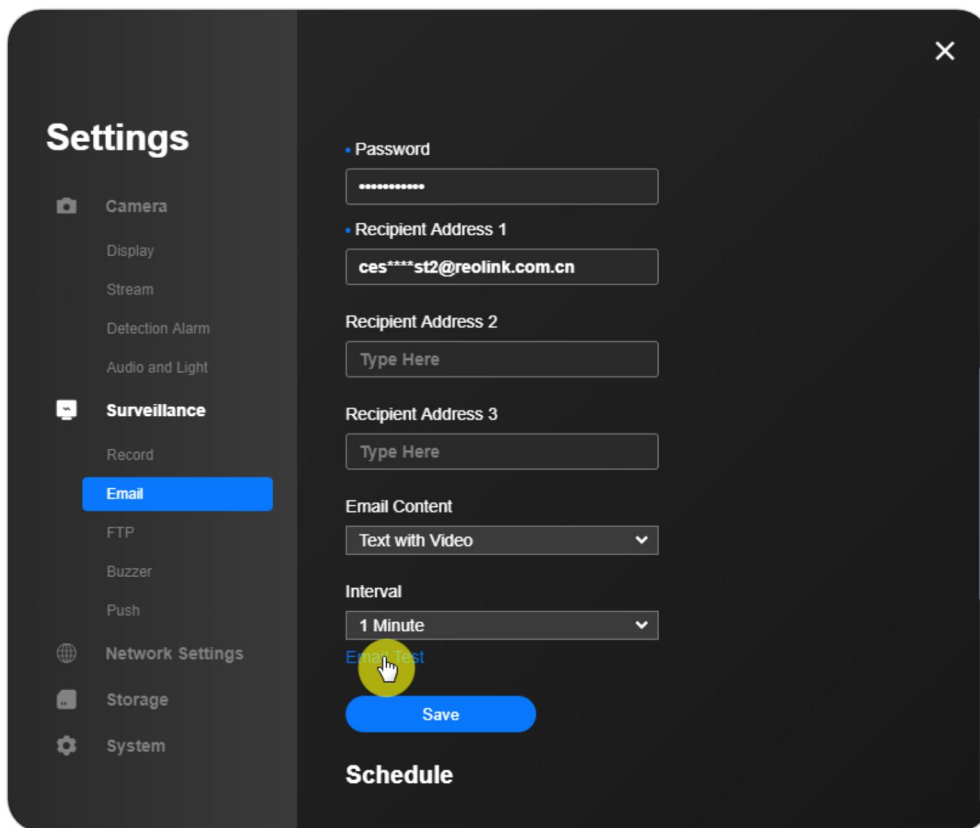


Notes:

1. You can set the schedule only when the **Enable** option is available.
2. One square represents one hour.
3. The blue square (**Motion**) means that the email will be sent when motion is detected, while the dark gray one (**Timer**) means the email will be sent according to the interval time you set above, and the light gray one (**None**) means no email will be sent.
4. For cameras supporting the smart person and vehicle detection, you can choose to set the email schedule for **Any Motion**, **Person** and **Vehicle**.

Step 3: Click the **Email Test** to verify whether the information you have entered is correct.

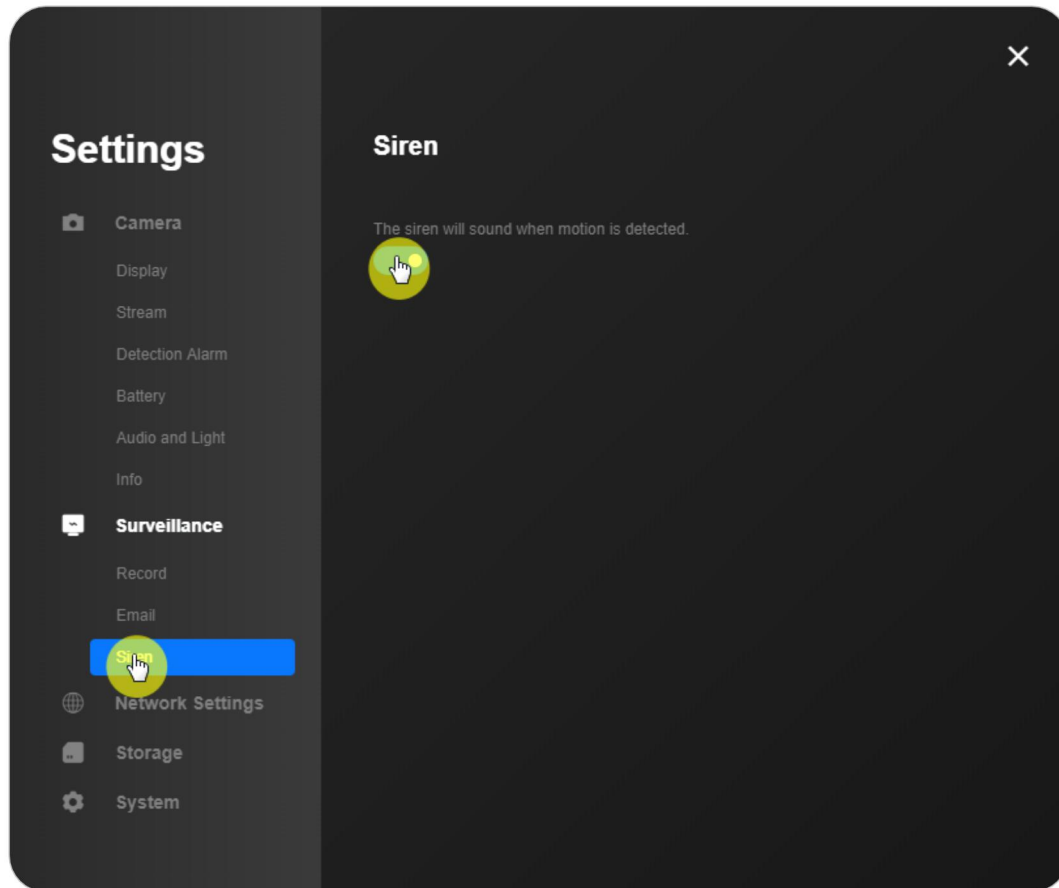
The prompt “**Succeeded**” will appear if the email has been successfully set.



Alarm Siren

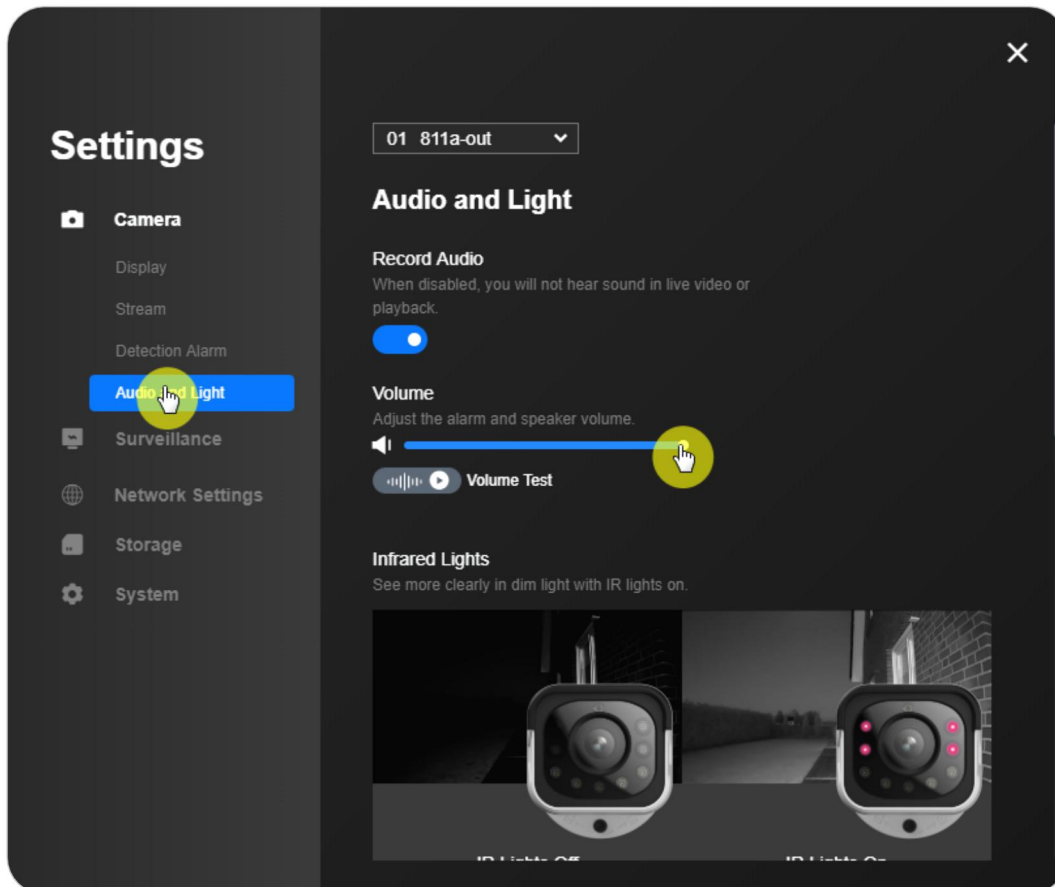
Battery-powered cameras, E series and Lumus

Device Settings > **Surveillance** > **Siren** > Enable **Siren**.



RLC-811A and RLC-823A

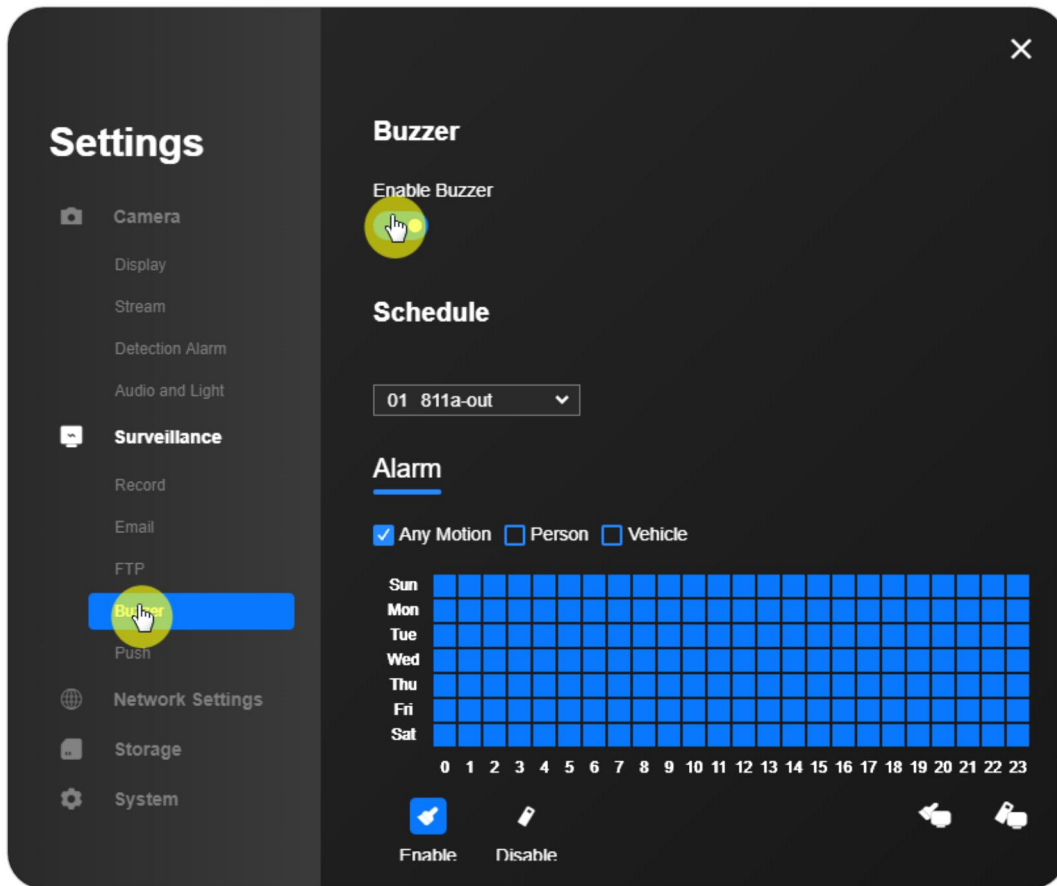
Device Settings > Camera > Audio and Light > Adjust the volume for alarm and speaker.



NVR

Device Settings > Surveillance > Buzzer > Enable Buzzer.

Then you can set the buzzer schedule for different cameras connected to the NVR. For the cameras supporting the smart person and vehicle detection, you can set schedule for **Any Motion, Person** and **Vehicle**.



Alarm Spotlight

Please refer to the steps in **Spotlight** of the Chapter 3.

5. Recording and Playback

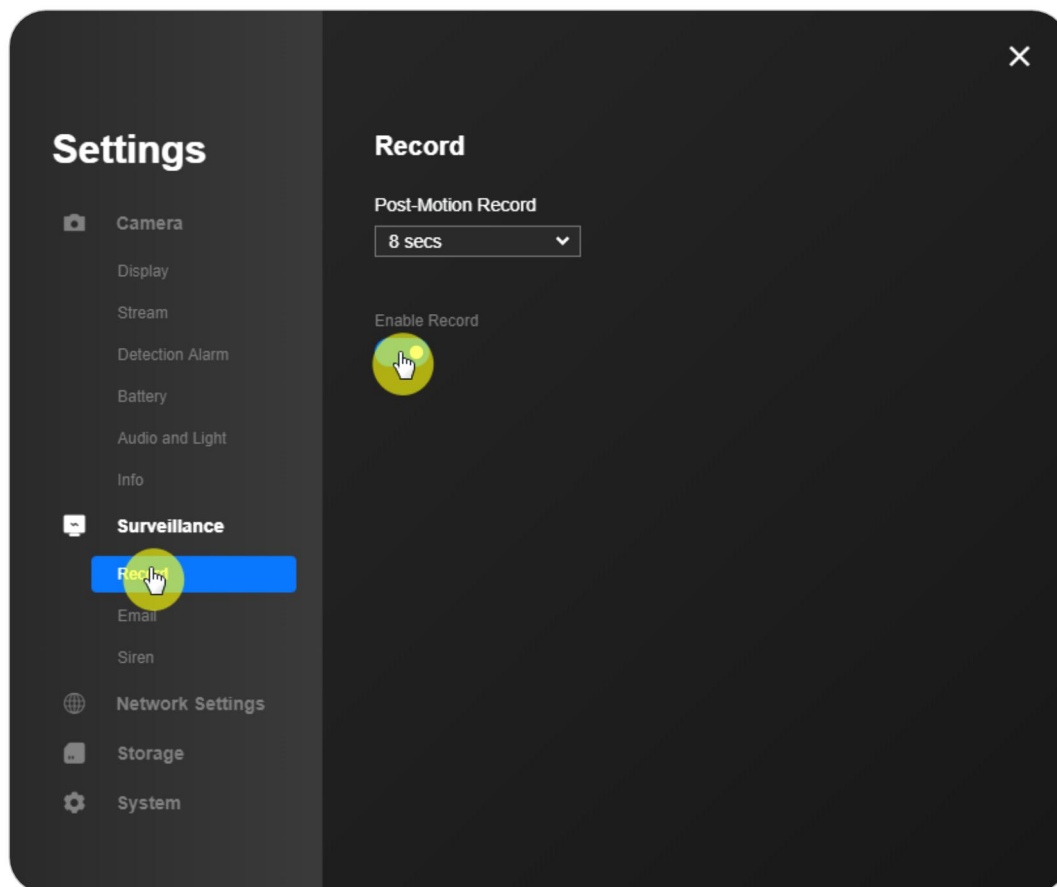
Set up Motion Recording

SD Card or HDD Recordings

Battery-powered cameras

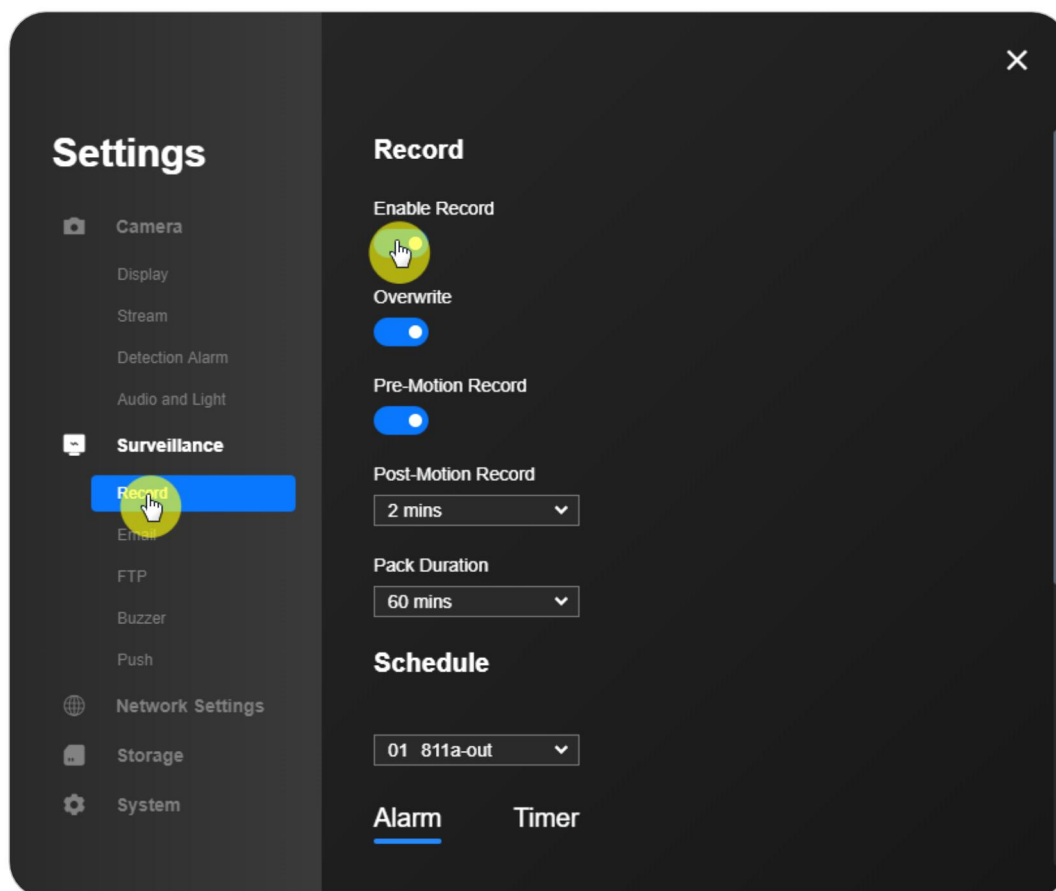
Device Settings > Surveillance > Record > Enable Record.

You can also set the **Post-Motion Record**.



IPCs and NVRs

Device Settings > Surveillance > Record > Enable Record.



Overwrite: When the SD card or HDD is full, the old recording files will be overwritten for new recording files.

Pre-Motion Record: The camera will start recording before the event happens. The duration of the pre-motion record will be 3-8 seconds, varying by model and hardware version.

Post-Motion Record: The camera will continue recording after the event happens. The duration of the post-motion record may vary by model.

Pack Duration: The Reolink NVR packs each recording into a separate video file and stores it on the hard drive inside the NVR. Pack duration refers to the length of the recording that is packed into a file.

If you set the pack duration as 30 minutes, the NVR will pack the recording to a file every 30 minutes and store it to the hard drive inside the NVR.

Note:

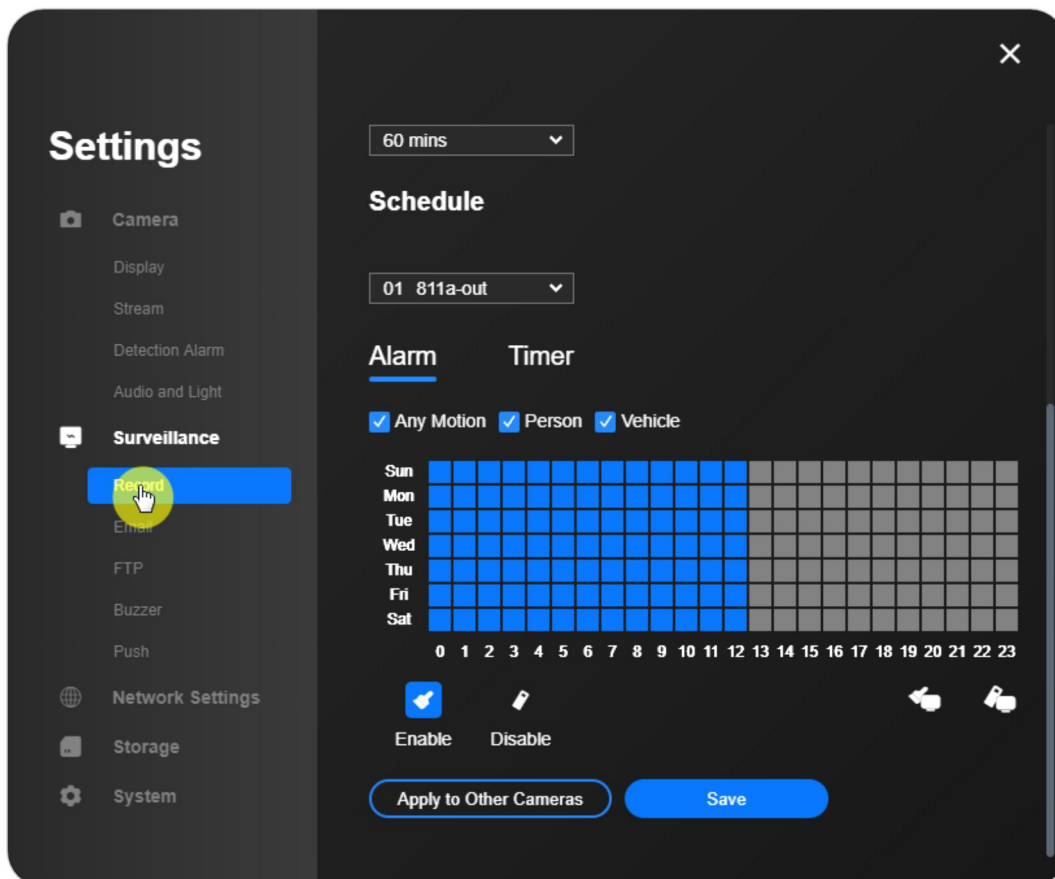
Pack Duration is only available for Reolink NVRs.

Record Schedule

Select **Motion** or **None**, then set the schedule as you need by choosing the squares. One square presents one hour. Click **Save** to save the settings.

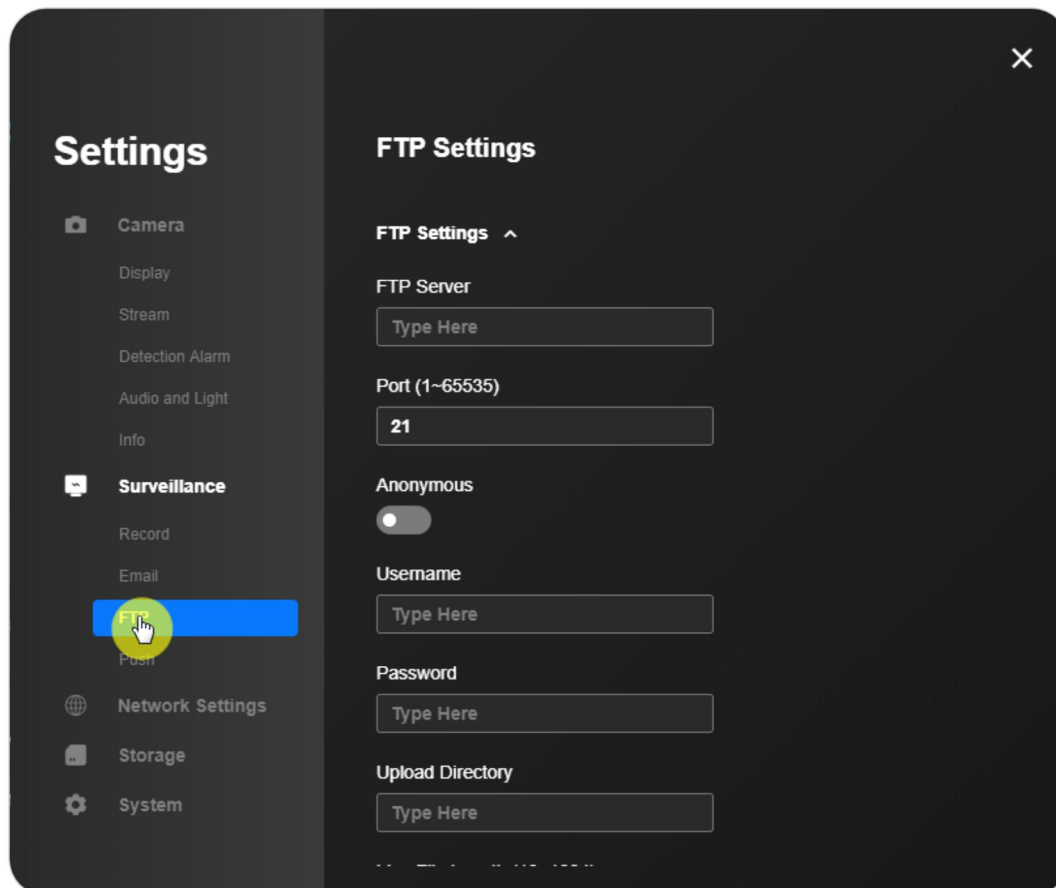
Notes:

1. Blue square means that the device will record to SD card when motion is detected, while the gray one means the device will not record.
2. The Reolink C series cameras, E series cameras, Lumus, cameras with new IPC_51516 or IPC_51316 firmware, and cameras connected to NVR could be set to continuous recording, while others can only start recording when motion is detected.
3. For cameras that support smart person and vehicle detection, the record schedule can be set for **Any Motion**, **Person** and **Vehicle**.



FTP Settings

Step 1. Go to **Device Settings** > **Surveillance** > **FTP**, and fill in the FTP information required.



FTP Server: Type in the address of your FTP server and FTP port. The default FTP port for Reolink products is 21.

Username and **Password:** Enter the username and password of your FTP server. If the username and password are not required, please enable **Anonymous**.

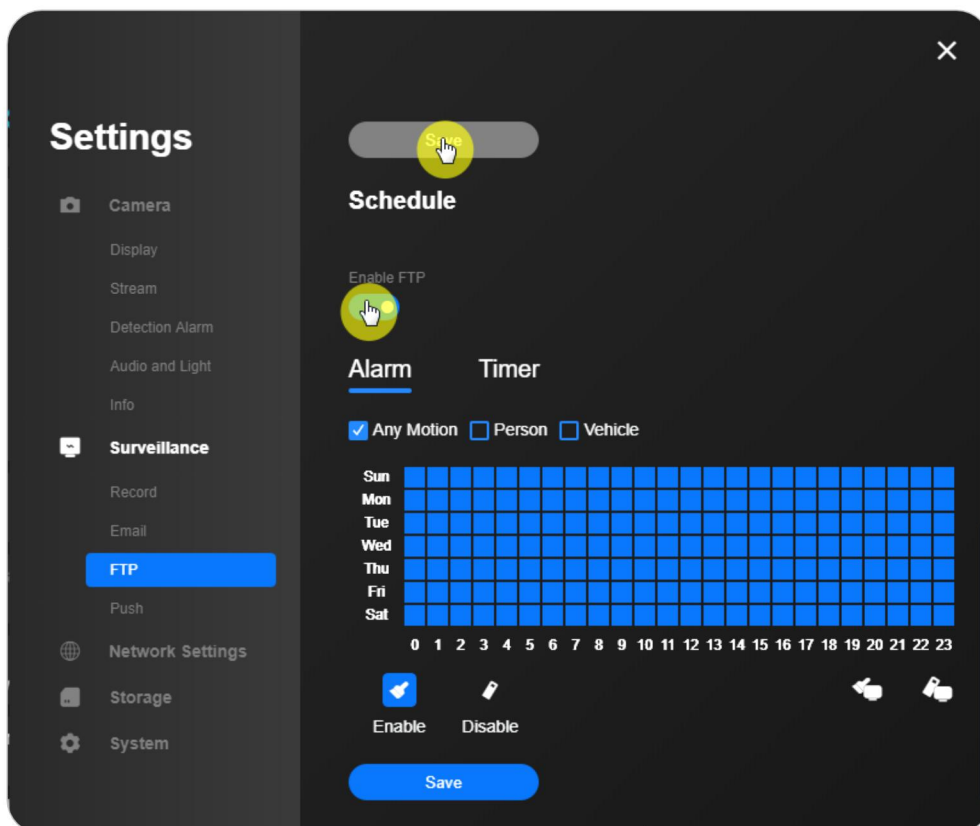
Directory: Set an upload directory for device video recording.

File Type: Choose to upload both videos and images, or images only.

FTP Postpone: Set the record time limit after motion is detected. This option is only available when **File Type** is set as **Video** and **FTP Schedule** as **Motion**.

Interval: Set the time interval for uploading pictures. This option is available when **File Type** is set as **Picture**. Custom is available and the minimum time interval is 2 seconds.

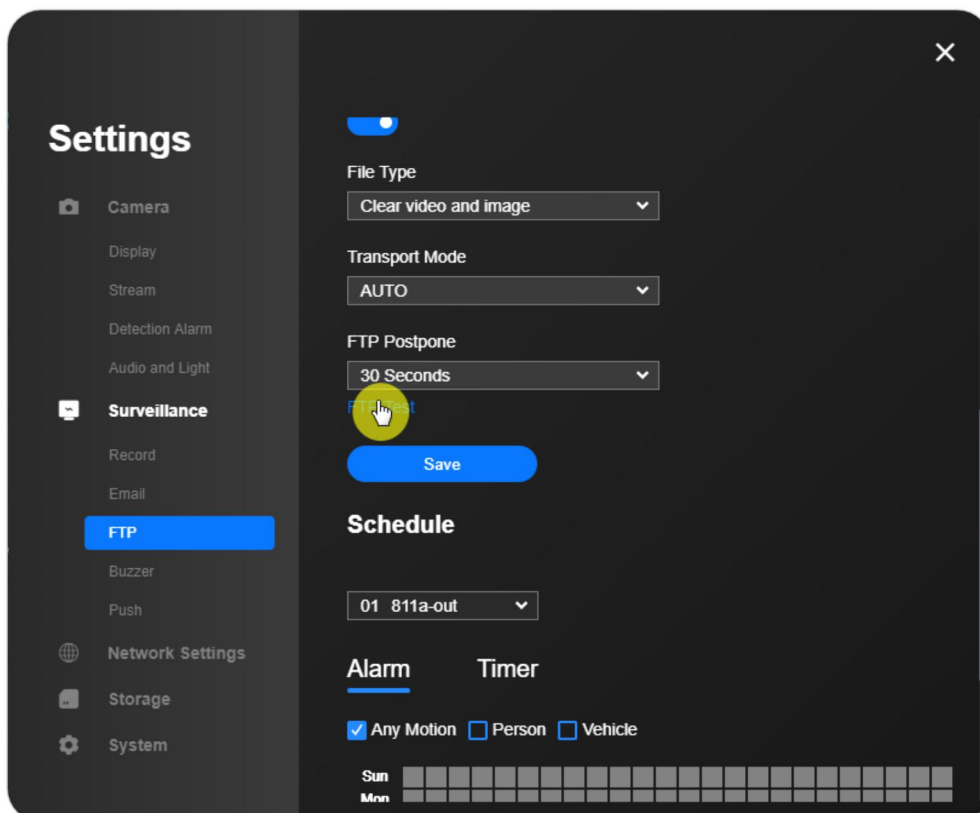
Step 2. Configure the FTP upload schedule, and click **Save** to save the settings.



Note:

Timer means that the camera will record 24/7, while **Alarm** means that the camera will record when motion is detected.

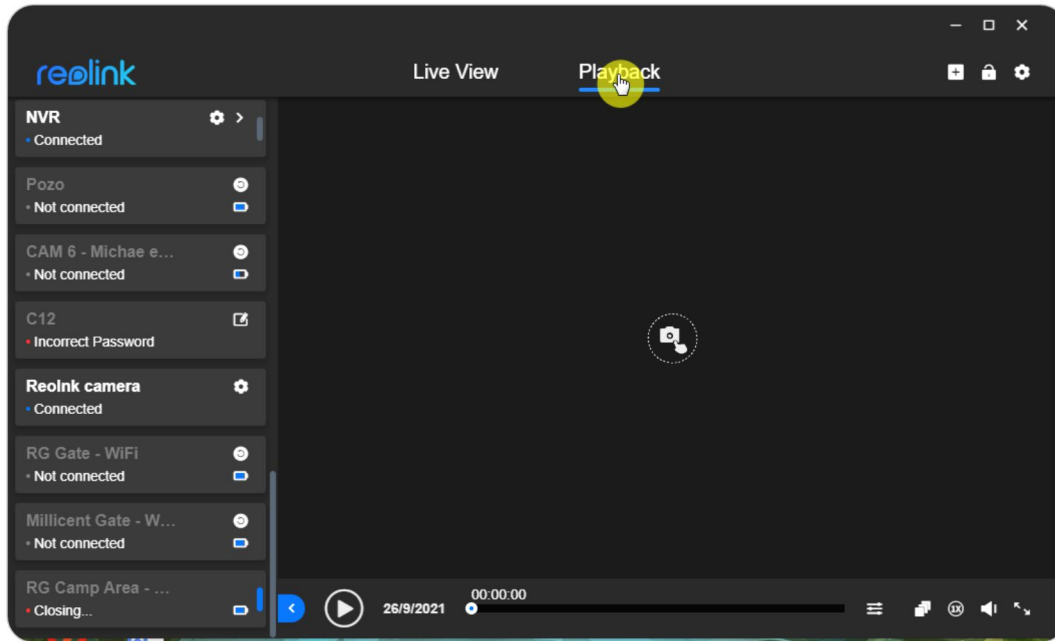
Step 3. Click **FTP Test** to check whether the FTP has been set up successfully.



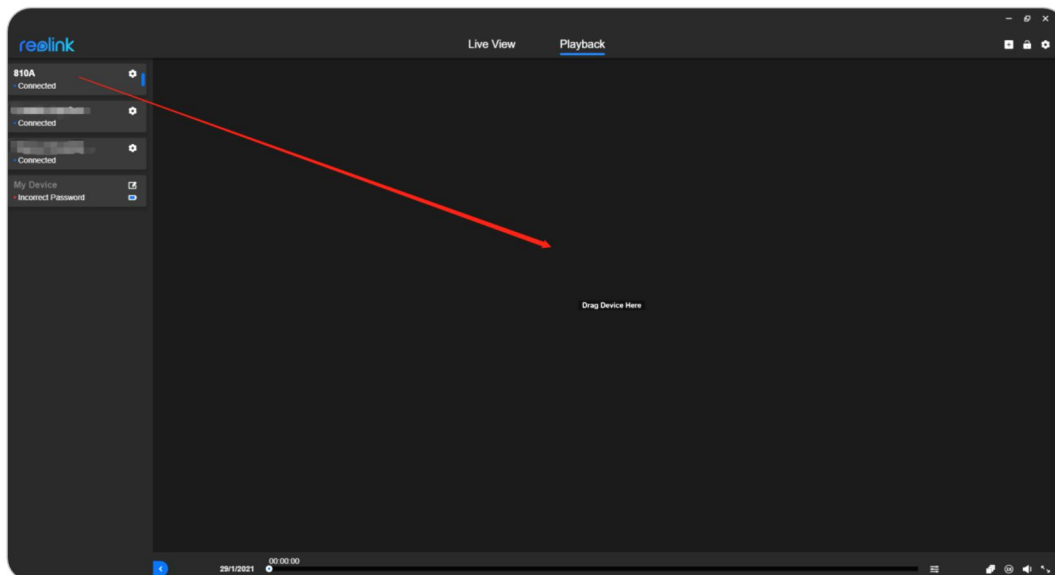
Playback and Download Recordings

Here we will guide you to play back recorded videos on the Reolink Client by the following steps:

Step 1: Launch the Reolink Client and log in to your camera/NVR, and then click **Playback** button to enter the **Playback** page.

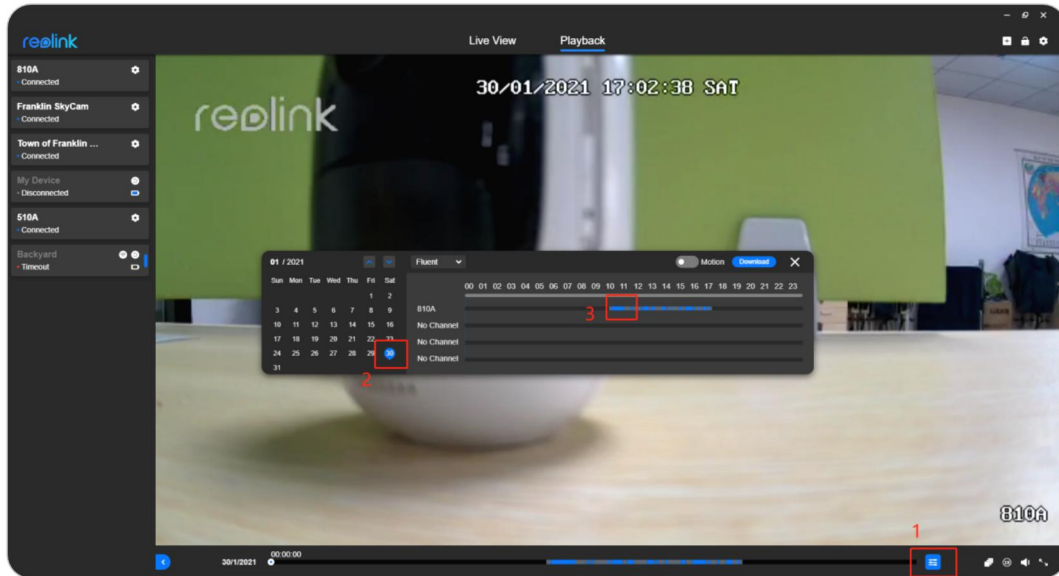


Step 2: Drag and drop the camera from the left side menu to the playback interface.

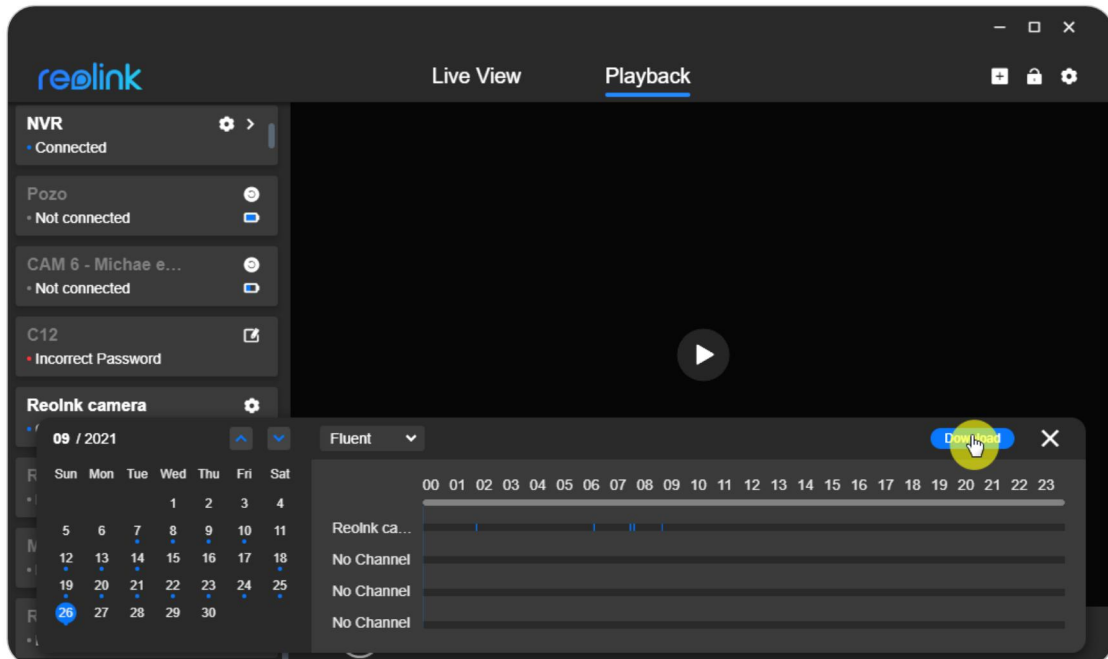


Reolink Client

Step 3: Choose a date. The dates of recordings will be marked in blue. Left-click the blue bar to select the time of recordings you want to play back.



Step 4: Click the **Download** button, and then check the recorded videos you want to download.



Step 5: Click **Download** to start downloading videos.

The screenshot shows the 'Download' window in the Reolink Client. The window title is 'Download' and the date is '2021-09-26'. The 'Channel' is 'Reolink ca...'. The 'Time' is set to '00 : 00 : 00' and the 'Type' is 'motion'. A table lists six video files with columns for File Name, Device, Type, Start Time, Duration, and Size. The first file is selected, and a 'Download' button is visible at the bottom right.

File Name	Device	Type	Start Time	Duration	Size
Reolink camera-012...	Reolink camera	motion	02:00:20	00 : 01 : 07	1.77MB
Reolink camera-012...	Reolink camera	motion	06:23:52	00 : 01 : 04	10.61MB
Reolink camera-012...	Reolink camera	motion	07:45:21	00 : 00 : 58	2.51MB
Reolink camera-012...	Reolink camera	motion	07:53:22	00 : 00 : 36	1.68MB
Reolink camera-012...	Reolink camera	motion	07:54:08	00 : 00 : 26	1.22MB
Reolink camera-012...	Reolink camera	motion	08:56:52	00 : 00 : 28	1.34MB

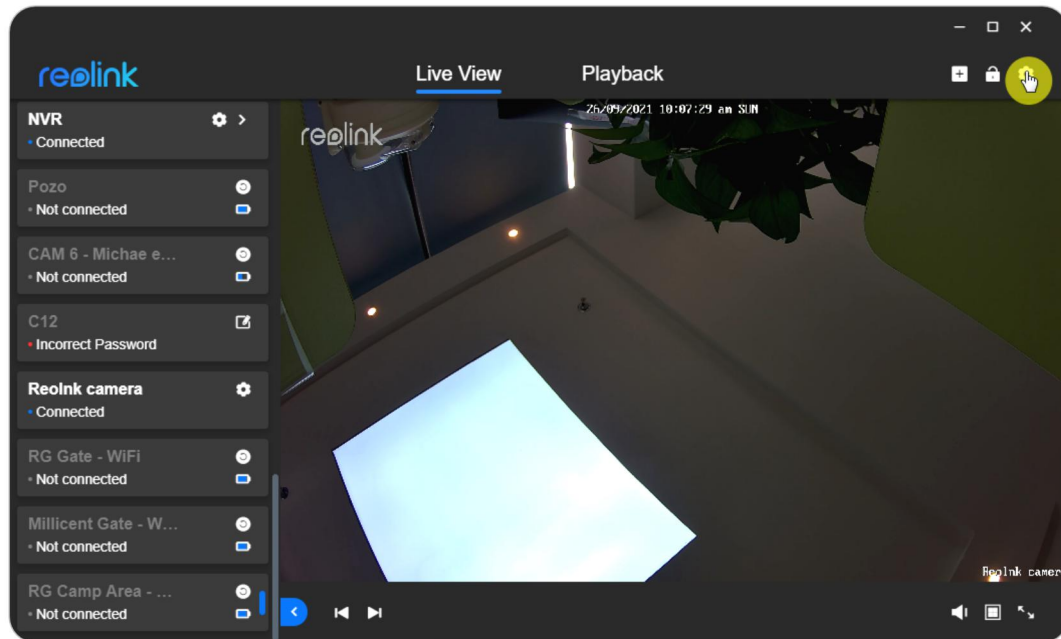
Choose All 1 **Download**
1 of 6 files selected.

6. Use the Reolink Client

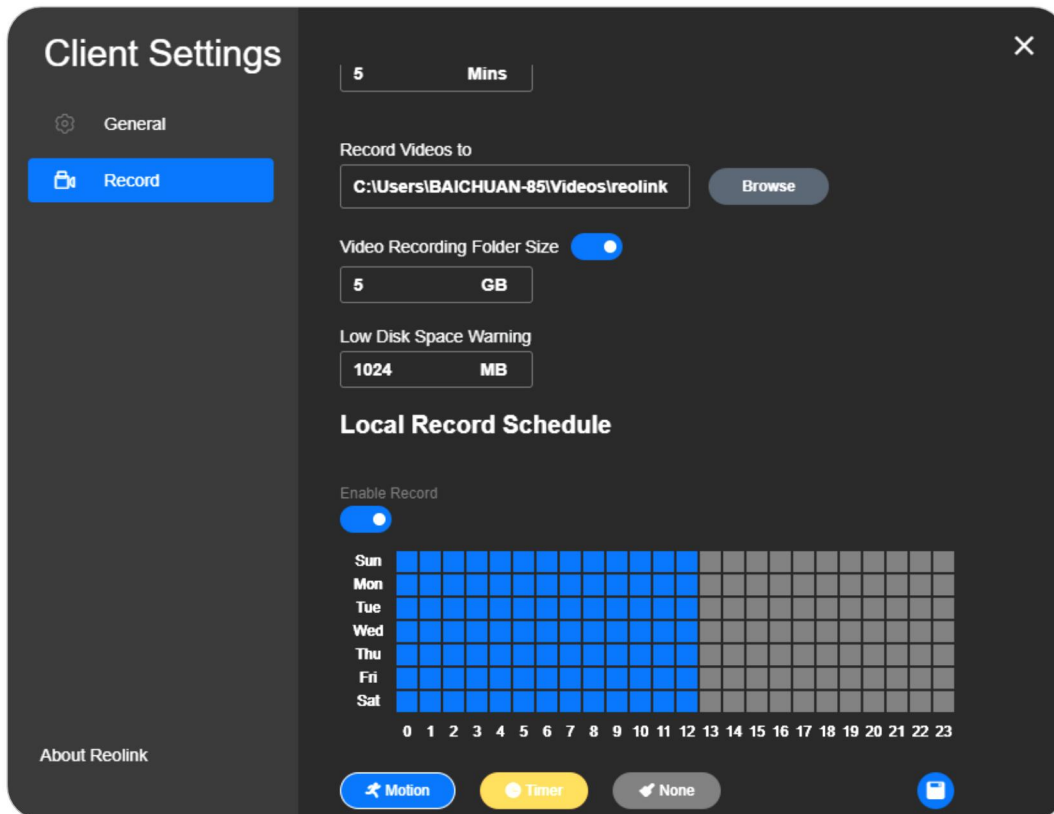
Set up Local Recording

The following steps will guide you through how to set up **Local Record Schedule** via the New Reolink Client.

Step 1. Launch the Reolink Client and click **Client Settings**.



Step 2: Go to the **Record** page and turn on **Enable Record** to enable local recording. Then choose the record type (**Timer**, **Motion**, and **None**) and choose the squares to set the recording schedule. Click the **Save** button to save the settings, and the camera will start recording as you set.



Notes:

1. The local record schedule only applies to the cameras you have logged in to.
2. If you need to set up motion detection recording, please set the motion detection zone and motion detection sensitivity first.
3. The local recording will work only when the Reolink Client is running. If the PC enters the sleep mode, it may stop working.
4. The recorded videos can be found under the **Record Path** you have set.

Add a Device

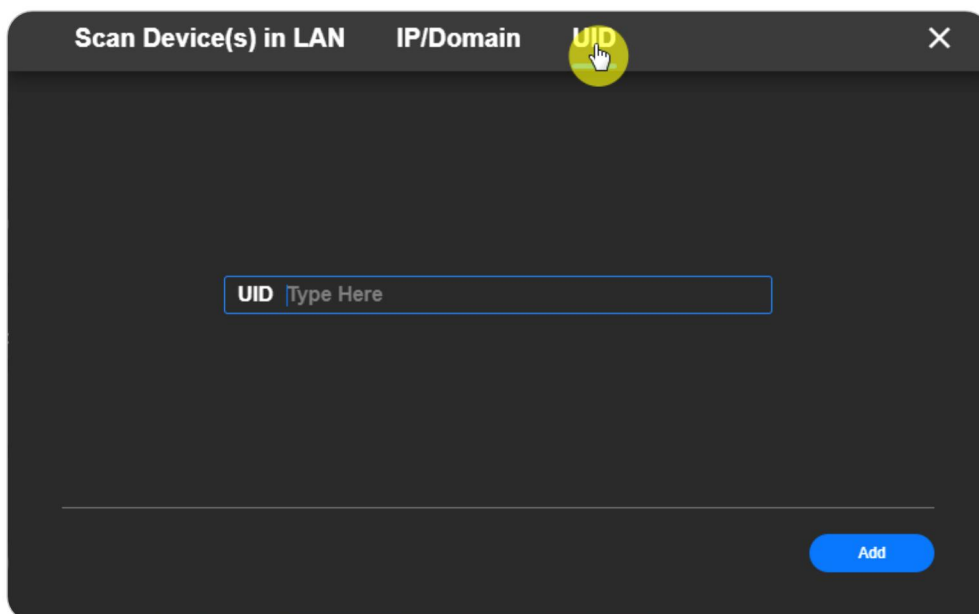
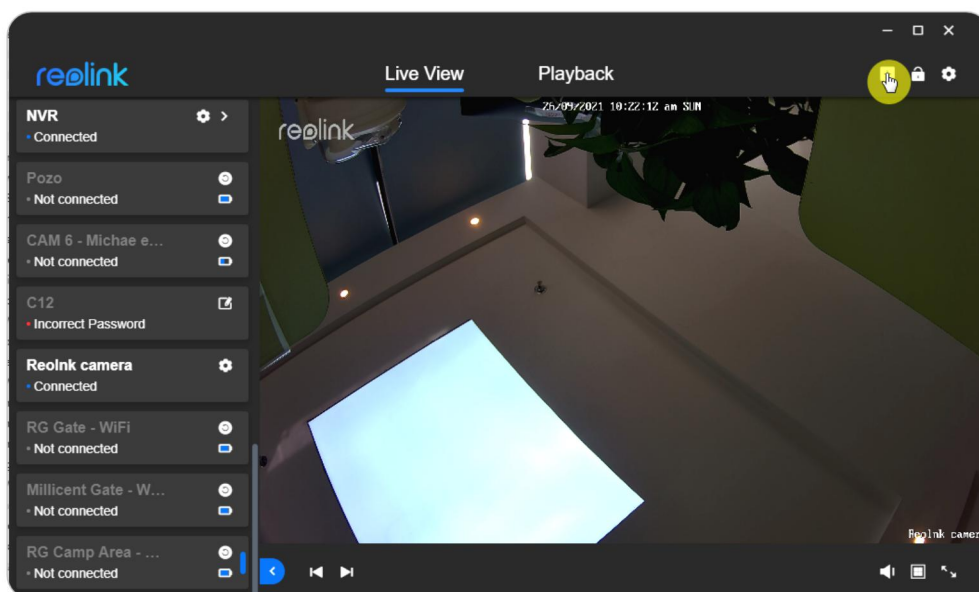
Add a Camera or NVR to the New Reolink Client by Entering the UID

If your camera/NVR is not on the same LAN as your PC (on a different network), you may follow this guide to add the camera via UID. Then you can view your cameras via WAN (remotely).

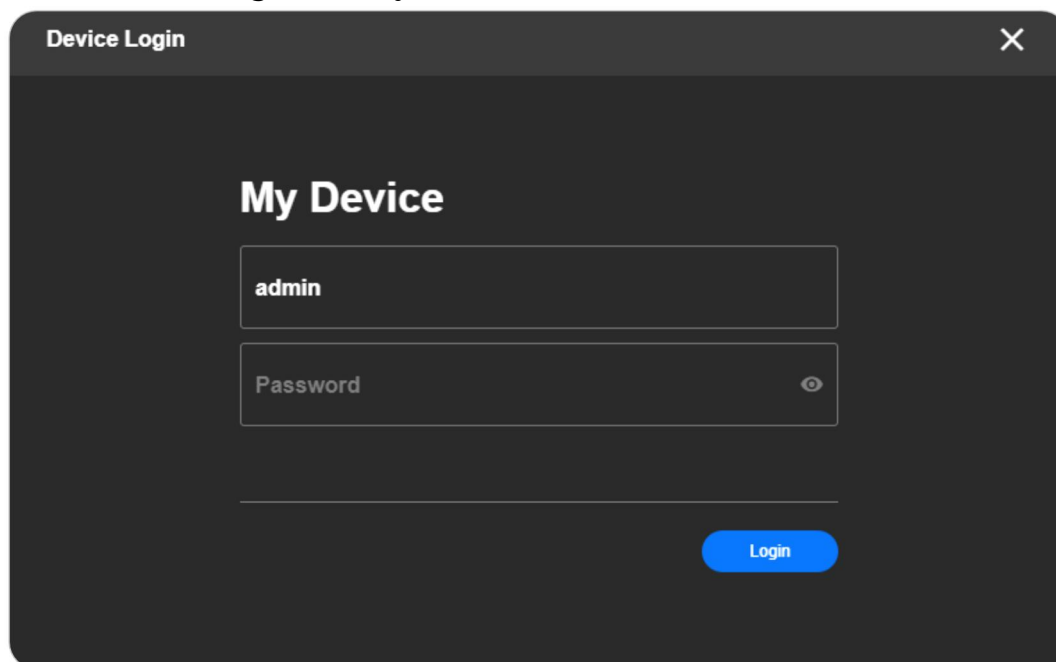
Notes:

1. It is suggested to use the UID for remote access.
2. Reolink battery-powered cameras only support remote access using UID.
3. If you're using the domain name/IP address to access the cameras, please ensure the port-forwarding settings on your router are correct.

Step 1. Click the "+" icon, select **UID**, then type in the UID of your camera.



Step 2. Then input the user name ("**admin**" by default) and the camera password. After that, click **Login** to add your camera to the Reolink Client.

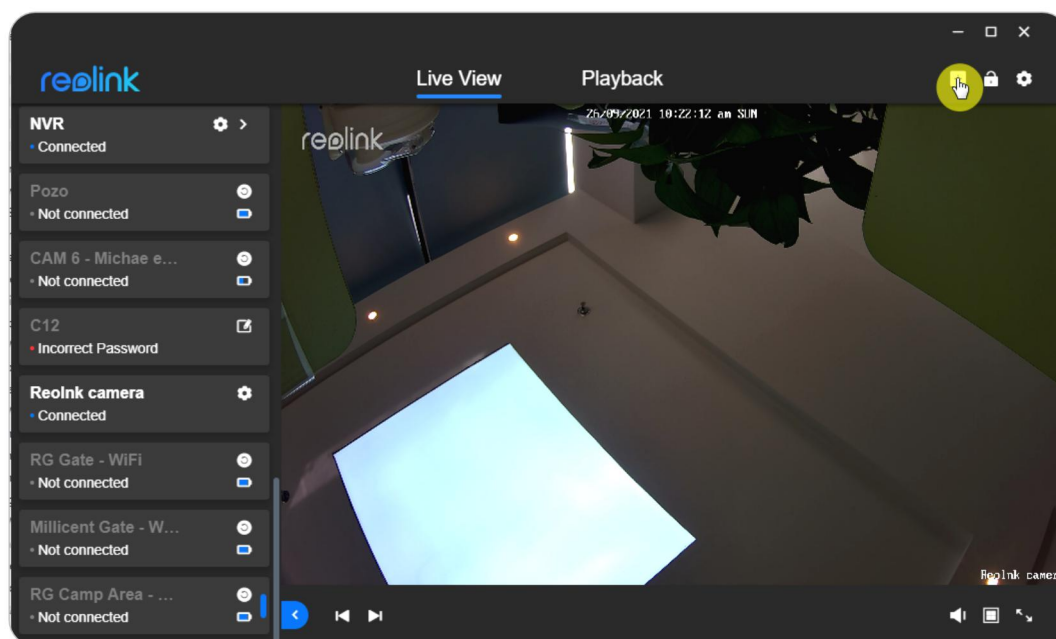


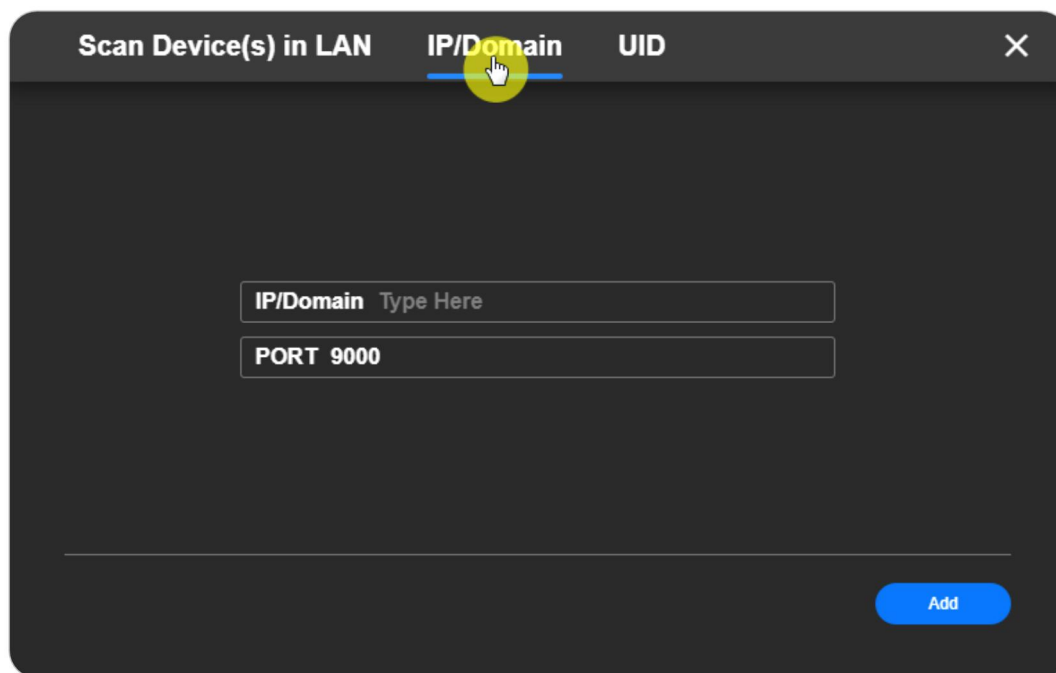
Add a Camera or NVR to the Reolink Client by Manually Entering IP

Please follow the steps below to add a camera or NVR to your Reolink Client.

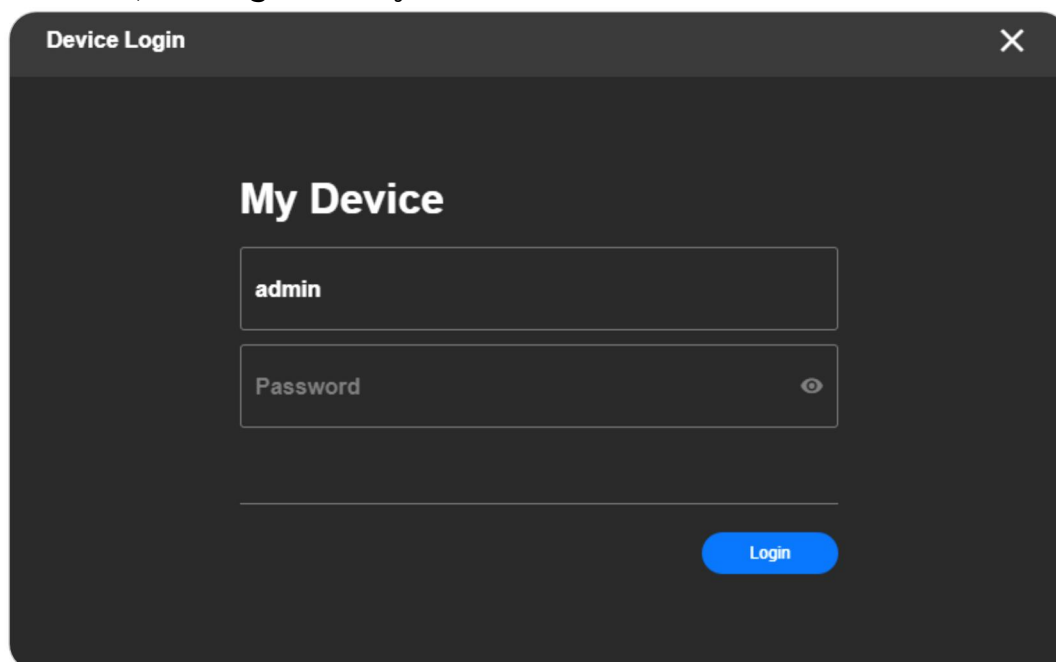
Step 1: Please find the IP address of your device, and you may find the IP address of your device while scanning in LAN or in your router interface.

Step 2: Once you know your device IP address, please click the "+" button, choose **IP/Domain**, then manually enter the device IP address. The default port is 9000. And then click the **Add** button.





Step 3: Then input the user name ("**admin**" by default) and the camera password. After that, click **Login** to add your camera to the Reolink Client.



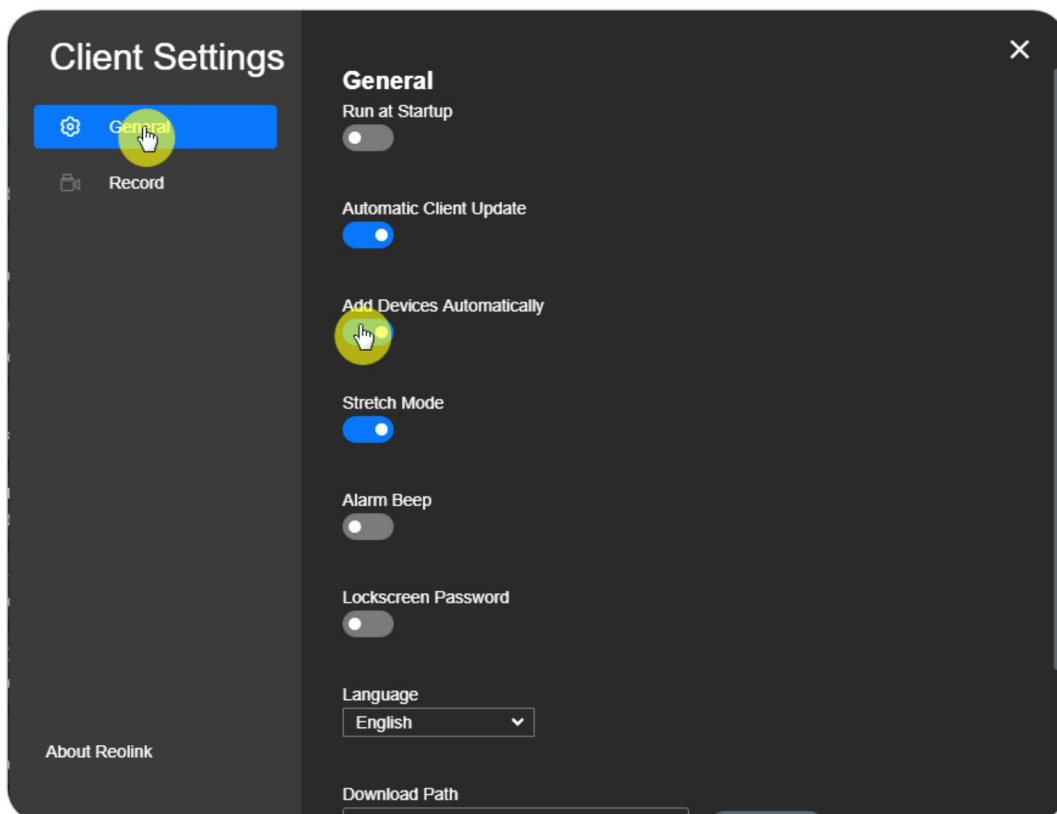
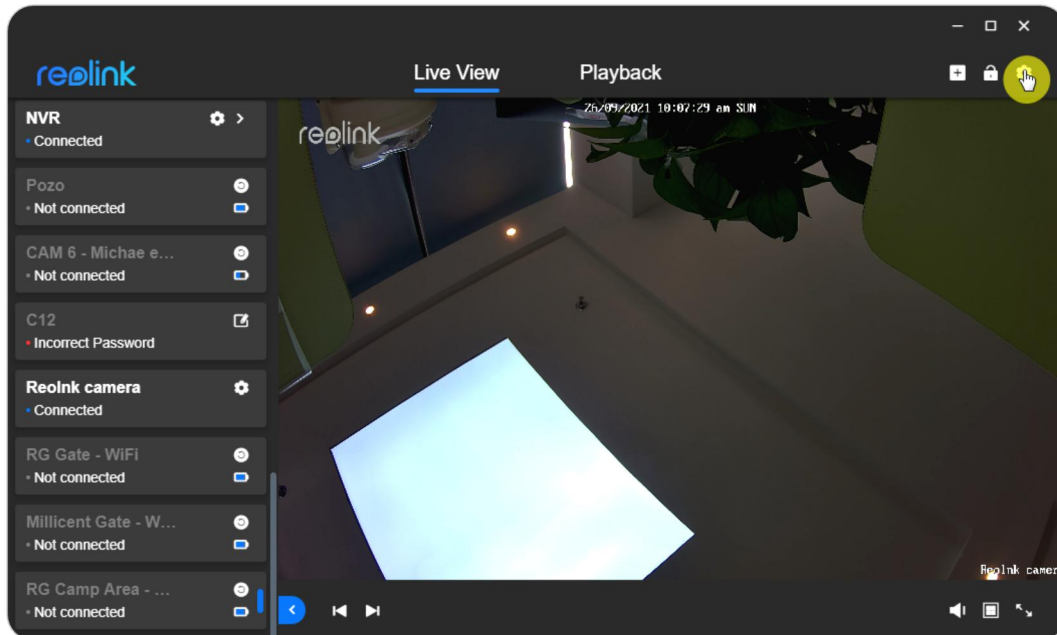
Add Cameras or NVRs in LAN via the Reolink Client

When your cameras or NVRs are on the same LAN as your PC, you may add them via the Reolink Client easily referring to the following methods:

Method 1. Automatically Add

If the **Add Device Automatically** option under the **General** settings has been enabled and the camera password is the default one (blank password), the device will automatically show up in the device list and you can directly view the live feeds of this camera.

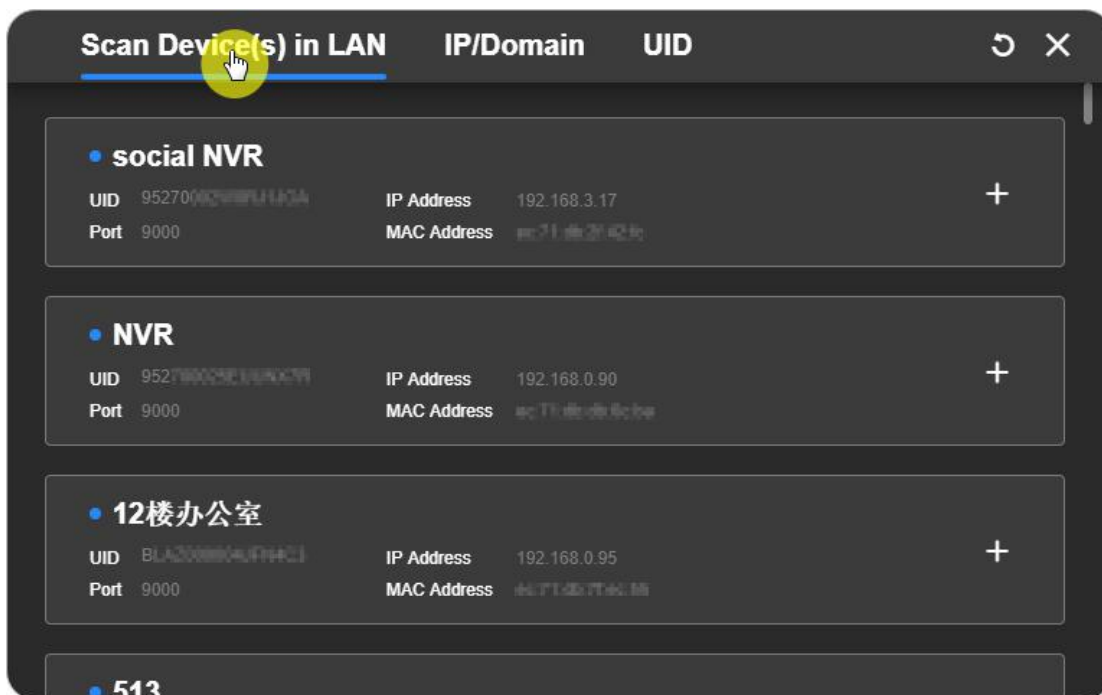
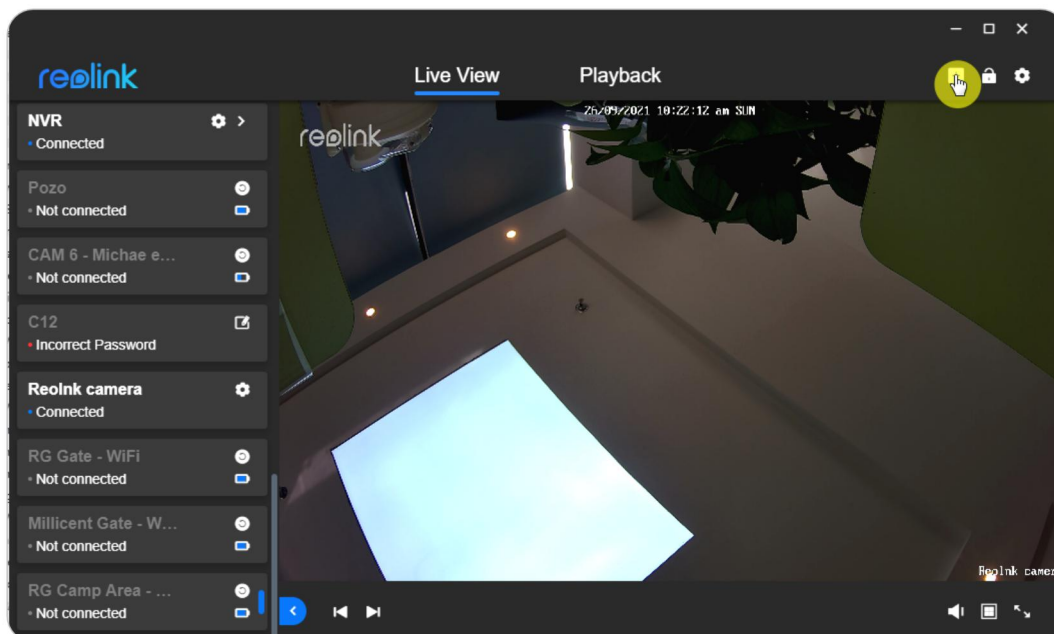
If the **Add Device Automatically** option under the **General** settings has been enabled and you have set a password for it via other devices, the device will also automatically show up in the device list but with an error prompt "**Incorrect Password**".



Method 2. Scan Device in LAN

Choose **Add Device** > **Scan Device(s) in LAN** to scan your Reolink device.

Cameras in the same local network will automatically show up. Click the "+" button to add it.



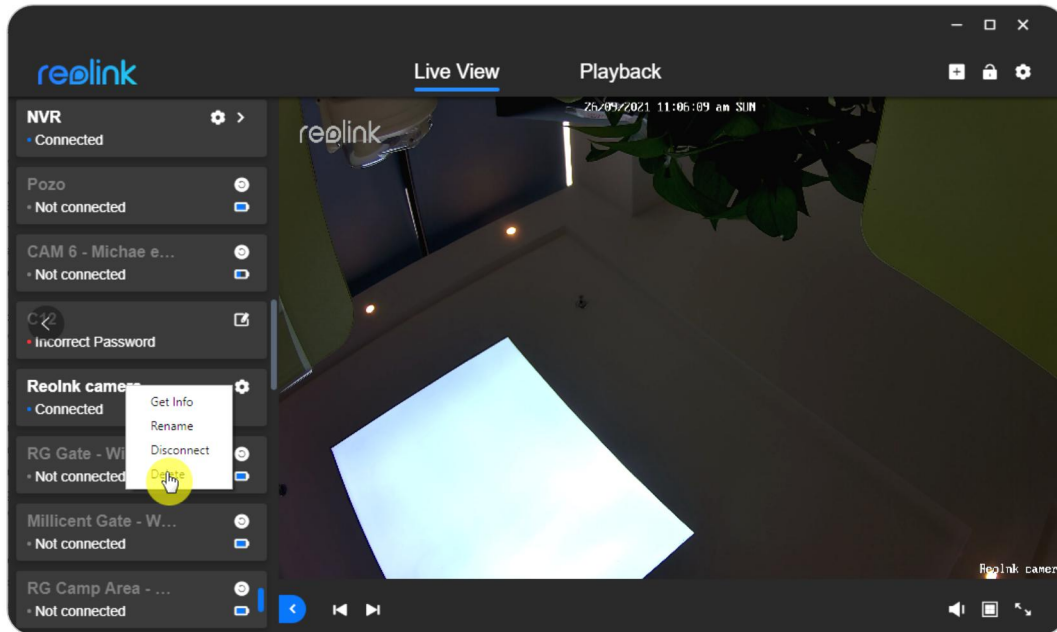
If the "**Incorrect Password**" error prompts, please click the left **Edit** button to enter the camera login password, then you will able to see the live stream.

Delete a Device

You may follow the steps below to delete your camera or NVR from the Reolink Client.

Step 1. Right click the camera in the device list.

Step 2. Click **Delete**.



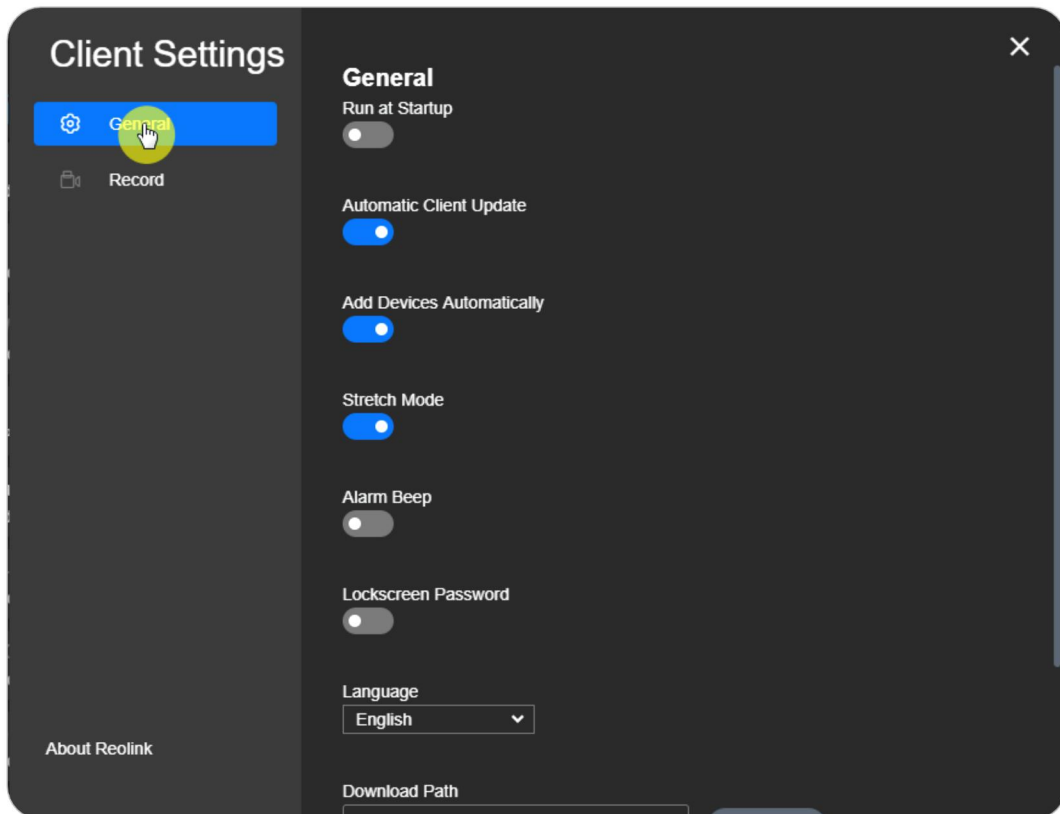
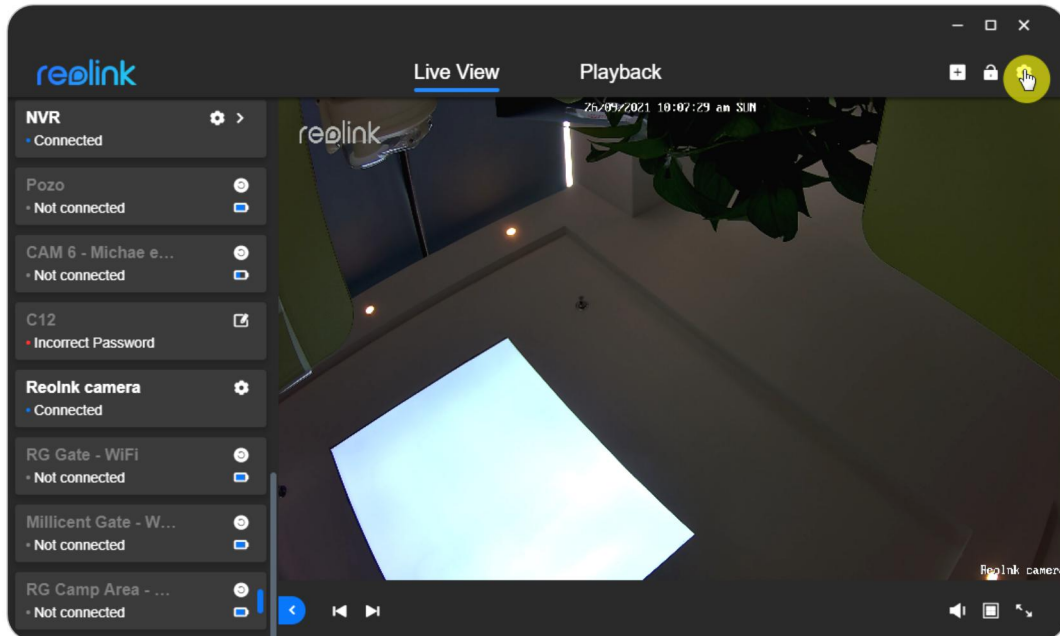
Note:

If you want to delete a camera in LAN while it is still connected, please disable **Add Devices Automatically** first; otherwise, the camera will show up again after deleted.

Client Settings

Go to **Client Settings > General**.

You can enable **Run at Startup**, **Automatic Client Update**, **Add Devices Automatically**, **Stretch Mode**, **Alarm Beep**, **Lockscreen Password**, and you can also set the **Language**.

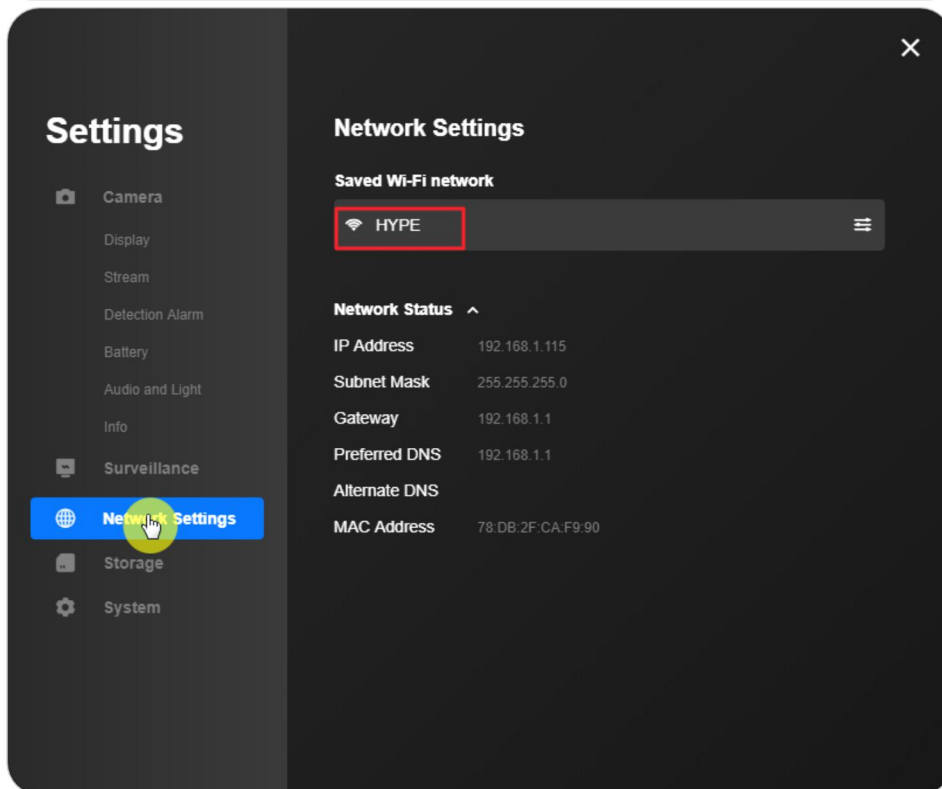
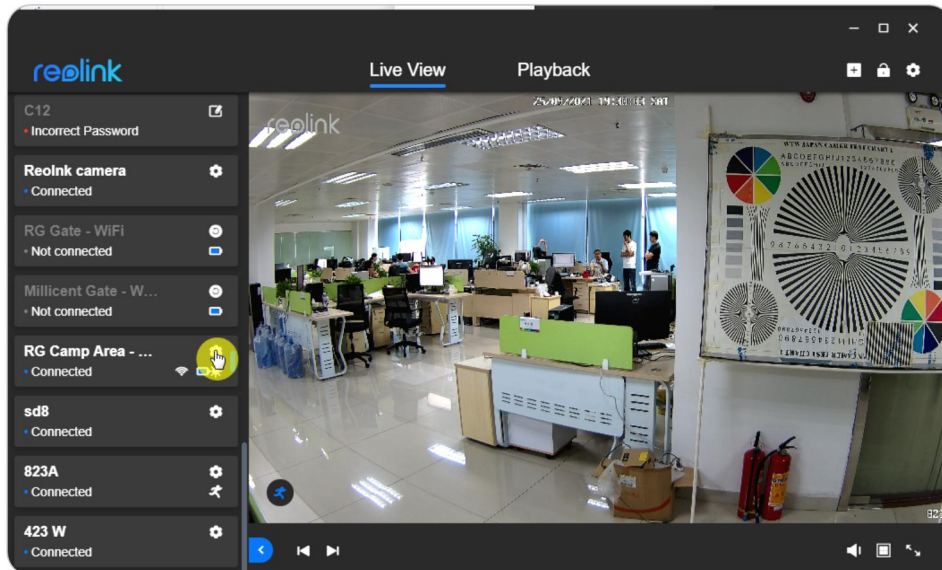


7. Camera Settings


Network and Connection

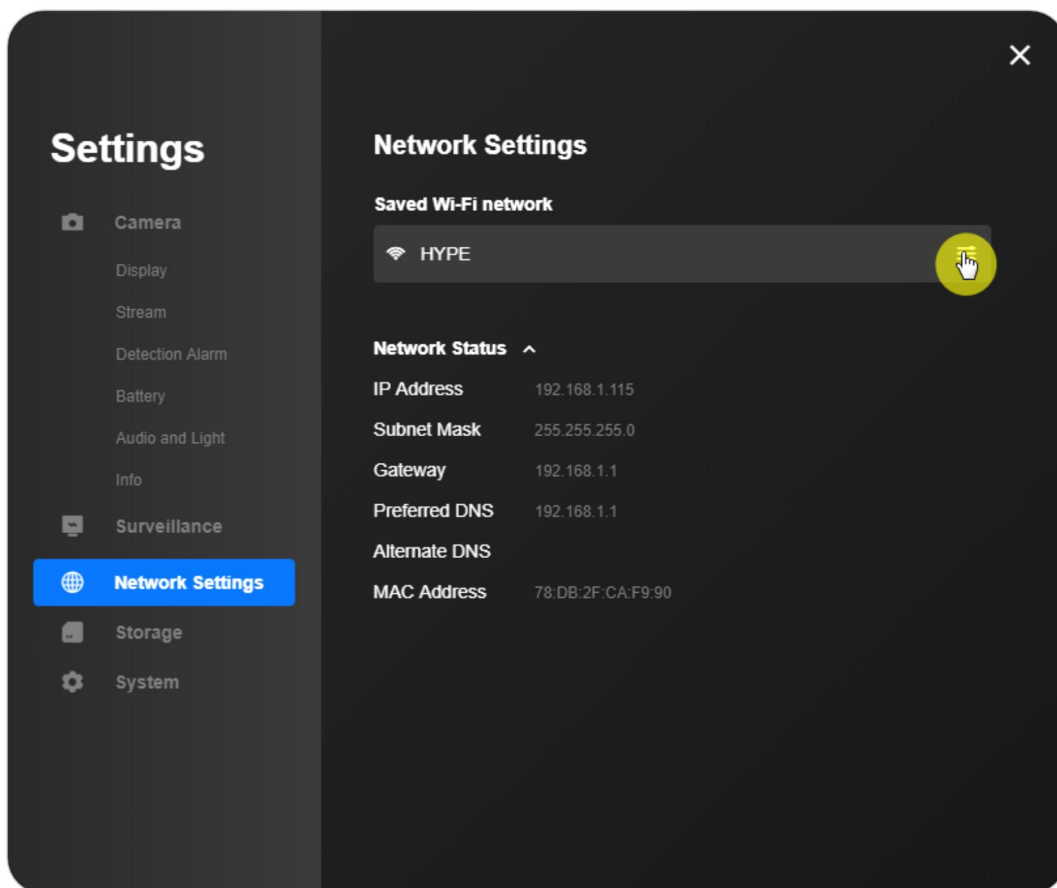
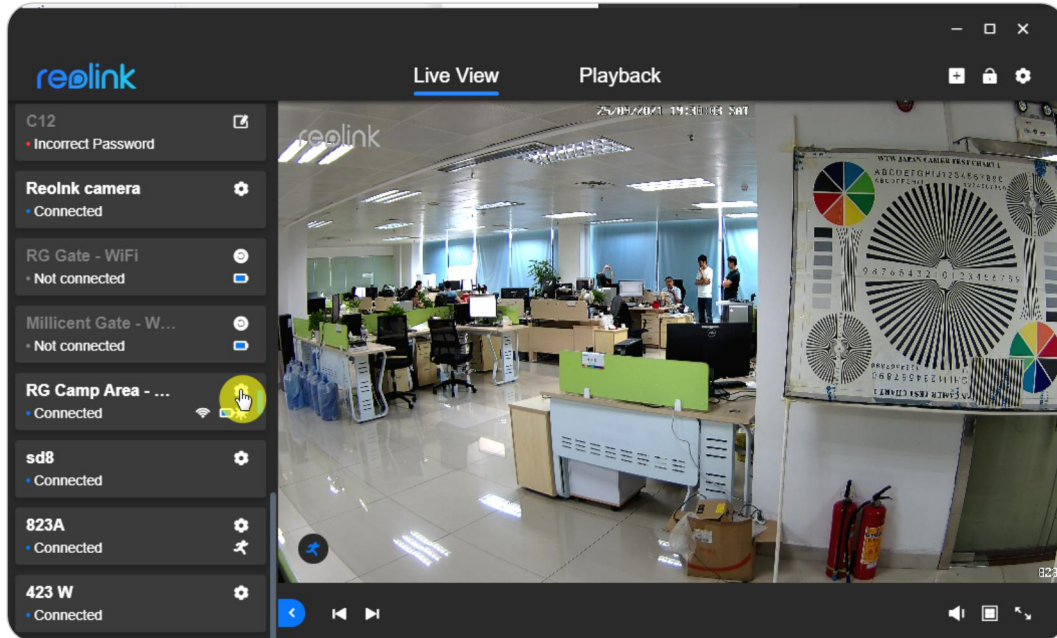
Check Network Status

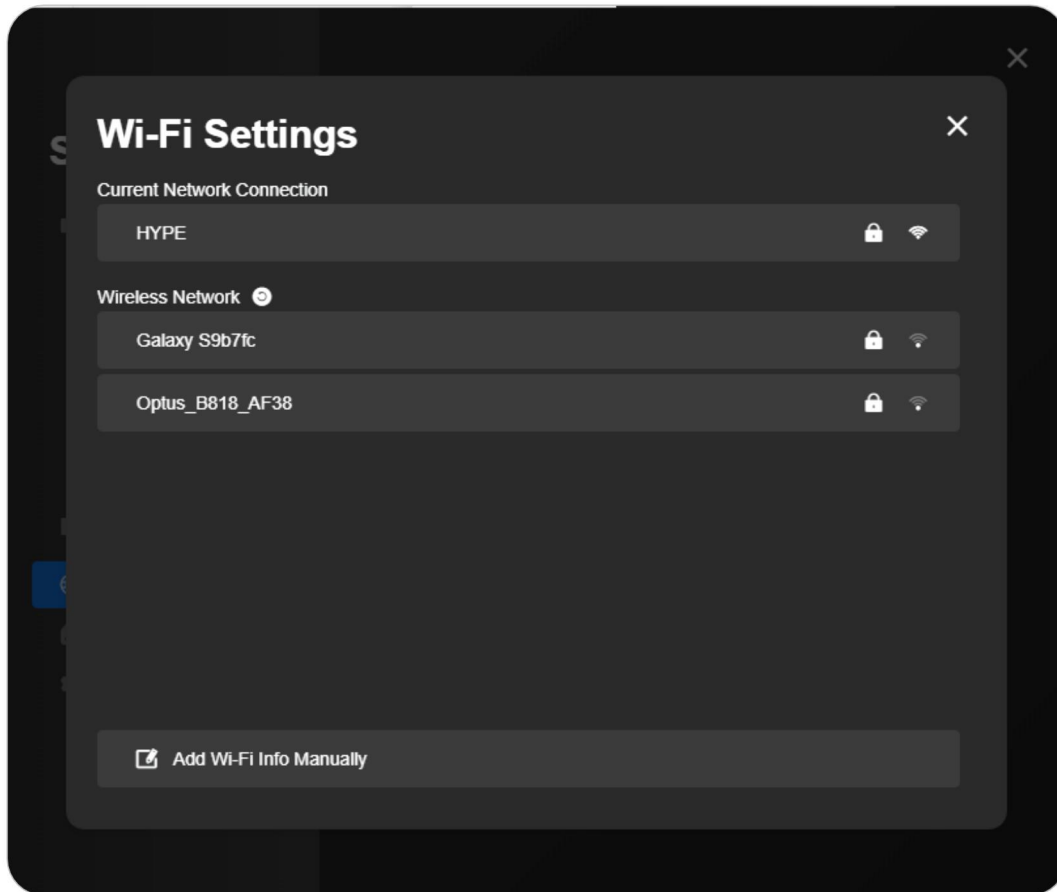
Log in to your device and go to **Device Settings** > **Network Settings**. Check the WiFi signal and network information of your device.



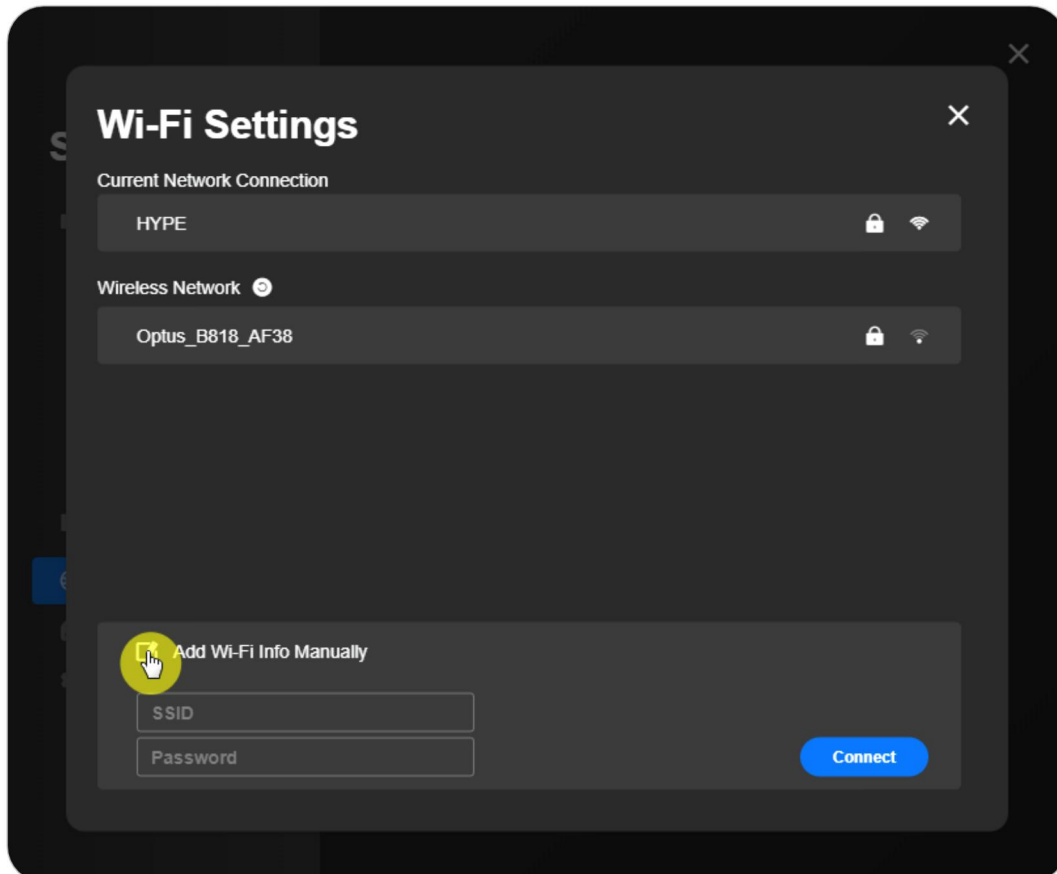
Change WiFi Connection

Camera Settings > **Network Settings** > Click  > Choose another WiFi you want to connect.





You can also add the WiFi information manually.

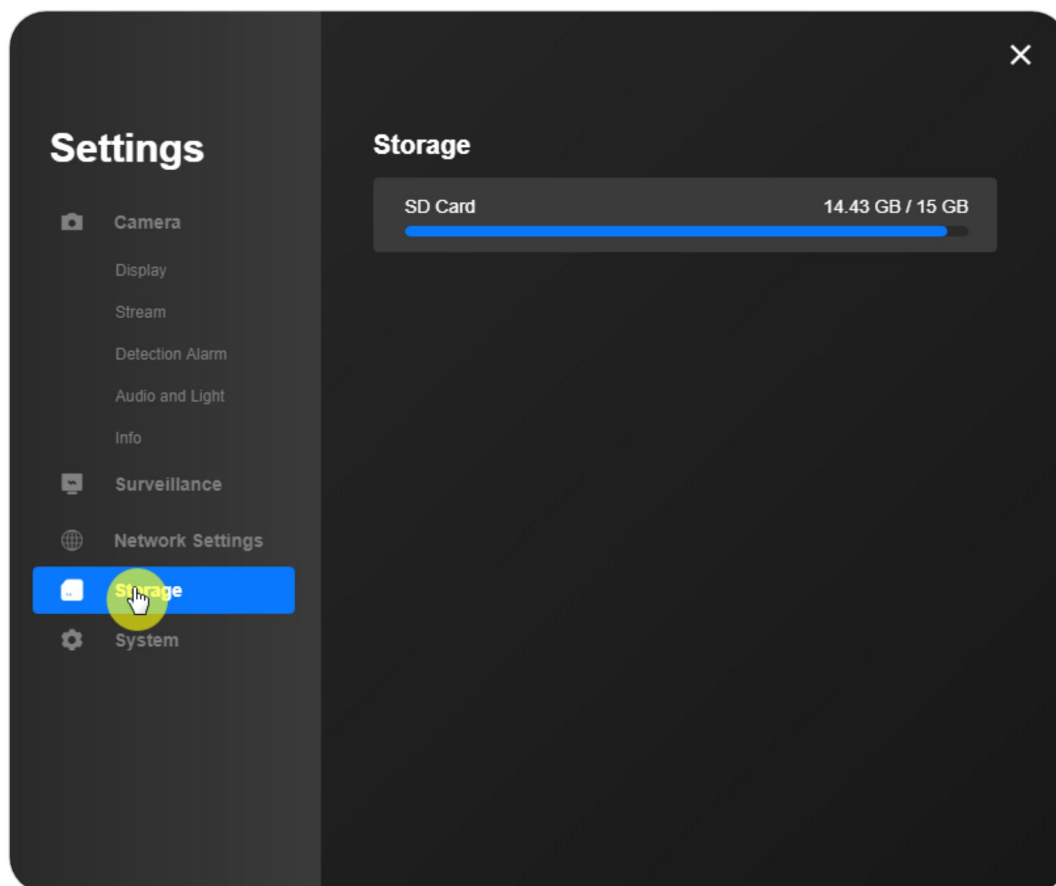


SD Card Storage

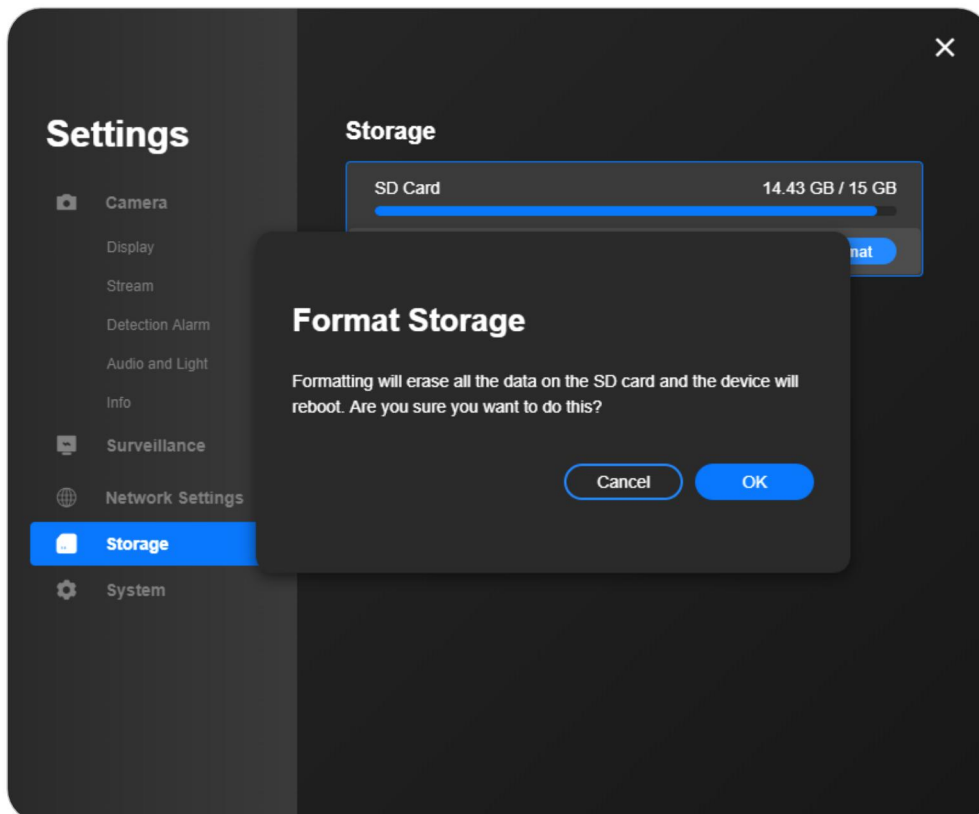
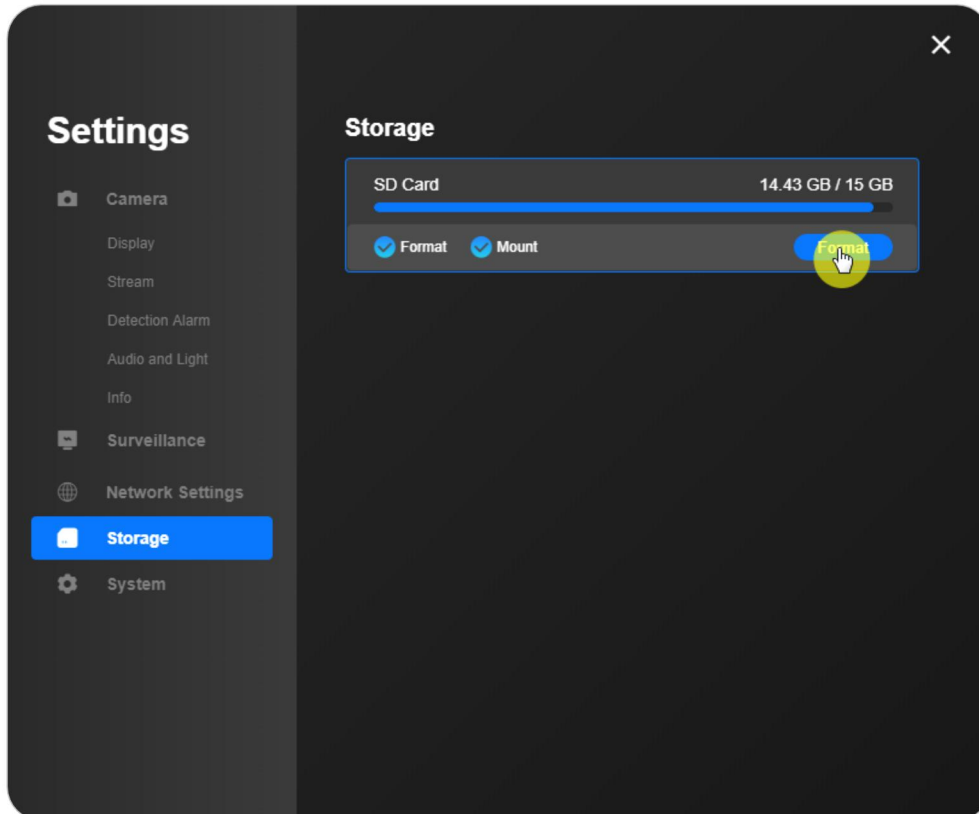
Check/Format the Micro SD Card

You may follow the steps below to check or format the micro SD card in Reolink cameras via the Reolink Client.

Step 1. Go to the **Device Settings > Storage**.



Step 2. You can check the information about this SD card on this page. You can also click the SD card to format the SD card, and then click **OK** to confirm.

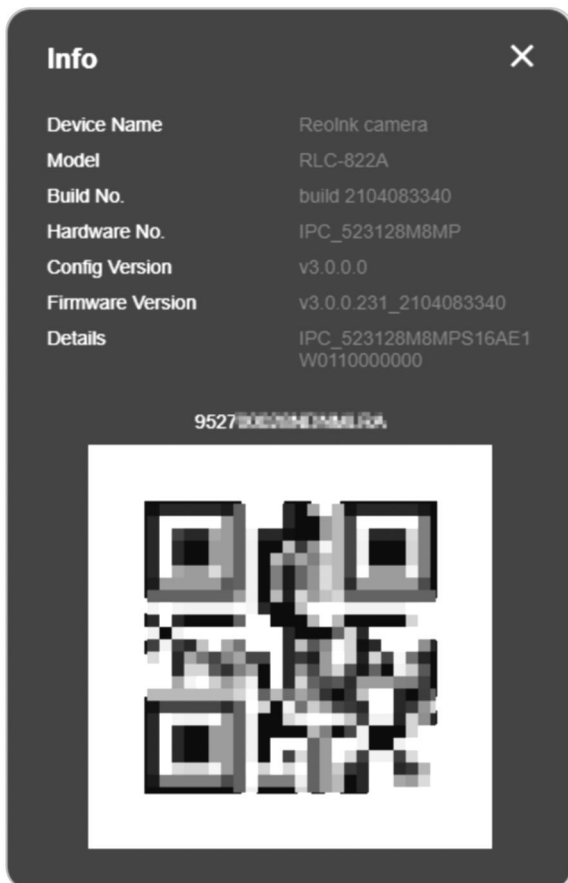
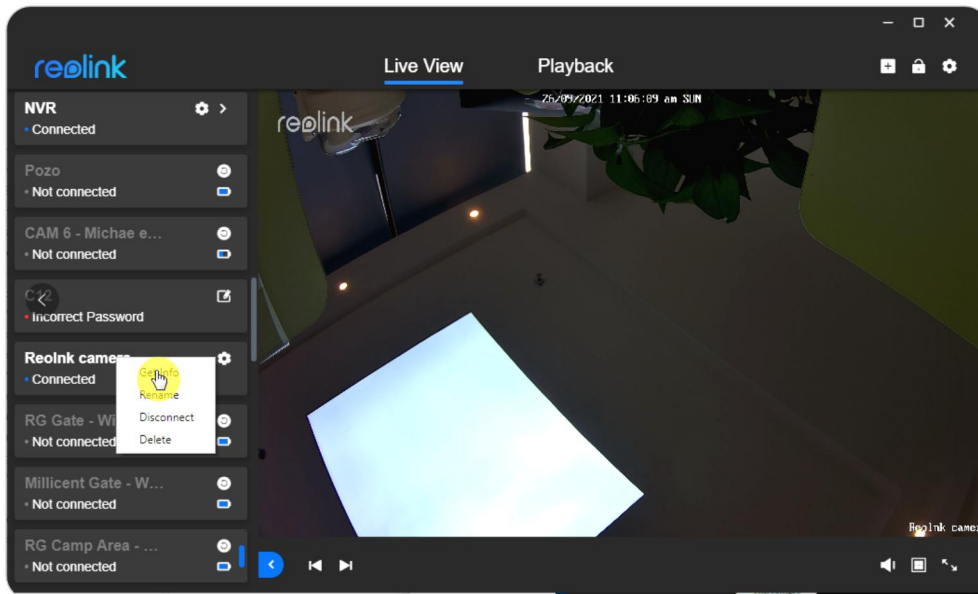


Device Information

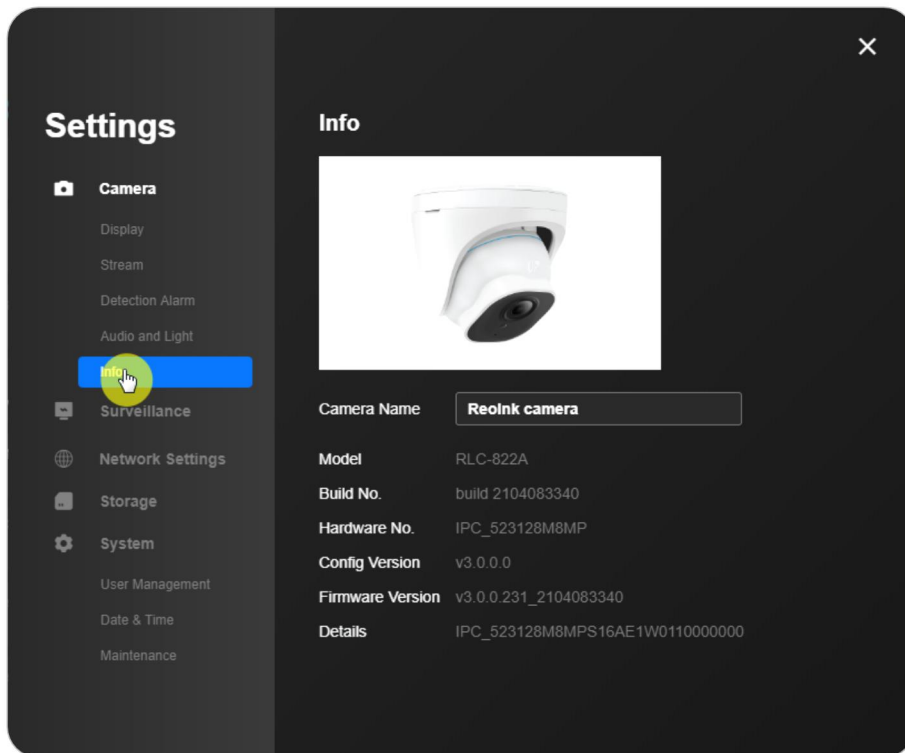
System Information and UID

For cameras

Method 1. Right click the camera in the device list, and click **Get Info**.



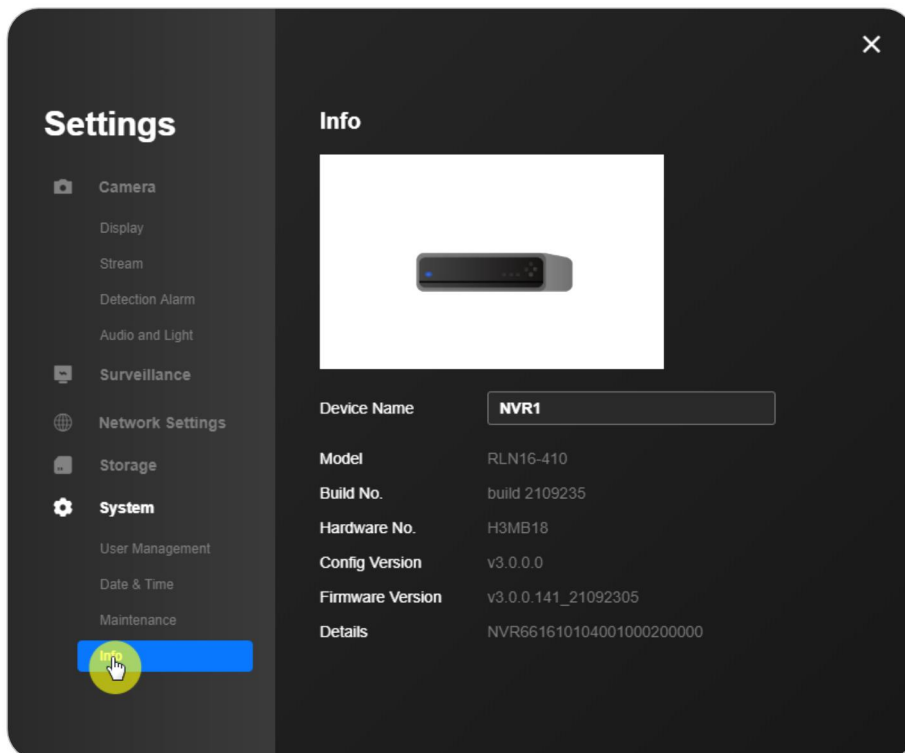
Method 2. **Device Settings** > **Camera** > **Info**.



For NVRs

The first method for NVR is the same as that for cameras.

Method 2. **Device Settings** > **System** > **Info**.

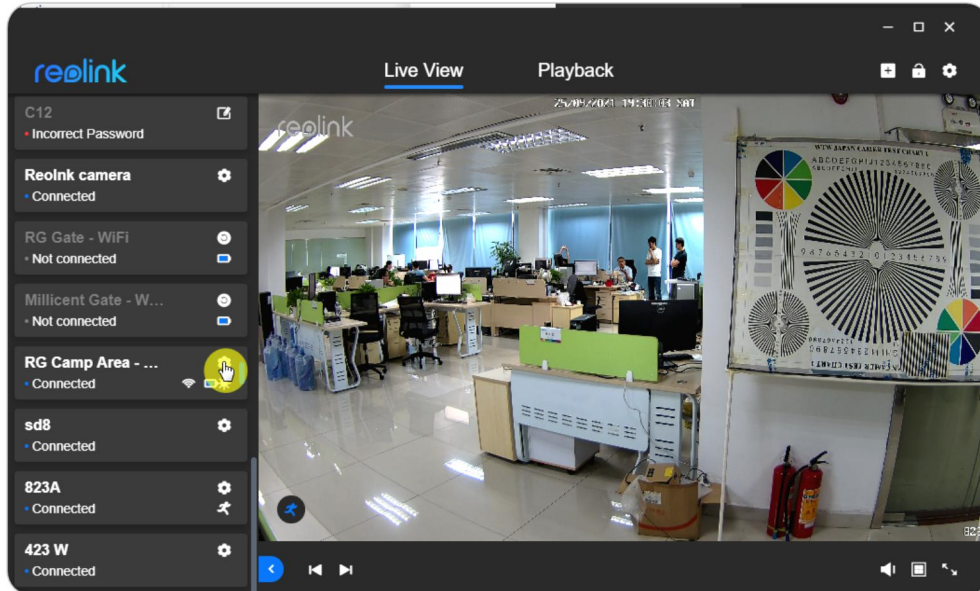


Check Battery Status

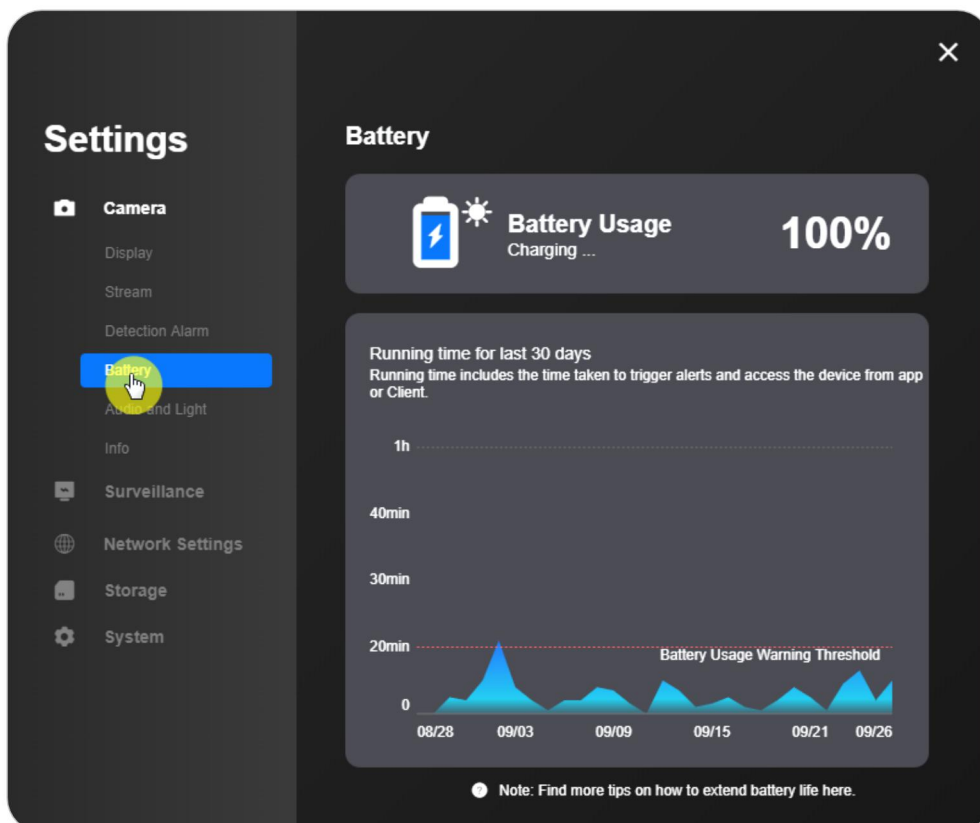
Note:

This is only available for the battery-powered cameras.

Device Settings > Battery.



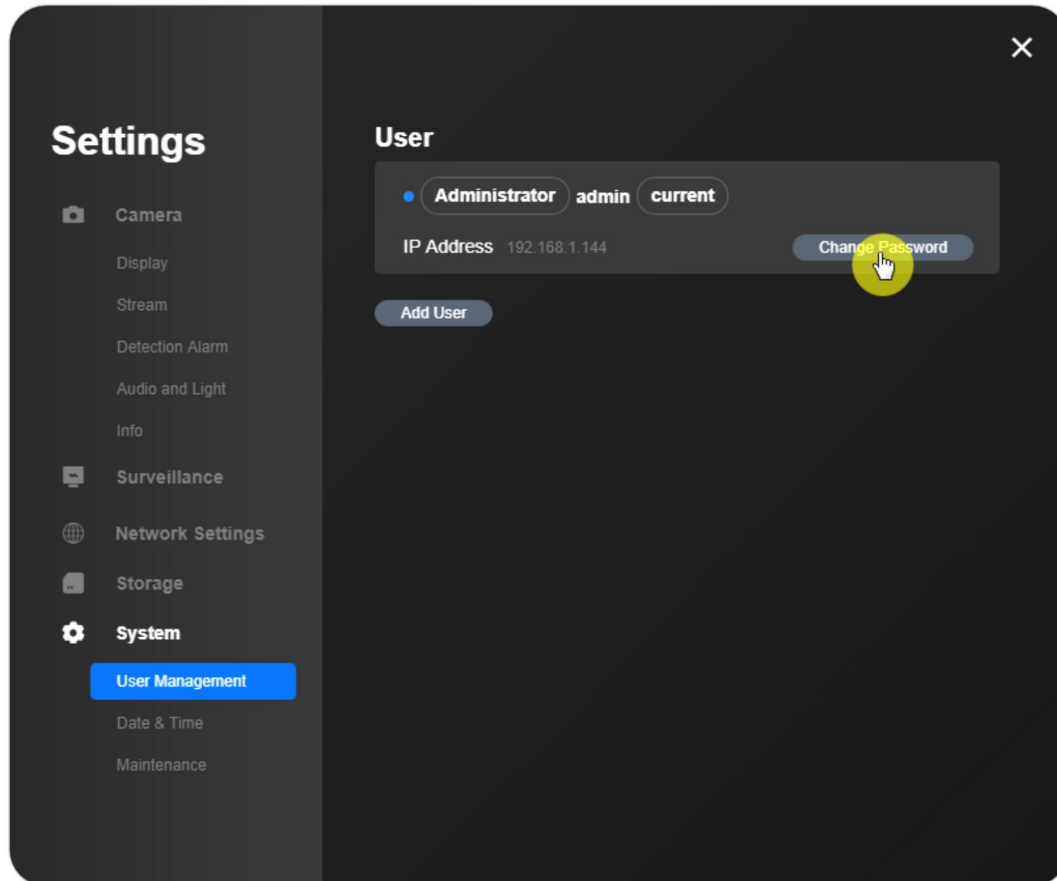
You can check whether the battery is charged and the running time in the last 30 days.



Device password

Step 1. Launch the Reolink Client and log in to your device.

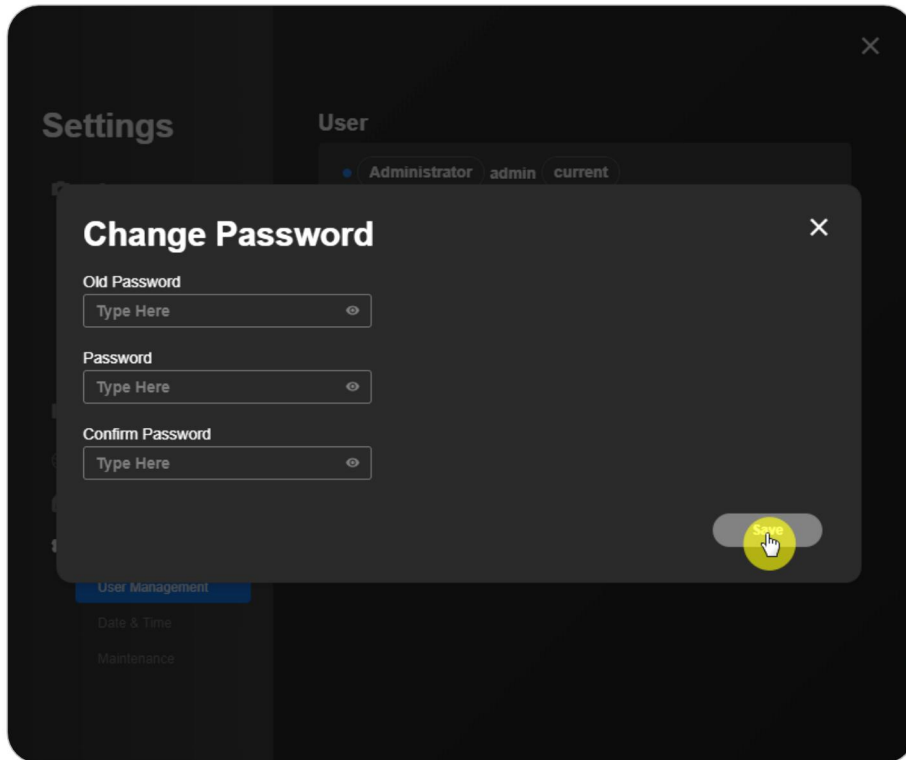
Step 2. Click **Device Settings** > **System** > **User Management**, then select the user and click the **Change Password** button.



Notes:

1. The admin password can be modified while the name "**admin**" can not be changed.
2. You can also add other common users, modify their password and delete users on the **Add User** interface.
3. The default password is blank.
4. For battery-powered cameras, there is only one user "**admin**" and they do not support adding other common users.

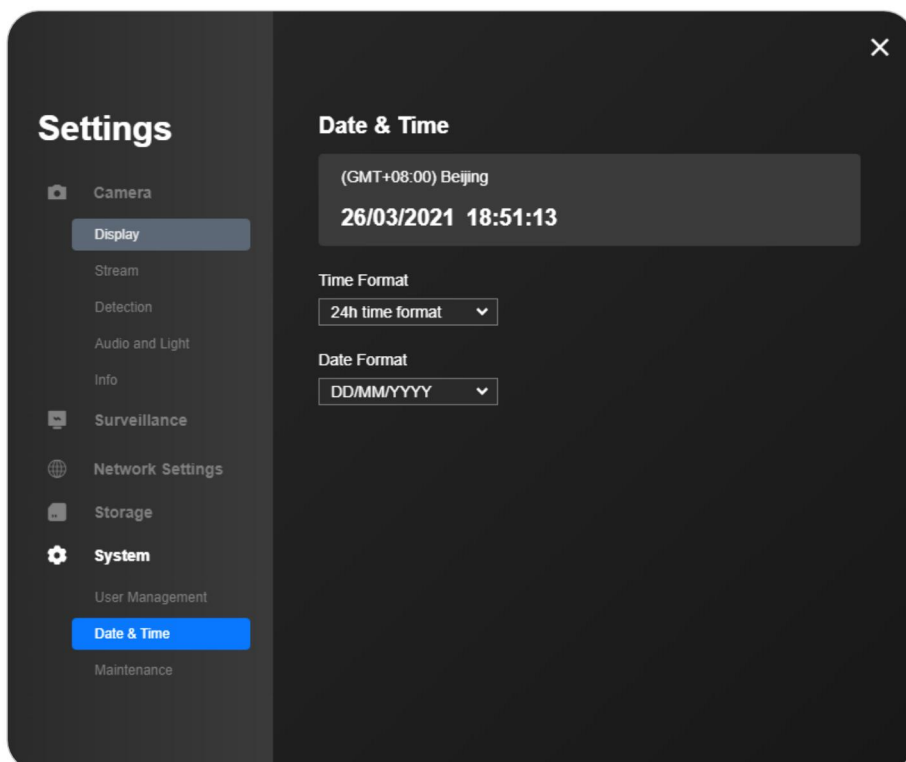
Step 3. Type in the old password (If the old password is the default one, please leave the password field blank) and set a new password, and then click **Save**.



Date and Time

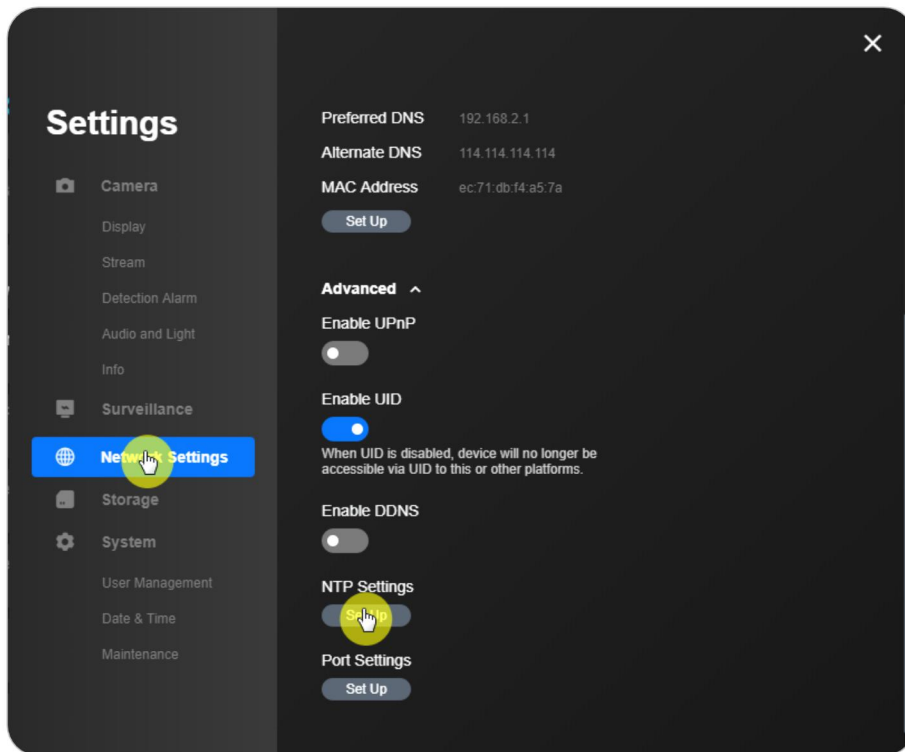
Step 1. Launch the Reolink Client and log in to your device, and then go to **Device Settings > System > Date & Time**.

Step 2. Set the **Time Format** and **Date Format** according to your local time.

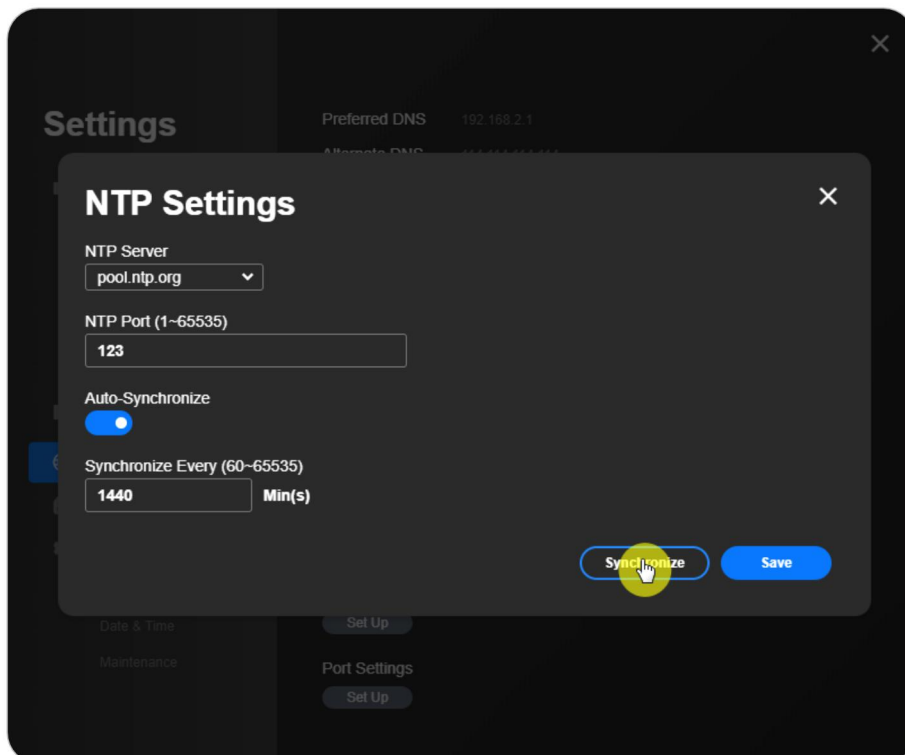


NTP

Device Settings > Network Settings > Advanced > NTP Settings > Click Set Up.



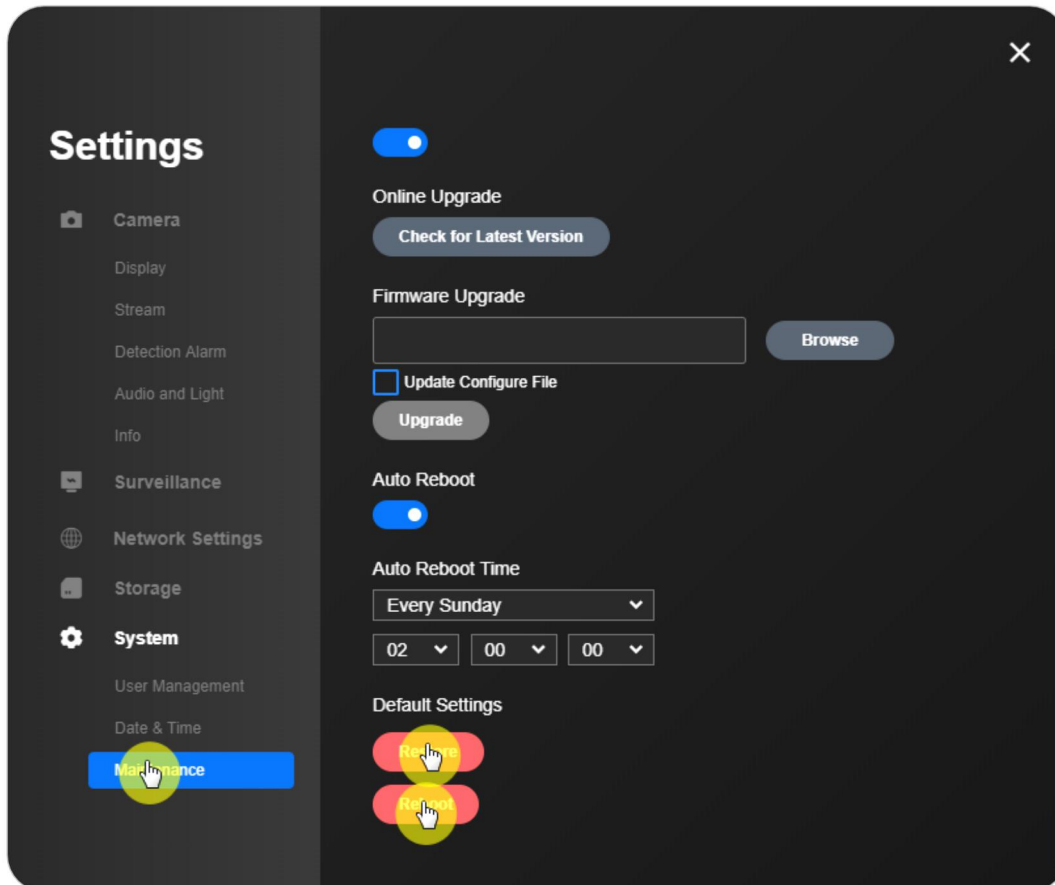
You can choose the **NTP Server** and then click **Synchronize**, and you may get the "**Succeeded**" message at the bottom, indicating that the synchronization has succeeded.



Reboot and Restore

The following steps will guide you through how to reboot or restore your Reolink camera and NVR via the new Reolink Client.

Step 1. Please go to **Device settings > System > Maintenance > Restore** or **Reboot**. And you can set the **Auto Reboot Time** for the camera.



Note:

Restore will return your camera settings to its factory status.

Firmware Upgrade

You may follow the steps below to upgrade firmware for Reolink cameras/NVRs via the new Reolink Client.

Note:

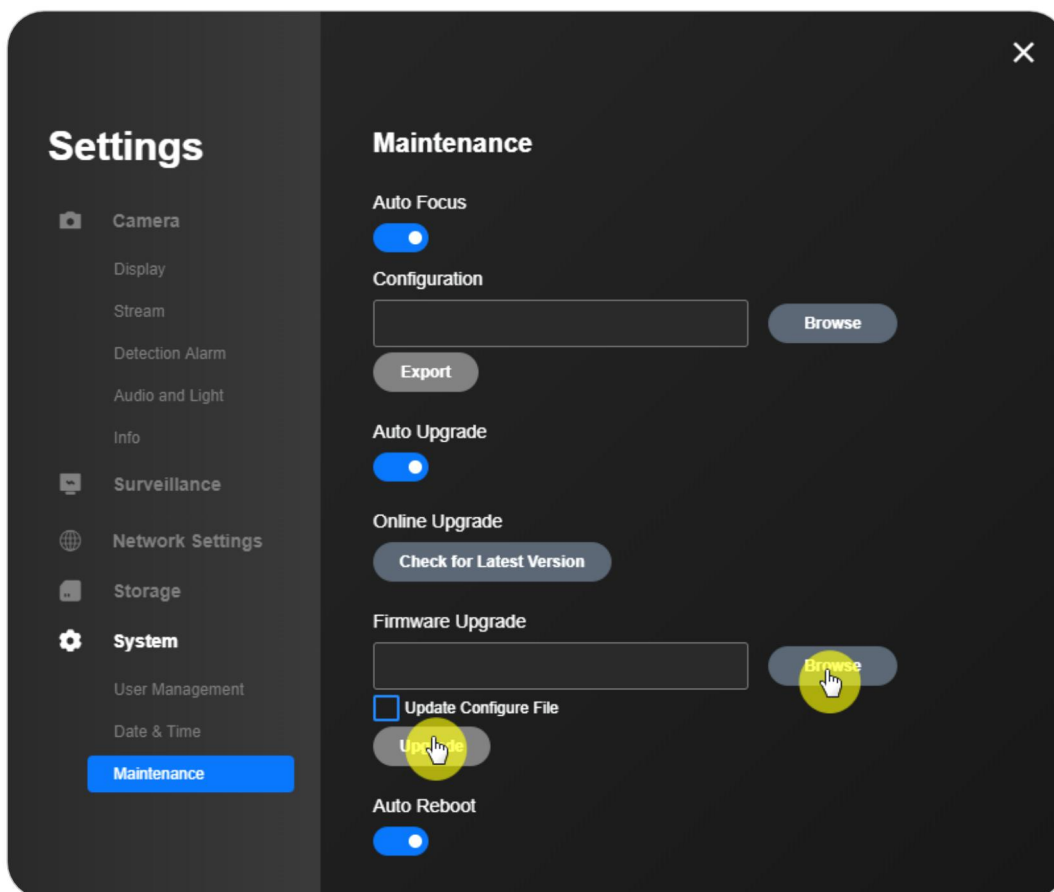
Please make sure that you have already downloaded the correct firmware for your device model and version from the **Reolink Download Center** and unzipped the .pak file before upgrading.

Step 1. Launch the Reolink Client and log in to your camera/NVR, then go to **Device Settings > System > Maintenance**.

Step 2. Click **Browse** to select the correct firmware file and click **Upgrade** to start.

Note:

If you don't want to restore your camera or NVR settings to factory status, please uncheck the **Update Configure File** option.



8. FAQ and Troubleshooting

FAQs

Q1: What is the maximum number of cameras added and displayed via the new Reolink Client?

The new Client does not have a limit on the number of cameras or NVRs. That's to say you can add as many cameras or NVRs as you like.

Q2: What are the requirements of the protection password for the Reolink Client?

The protection password of the Reolink Client must be 1 to 28 characters. It has no restrictions on special characters.

Q3: What languages does the Reolink Client support?

Chinese; English; French; German; Finns; Swedish

Troubleshooting

Warning for the Reolink Client from Antivirus Software

Cause 1: Unofficial Download

Solution: Download the software in the download center.

Cause 2: False Warning

Solution:

1. If the antivirus software prompts that the Reolink Client is unsafe but does not prevent the installation, you can skip the warning and continue the installation.
2. Contact the antivirus software vendor to add the Reolink software to the whitelist.
3. Uninstall the current antivirus software and install other antivirus software that is compatible with the Reolink software.
4. If all antivirus software prevents the installation, please contact the Reolink support for further help.

Note: Reolink Client is safe and will not pose any threat to your computer, please rest assured to use it.

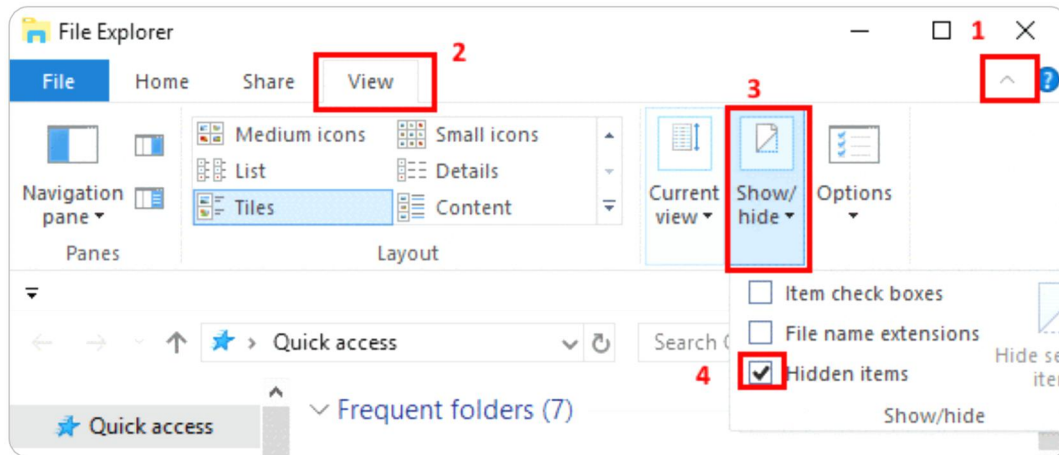
Forget the Password for the New Reolink Client (Windows)

If you set a client password on Reolink windows client before but can't remember it, you can follow these steps to solve this problem.

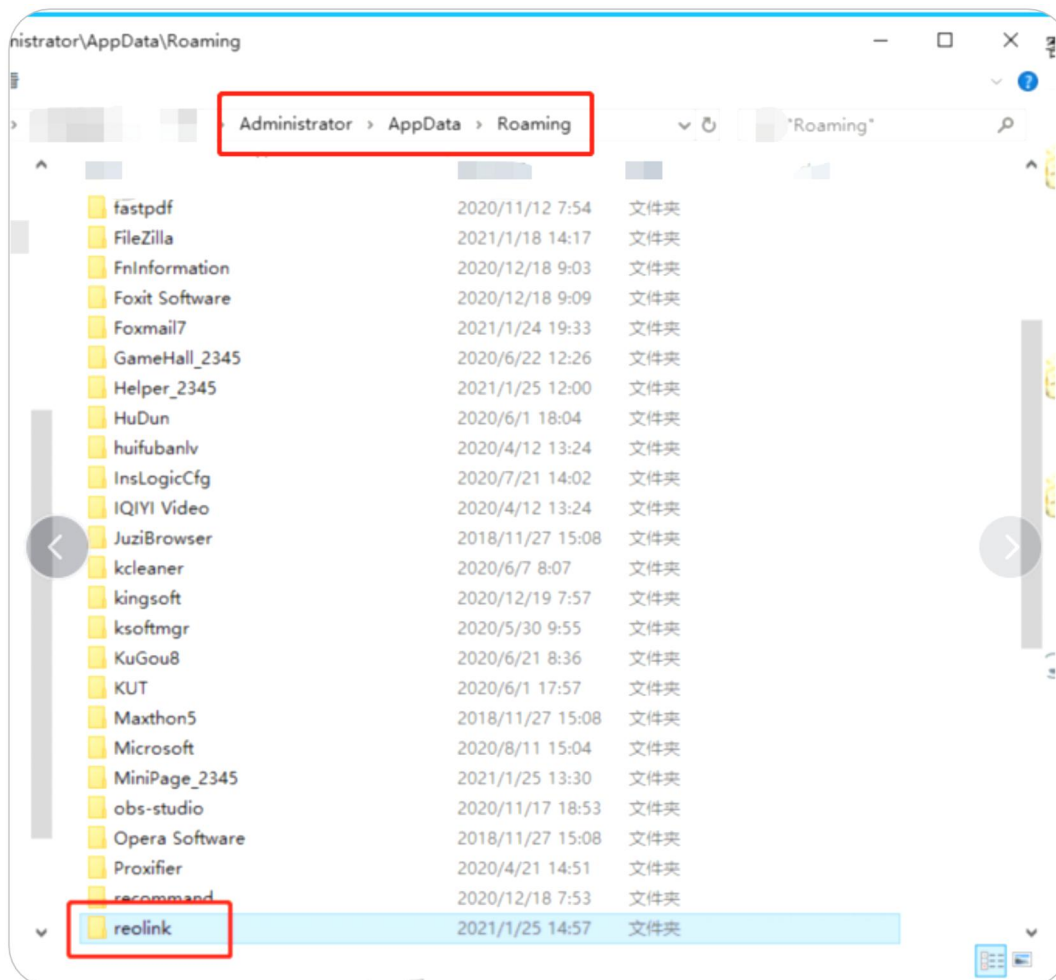
Step 1. Go to the **AppData** folder manually by entering the user folder in the C drive. The path is C:\Users\ADMIN.

Step 2. Go to the **View** tab at the top and check the **Hidden items** checkbox, as

shown below:



Step 3. You will be able to see the **AppData** folder in your **User** folder. Go to **AppData > Roaming**, then delete the **reolink** folder.



Step 4. Done! You can turn on the Reolink Client without a password now.