reolink

Sept 2021
QSG1_A

User Manual

Reolink 4G Battery-Powered Camera



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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. Camera Introduction

Device Overview

Reolink Go/Reolink Go Plus

Reolink Go/Go Plus, a 100% wire-free mobile HD security camera, operates on 4G-LTE and 3G networks. An ideal video monitoring solution with no cords, no wiring hassles, when in areas with limited or no WiFi access, no electrical power source!

1	Built-in Mic
2	Infrared Lights
3	Daylight Sensor
4	Lens
5	Status LED
6	Built-in PIR Sensor
7	Speaker
8	Micro USB Port
9	Micro SD Card Slot
10	SIM Card Slot
11	Reset Hole
12	Battery Status LED



Reolink Go PT/Reolink Go PT Plus

Reolink Go PT/Reolink Go PT Plus is a 100% wire-free outdoor surveillance camera that runs on 4G LTE and 3G networks. No WiFi needed. No wiring hassles. With an ultra-wide viewing angle of 355° pan & 140° tilt, it can be a perfect security solution for large areas warehouses, woods, etc.

1	Speaker
2	IR LED
3	Status LED
4	Lens
5	Daylight Sensor
6	Built-in PIR Sensor
7	Built-in Mic
8	Nano SIM Card Slot
9	Reset Hole
10	Micro SD Card Slot
11	Antenna
12	Micro USB Port
13	Battery Status LED
14	Power Switch



Status Light

Note:
If the camera connects the network successfully,there will be no status LED light up during idle mode.

Status Light	Camera Status
Red LED solid light up then starts to flash	Camera cannot recognize the SIM card or there is PIN code of the SIM card.
Red LED solid light up then flash slowly about once every second	Camera cannot register the mobile carrier network.
Red LED solid light up then flash quickly about 3 times in 1s	Data call failed or requires to input the APN.
Red LED solid light up then blue LED starts to flash and goes off completely	Network connection failed.
Red LED solid light up then blue LED starts to flash and solid light up	Network connection succeed.

2. Set up the camera

What's in the Box

Note: The package content may vary and update with different version and platforms, please take the below information only for a reference. And the actual package content are subject to the latest information on the product selling page.

Reolink Go



Reolink Go *1



Mount *1



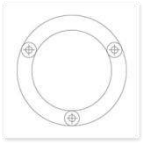
Reset Needle *1



Pack of Screws *1



Surveillance Sticker *1



Mounting Template *1



USB Cable *1



Quick Start Guide *1



Camouflage Skin *1

Reolink Go Plus



Reolink Go Plus *1



Mount *1



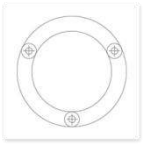
Reset Needle *1



Pack of Screws *1



Surveillance Sticker *1



Mounting Template *1



USB Cable *1



Quick Start Guide *1



Camouflage Skin *1

Reolink Go PT



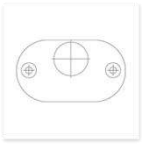
Reolink Go PT *1



Reset Needle *1



Bracket *1



Mounting Template *1



Surveillance Sticker *1



Quick Start Guide *1



Pack of Screws *1



USB Cable *1

Reolink Go PT Plus



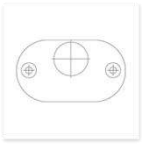
Reolink Go PT Plus *1



Reset Needle *1



Bracket *1



Mounting Template *1



Surveillance Sticker *1



Quick Start Guide *1



Pack of Screws *1



USB Cable *1

Note:
There is no SIM card in the box, you need to buy one from the mobile operator yourself.

Activate the SIM Card for the Camera

The SIM card shall support WCDMA and FDD LTE.
Activate the card on your smartphone or with your network carrier before inserting it into the camera.
Notes:
• Some SIM cards have a PIN code, please use your smartphone to disable the PIN first.
• Do not insert the IoT or M2M SIM card into your smartphone.

3. Install the SIM Card

Reolink Go/Reolink Go Plus

1. Remove the back cover by rotating counterclockwise and insert the SIM card into the slot.



2. Insert the battery into the camera and tighten the back cover to power on the camera.



3. A red LED will be on and solid for a couple of seconds, then it will go out.



4. “Network connection succeeded”. A blue LED will flash for a few seconds and then go solid before going out, which means the camera has been successfully connected to the network.



Reolink Go PT/Reolink Go PT Plus

1. Rotate the camera lens, and remove the rubber cover.



2. Insert the SIM card.



3. With these done, press the rubber cover firmly for better waterproof performance.



Notes:
• The SIM card slot is above the SD card slot. When inserting the SIM card in, remember that the gold contacts shall face down and you need to push the trimmed corner inside the camera.
• The SD card slot is below the SIM card slot. When inserting the SD card in, remember that gold contacts shall face up.

Connect to the Mobile Carrier Network

Reolink Go PT

1. With the SIM card inserted, you can turn on the camera.



2. Wait a few seconds and a red light will be on and solid for a couple of seconds. Then, it will go out.



3. A blue LED will flash for a few seconds and then go solid before going out. You will hear a voice prompt "Network connection succeeded", which means the camera has been successfully connected to the network.



Note:
You may also run into the following situations:

No.	Voice Prompts	Camera Status	Solutions
1	“SIM card cannot be recognized”	Camera cannot recognize this SIM card.	1. Check if the SIM card is facing the reverse direction. 2. Check if the SIM card is not fully inserted and insert it again.
2	“The SIM card is locked with a PIN. Please disable it”	Camera cannot recognize this SIM card.	Put the SIM card into your mobile phone and disable the PIN.
3	“Not registered on network. Please activate your SIM card and check the signal strength”	Camera fails to register to the operator network.	1. Check whether your card is activated or not. If not, please call your operator to activate the SIM card. 2. The signal is weak at the current position. Please move the camera to a location with better signal. 3. Check if you are using the correct version of the camera.
4	“Network connection failed”	Camera fails to connect to the server.	The camera will be in standby mode and reconnect later.
5	“Data call failed. Please confirm your cellular data plan is available or import the APN settings”	The SIM card has run out of data or APN settings are not correct.	1. Please check whether the data plan for the SIM card is still available. 2. Import the correct APN settings to the camera.

4. Charge the Battery

Reolink Go/Reolink Go Plus

1. Charge the battery with a power adapter.

Note:
A 5V/2A or 9V/2A USB charger can be used, and the battery can also be charged separately.



2. Charge the battery with the Reolink Solar Panel.



Note:
For better weatherproof performance, please always cover the USB charging port with the rubber plug after charging the battery.



Charging indicator:

Green LED	Fully charged
Orange LED	Charging

Note:
The Solar Panel is NOT included in the package, you can buy one on Reolink's official online store.

Reolink Go PT/Reolink Go PT Plus

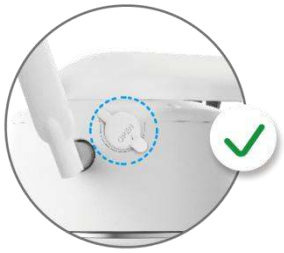
1. Charge the battery with a power adapter.



2. Charge the battery with the Reolink Solar Panel.



Note:
For better weatherproof performance, please always cover the USB charging port with rubber plug after charging the battery.



Charging indicator:

Green LED	Fully charged
Orange LED	Charging

Notes:
• The battery is a built-in one. Please do not remove it from the camera.
• The Solar Panel is NOT included in the package, you can buy one on Reolink's official online store.

Initialize the Camera

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

Scan to download the Reolink App.







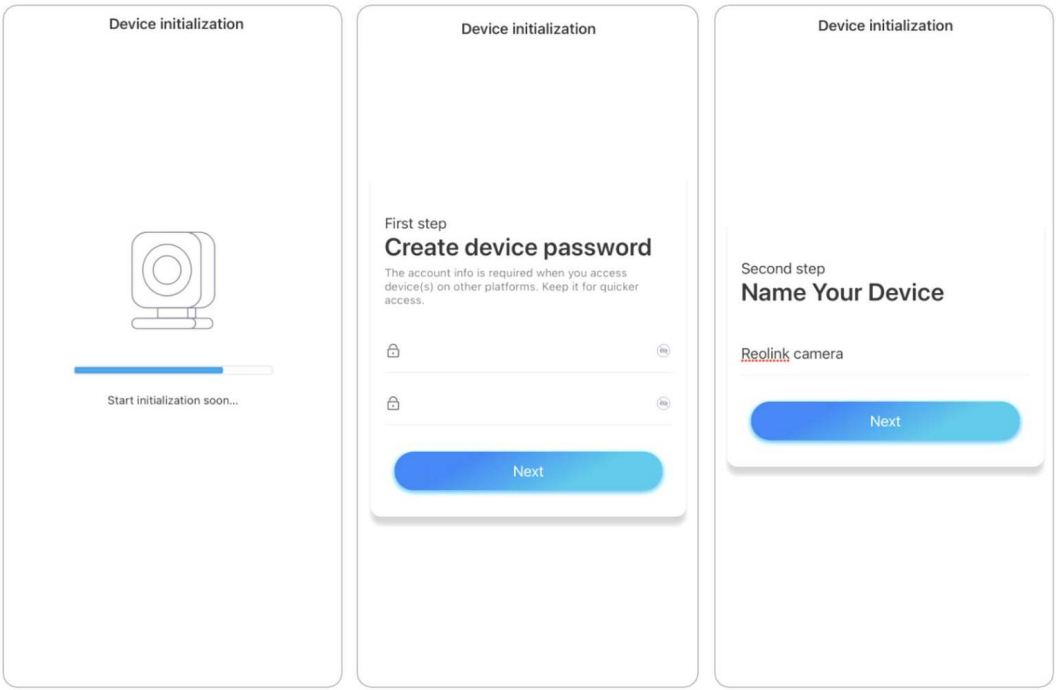
2. Please turn the camera and wait for the camera starting up until you hear the camera prompt "Network connection succeed".

3. Scan the QR code on the back of the camera. If the phone doesn't respond, please tap **Input UID/IP** and then manually type in the UID (16-digit characters under the QR code of the camera).

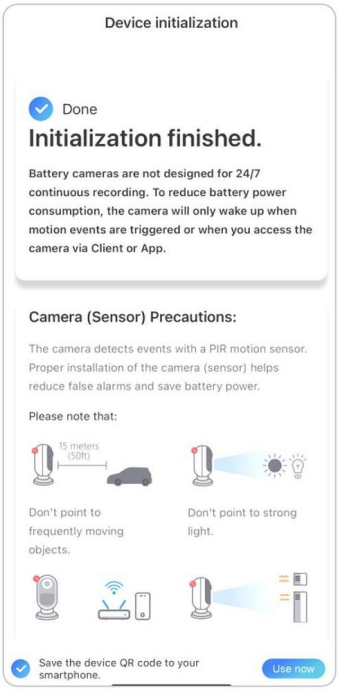
Note:
You may tap  to enable flash light when setting up in a dark environment.



4. You may initialize your camera: **Create device password** and **Name your device**. Forgetting this password could be troublesome in the future, please remember it for your convenience.



5. **Initialization finished**. Tap **Use now** and start to preview now.

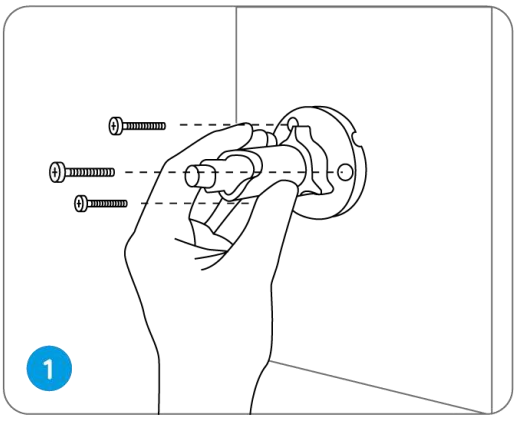


5. Install the Camera

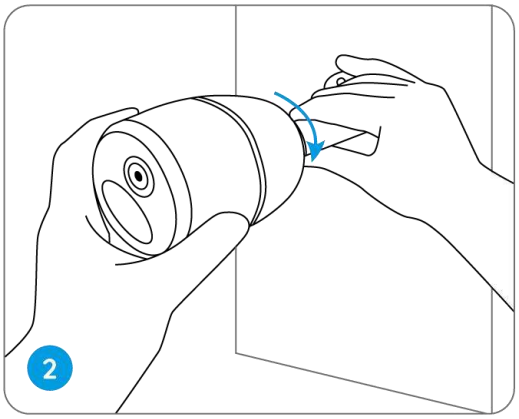
Mount the Camera

Reolink Go/Reolink Go Plus

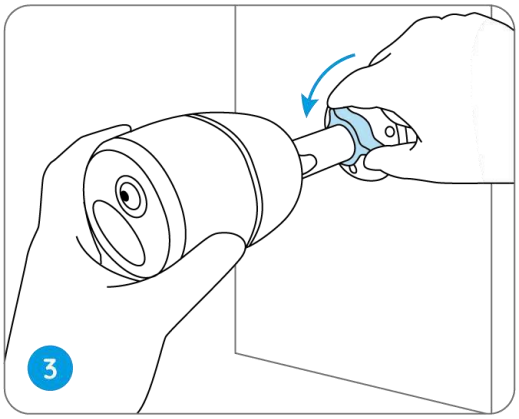
1. Drill holes in accordance with the mounting hole template and screw the security mount to the wall. If you are mounting the camera on any hard surface, insert plastic anchors into the holes first.



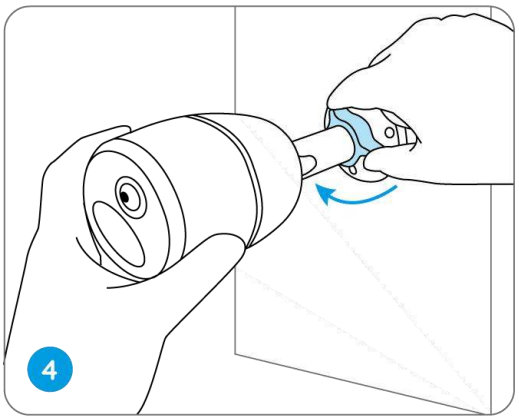
2. Install the camera on the security mount.



3. To get the best field of view, loosen the adjustment knob on security mount and turn the camera.

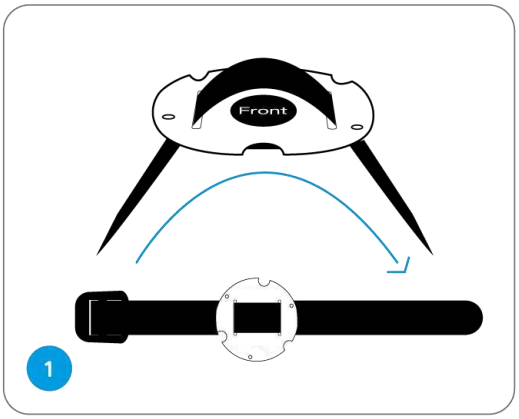


4. Stiffen the adjustment knob to lock the camera.

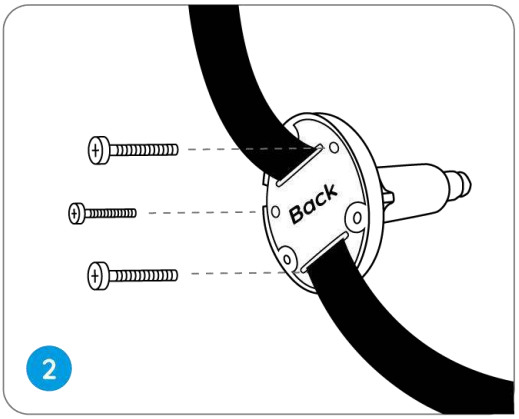


Attach the Camera to a Tree

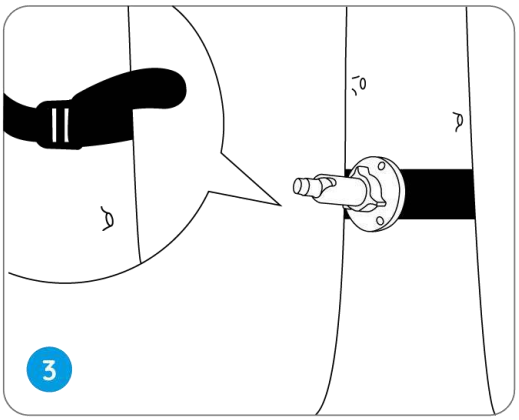
1. Thread the provided strap to the mounting plate.



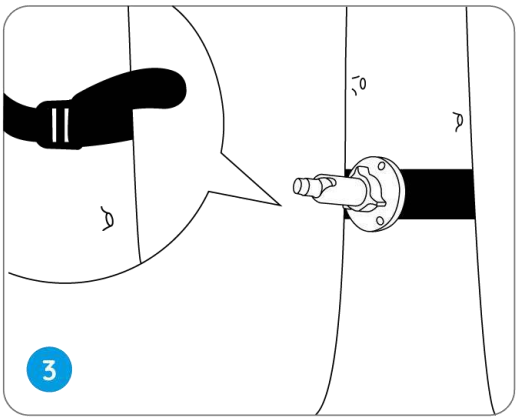
2. Attach the plate to the security mount with the smaller screws.



3. Fasten the security mount to a tree.



4. Install the camera and adjust the camera angles as instructed in step 2 & 4 in the previous installation guide.

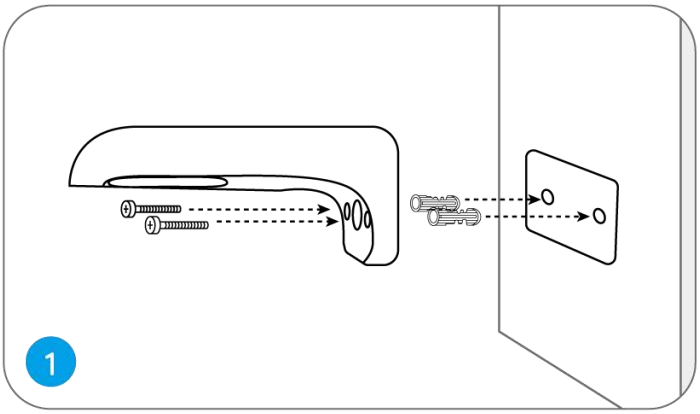


Reolink Go PT/Reolink Go PT Plus

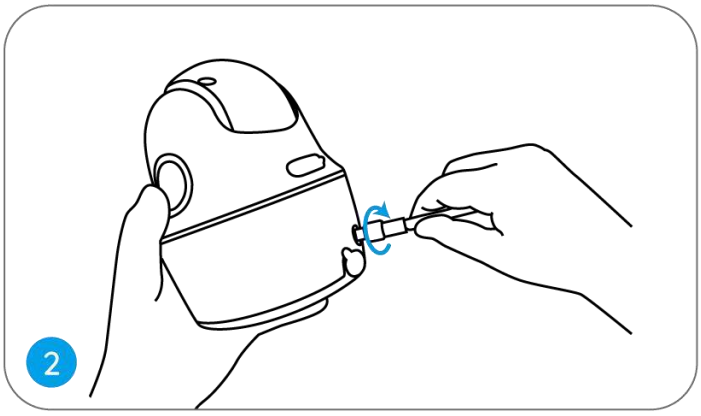
1. Drill holes in accordance with the mounting hole template and screw the security mount to the wall.

Note:

For better LTE signal, it is recommended to install the antenna upward or horizontally.

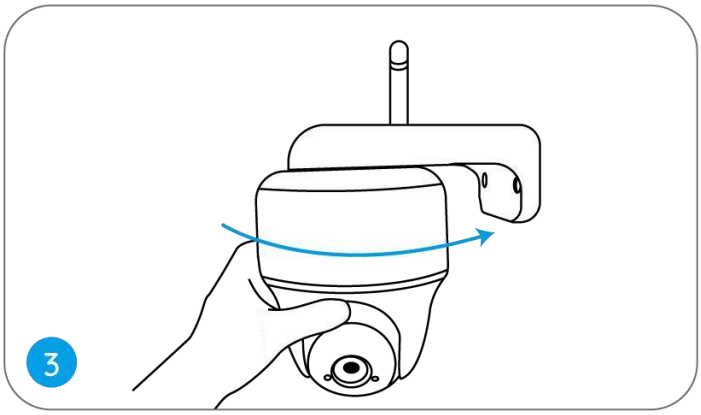


2. Install the antenna to the camera.



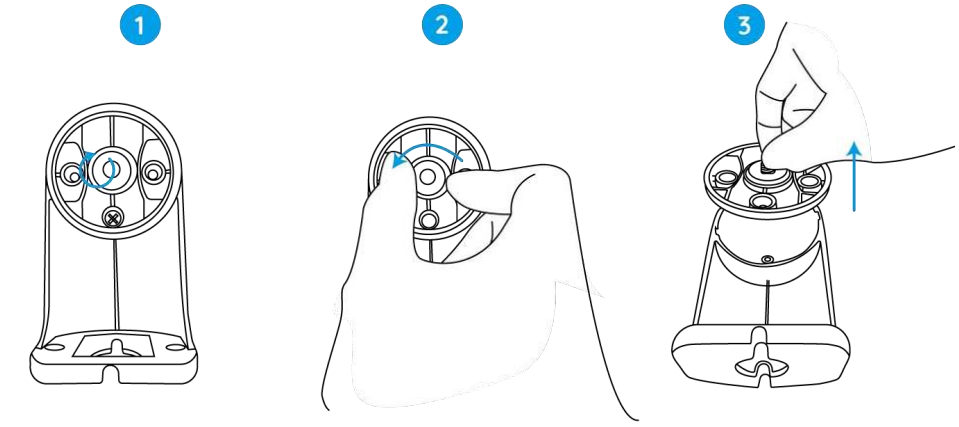
3. Screw the camera to the security mount and adjust to the proper direction.

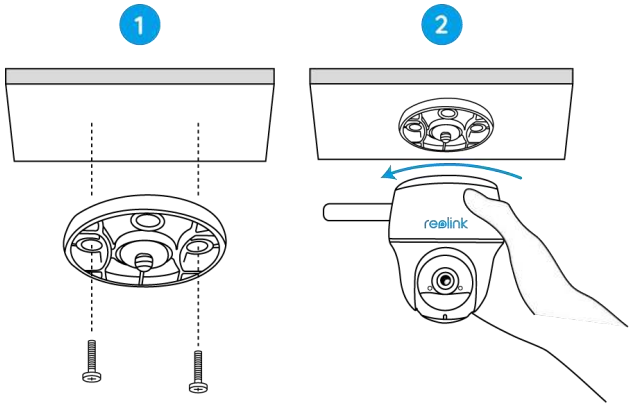
Note:
For better LTE signal, it is recommended to install the antenna upward or horizontally.



Mount the Camera to the Ceiling

Loosen the screw on security mount and separate the ceiling bracket from the mount.





Install the bracket to the ceiling and attach the camera to it.

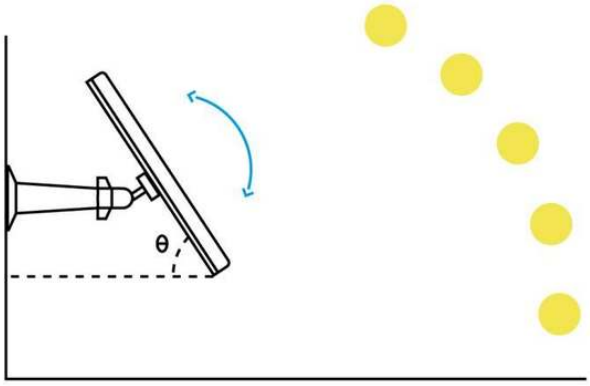
Attach the Camera to a Tree

You are allowed to strap the camera to a tree with both the security mount and ceiling bracket.
Thread the provided strap to the plate and fasten it to a tree. Next, attach the camera to the plate and you are good to go.

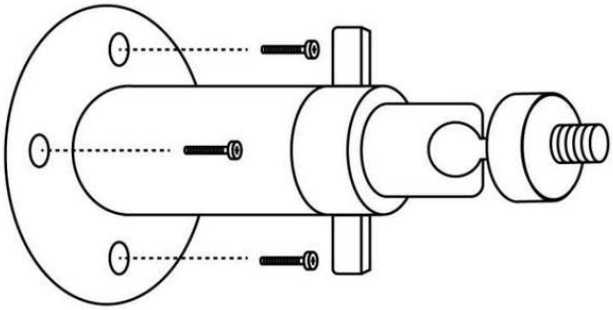
Install the Solar Panel

You may refer to the following steps to connect your Reolink solar-powered camera to the Reolink Solar Panel to get non-stop power.

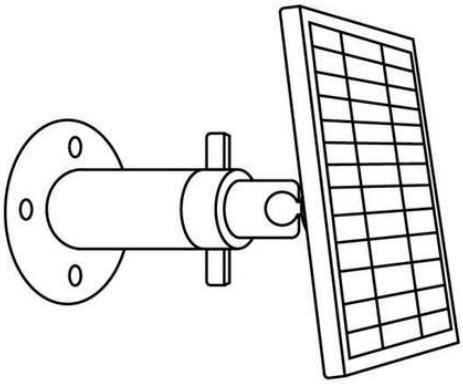
Step 1. Please select a position with the maximum sunlight exposure throughout the year for your solar panel.
For Reolink Solar Panel, it only needs a few hours of direct sunlight exposure to sufficiently power your camera daily. The amount of energy that the Solar Panel can generate is affected by weather conditions, seasonal changes, geographic locations, etc.



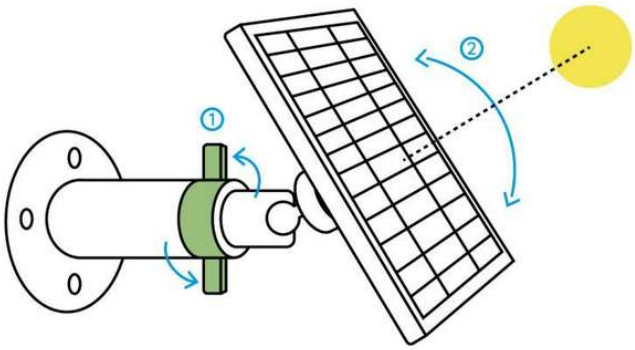
Step 2. Mount the bracket with the mounting template and the screws provided in the package.



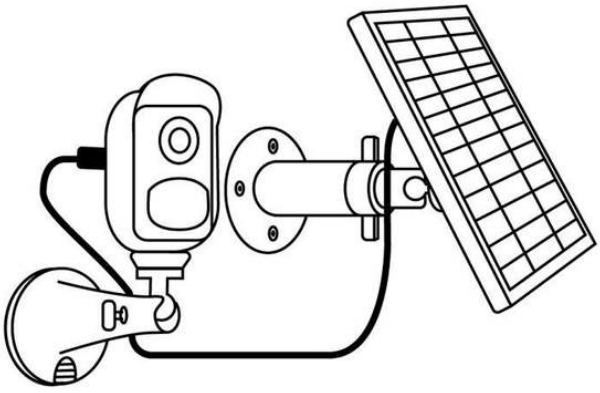
Step 3. Slot the Solar Panel into the bracket and make sure that it's secure.



Step 4. Loosen the adjusting control on the bracket and adjust the angle of the Solar Panel to make it receive direct sunlight exposure, then tighten the adjusting control to fix the Solar Panel.

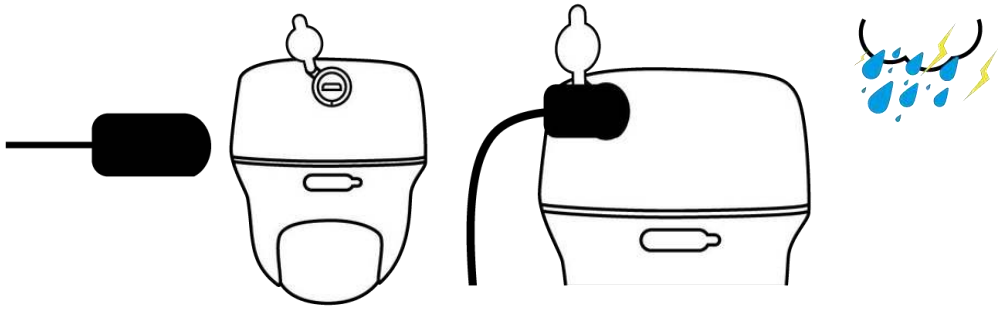


Step 5. Connect the Solar Panel to a Reolink camera with the micro USB cable.



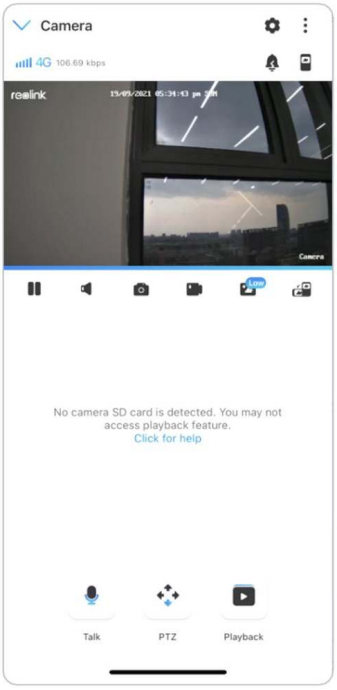
Notes:

1. Make sure that there is no covering on the Solar Panel. The energy harvesting efficiency drops drastically even when a small portion of the Solar Panel is shaded by other objects.
2. Please don't install the Solar Panel completely horizontally. Otherwise, your solar panel might accumulate dust and other debris easily. It's advised to install the Solar Panel angularly to make it receive direct sunlight exposure.
3. Wipe the Solar Panel regularly to remove the dust and debris.
4. Make sure that the camera is plugged in all the way and that the waterproof wire cover protects the interface between the camera and the Solar Panel.



6. View Your Camera

Live View



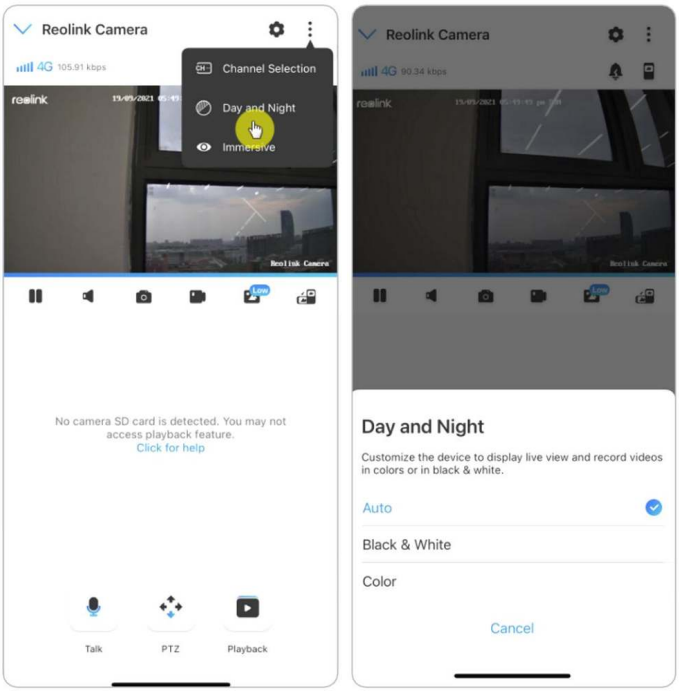
Icon	Meaning		
	Settings: Provide access to a camera's settings such as system information, detection alarm and camera recording.		
	More options of live view: **Channel Selection**, **Day and Night**, **Immersive**.		
	Network signal: 3G or 4G		
	Siren: Trigger audio alarm.		
	Multiple views		
	Display		Pause
	Audio		Enable audio
	Manually capture		
	Manually record		Manually recording
	 Live view in sub-stream mode		Live view in main stream mode
	View your camera in a full-screen mode.		
	Talk: Tap to talk (two-way audio).		
	PTZ: Pan and tilt.		
	Playback: Replay the recordings saved to the SD card.		

Channel Selection

You can choose the devices you want on the device list.

Day and Night

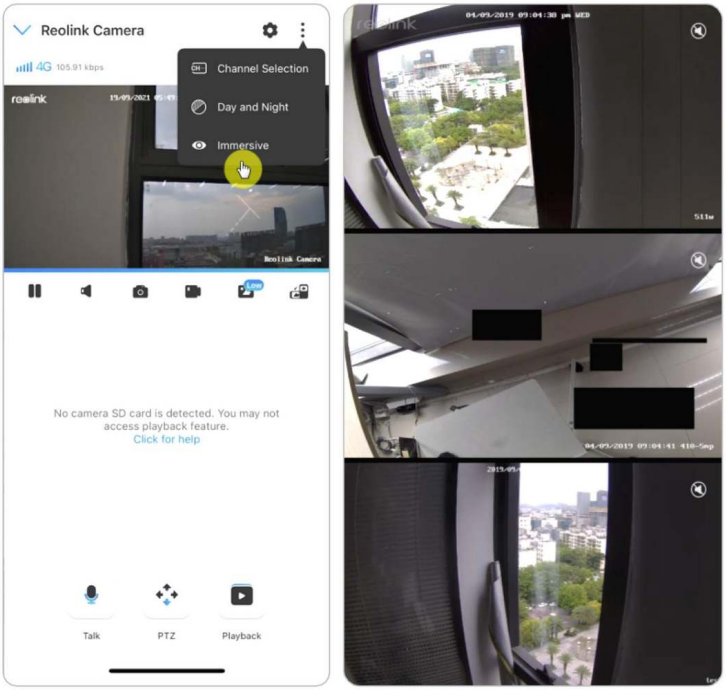
Set the camera's color mode during different times of the day and night.
-**Color:** The camera will capture color images that usually appear during the day.
-**Black & White:** The camera will capture black-and-white images that usually appear during the night with the IR LEDs on.
-**Auto:** The camera will automatically switch between **Color** and **Black & White** modes according to the light conditions.



Use Immersive Mode

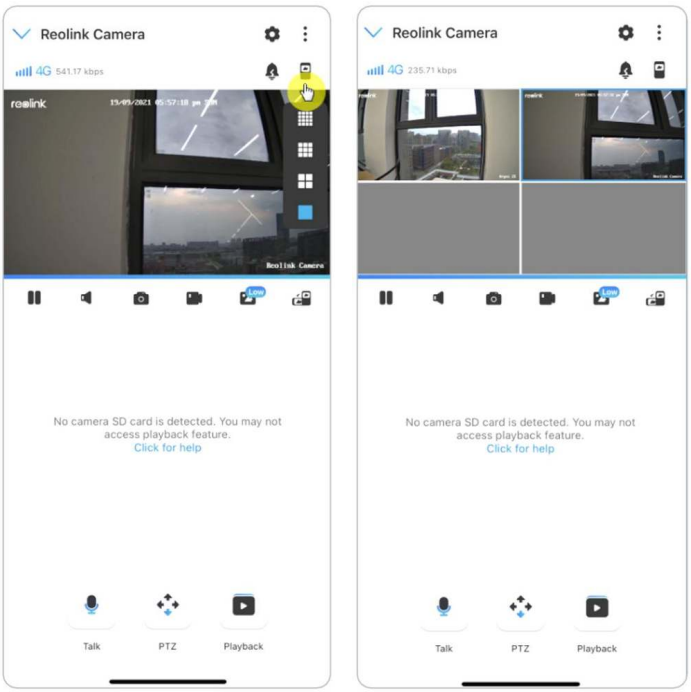
The immersive mode has a larger viewing area with less interference and focuses on previewing. It is suitable for viewing 2 or 3 cameras on one screen.

Note:
One screen can accommodate up to three cameras. You could slip the screen to preview other cameras.



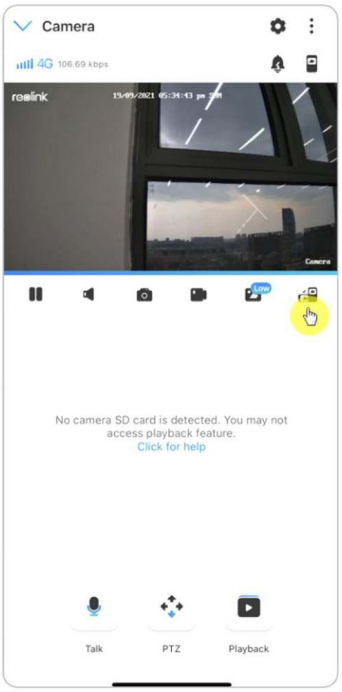
Multiple Views

If you have several cameras added in your Reolink App, you can view multiple streams at the same screen on Reolink App.

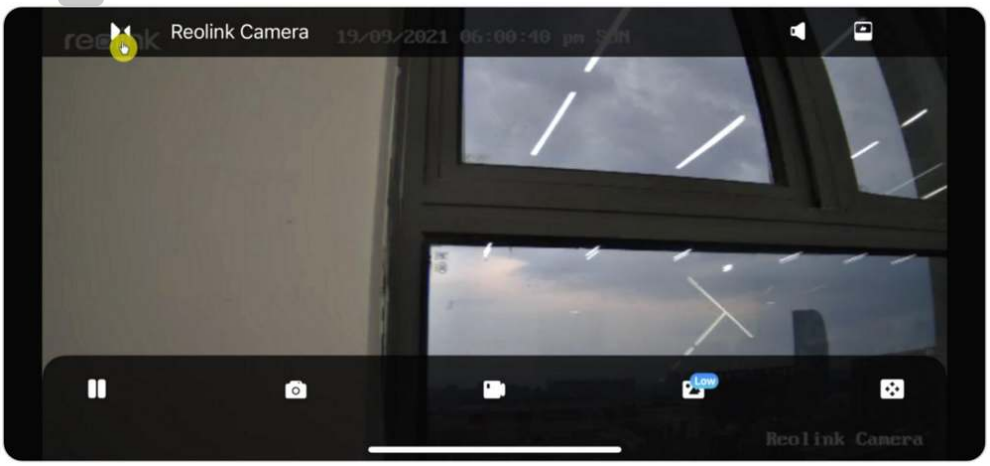


Full-Screen View

Tap  icon to enter into the full-screen mode.



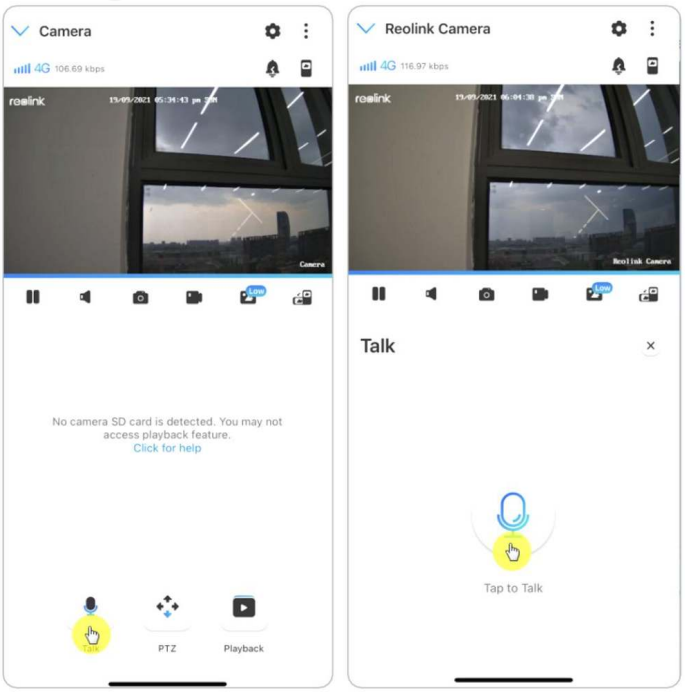
Tap  to exit the full screen.

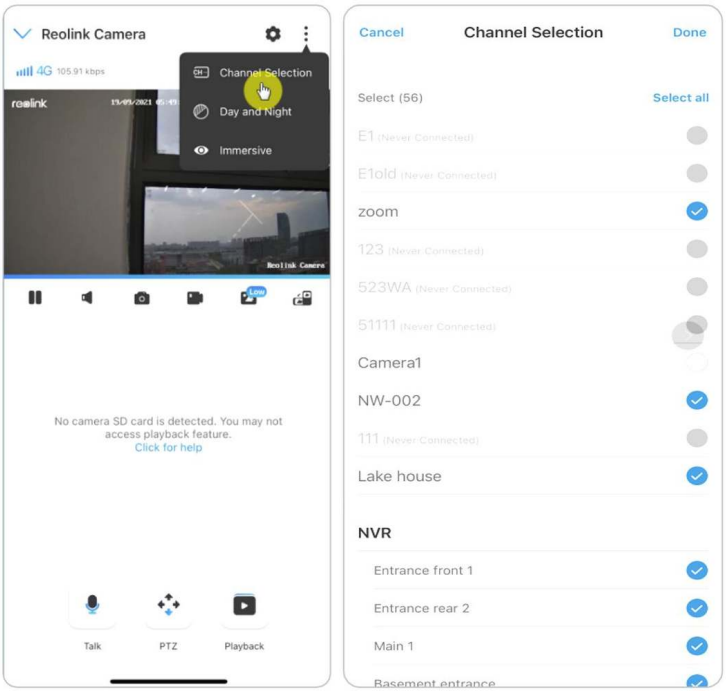


Two-Way Audio

1. Tap  to enter into the two-way audio page.

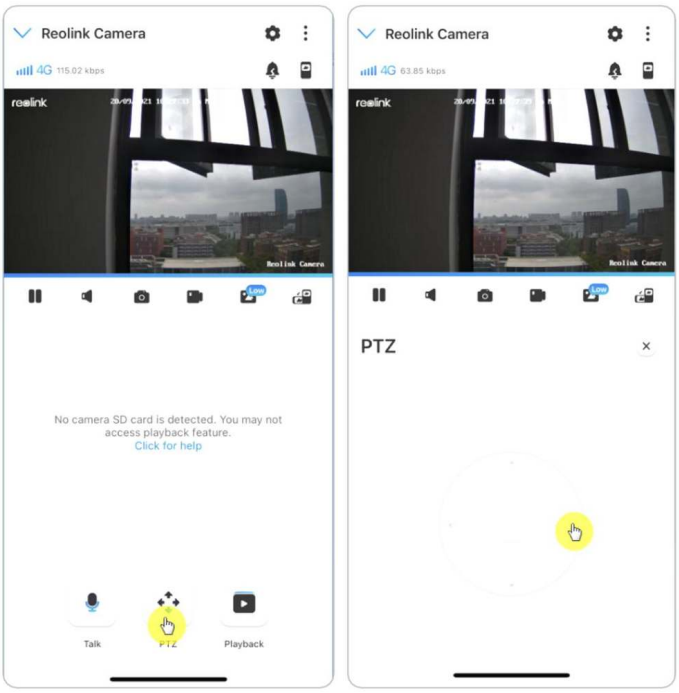
2. Tap  to talk.





PTZ (Only for Reolink Go PT/GO PT Plus)

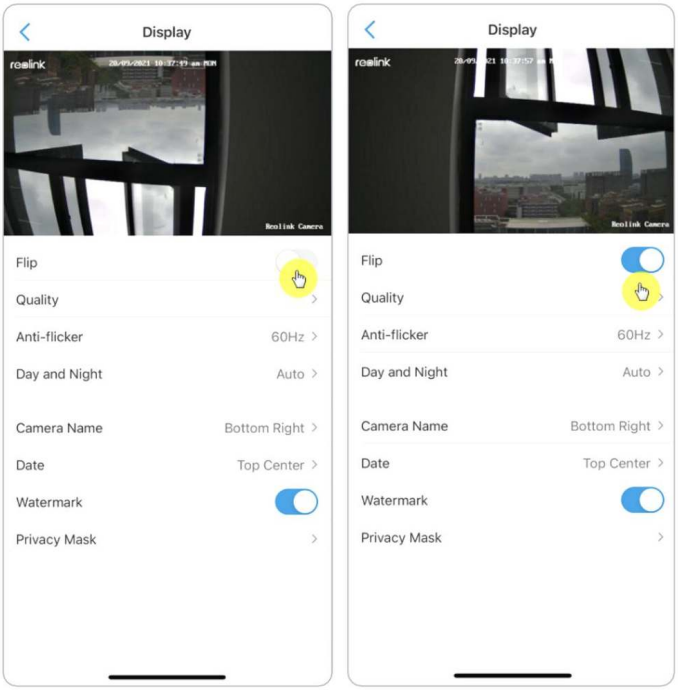
1. Tap to enter into the PTZ page.
2. Choose the direction you want the camera to pan and tilt.



Display Settings

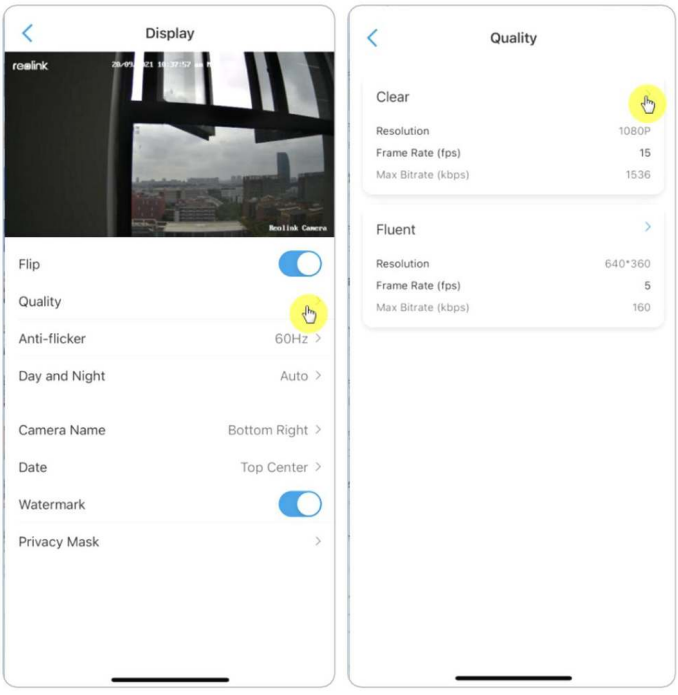
Flip

Tap , then the image will be turned upside down.

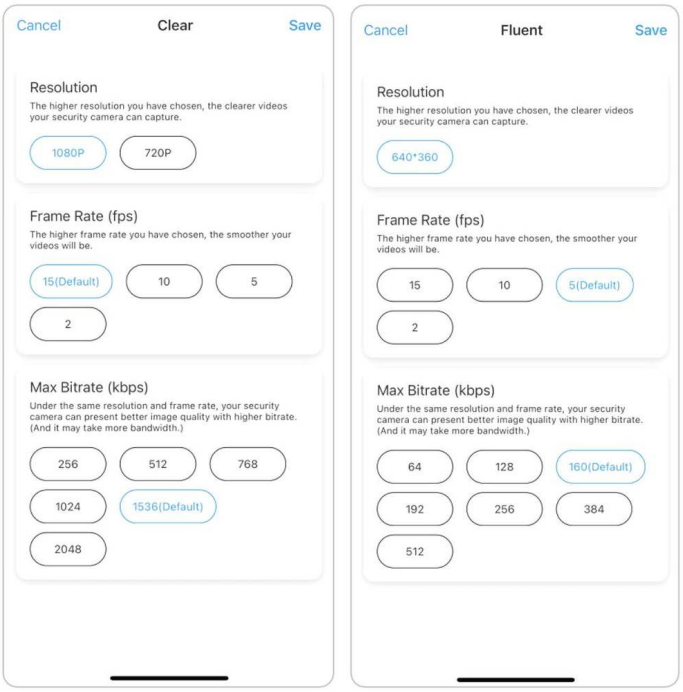


Quality

1. Tap **Quality** to enter into the **Quality** page.
2. Tap **Clear** mode or **Fluent** mode to enter into the settings page for **Clear** mode or **Fluent** mode.



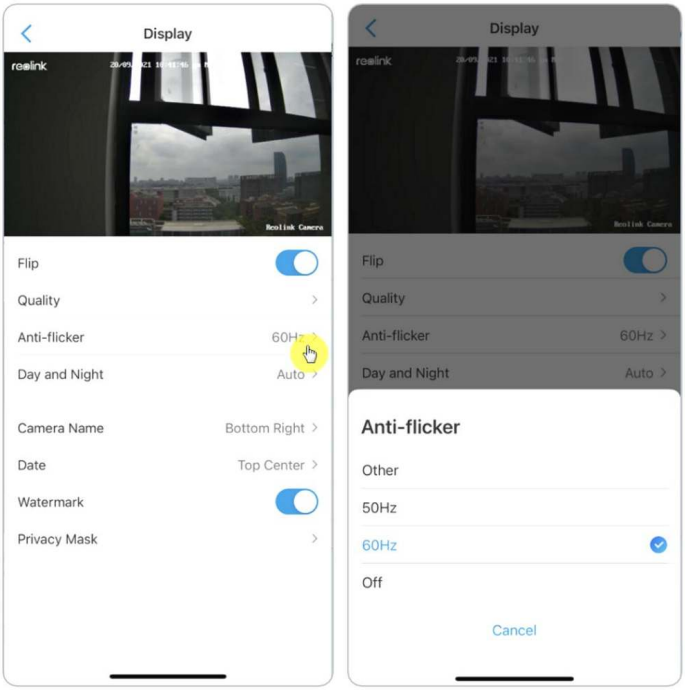
3. Tap **Save** to save the settings.



Anti-flicker

Use this feature if some devices such as TV screens and lights are flickering.
- 50Hz: Used for Australia and the UK.
- 60Hz: Used for the USA and Canada.

1. Tap **Anti-flicker**.
2. Choose a proper setting.

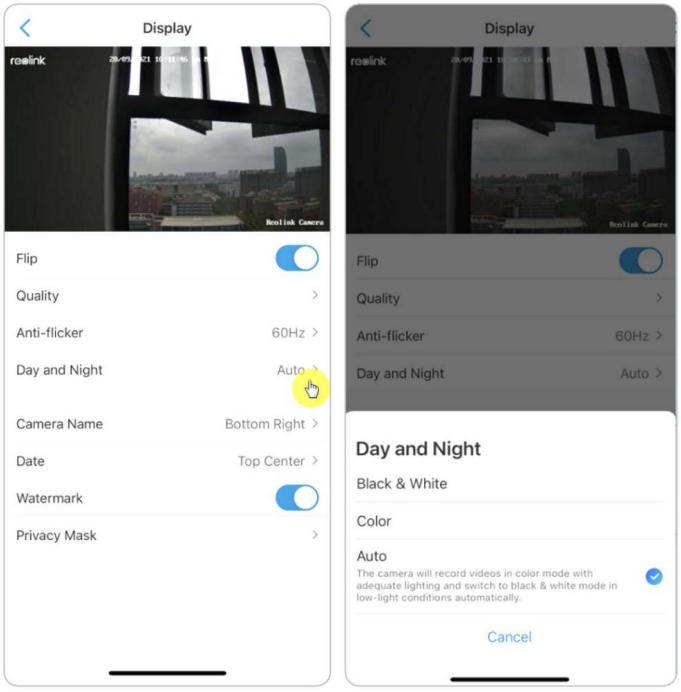


Day and Night

Tap **Day and Night** to enter into the settings page.

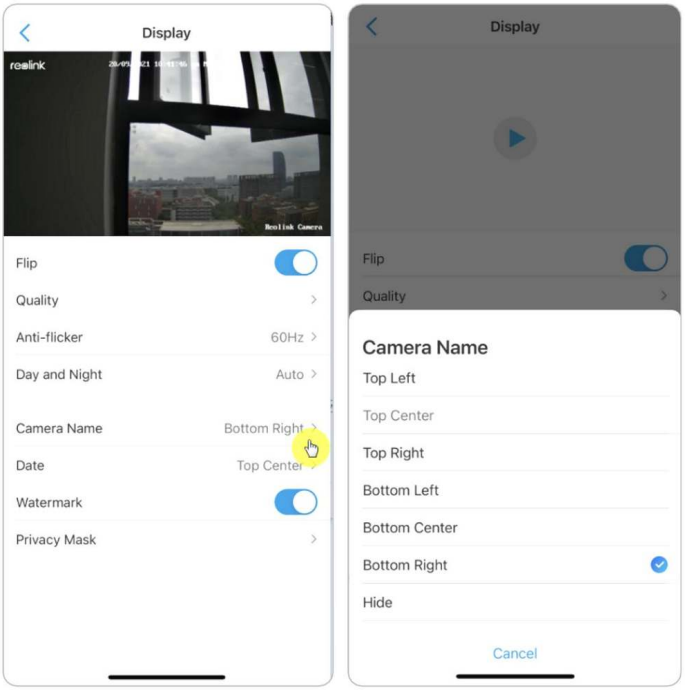
Note:

It is the same as the settings on the **Live View** part.



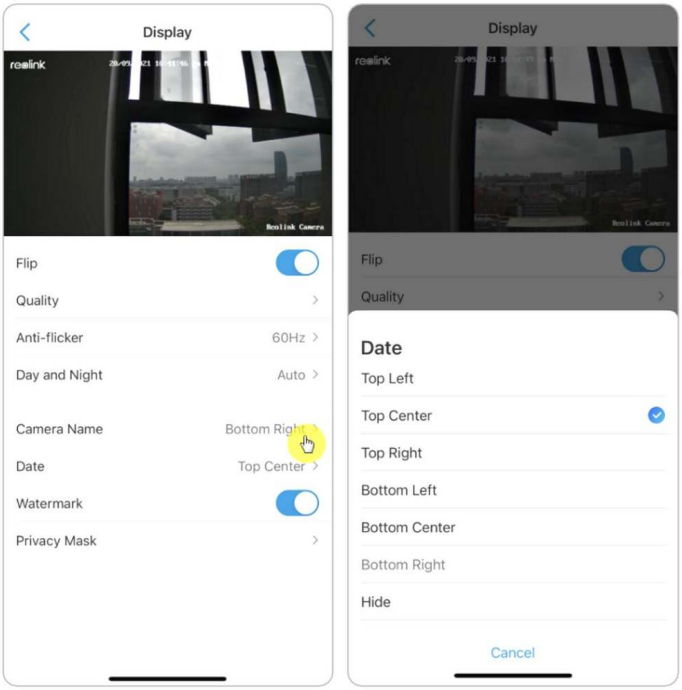
Camera Name

You can set the position of the camera name on the screen.



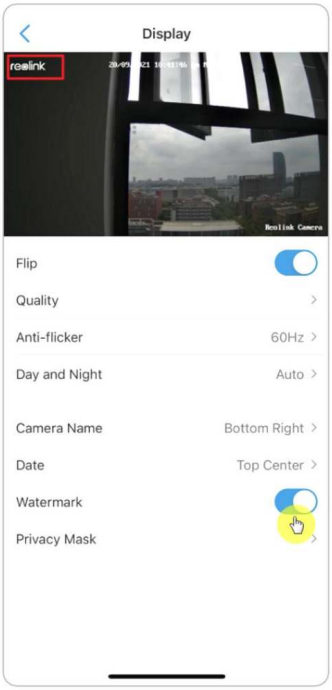
Date

You can set the position of the date on the screen.



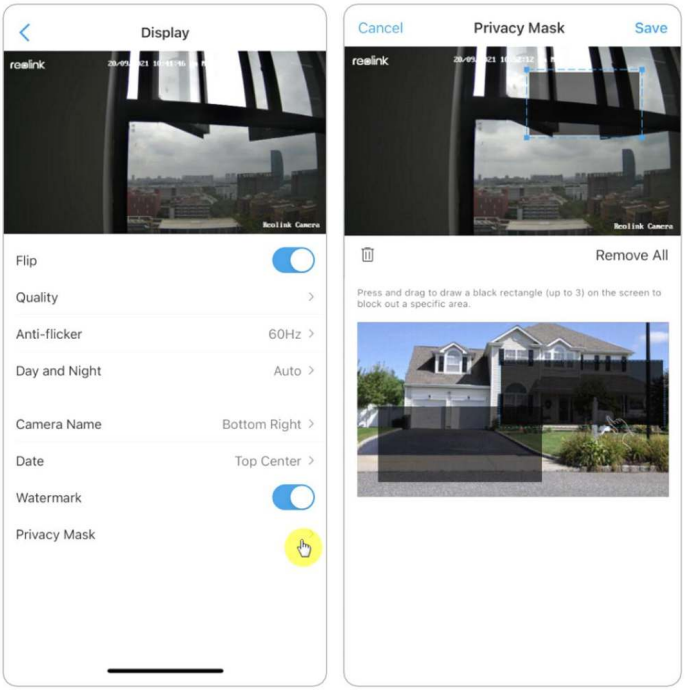
Watermark

Tap to disable the watermark shown on the screen.



Privacy Mask

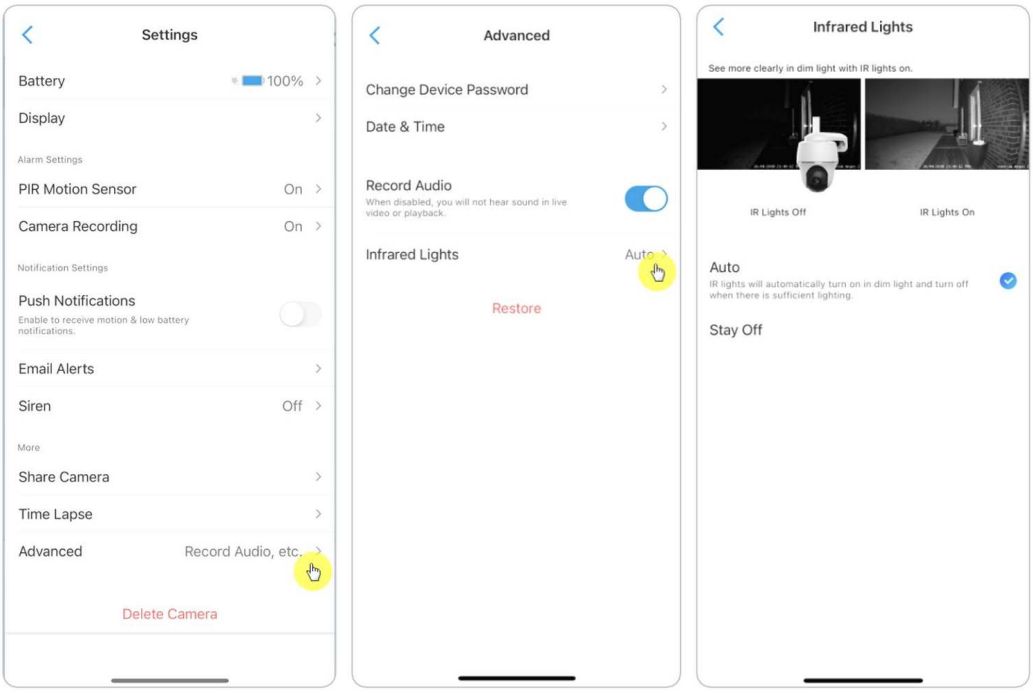
You can use your finger to press and drag a black rectangle(up to 3 rectangles) on the screen to block out a specific area.



Infrared Lights

By default, the infrared lights on the cameras are set to **Auto**. They will be automatically turned on in dim environment. If there is enough illumination, you may choose to turn off the lights.

Please tap **Advanced** > **Infrared Lights**.



7. Alarm and Detection

Set up Motion Detection

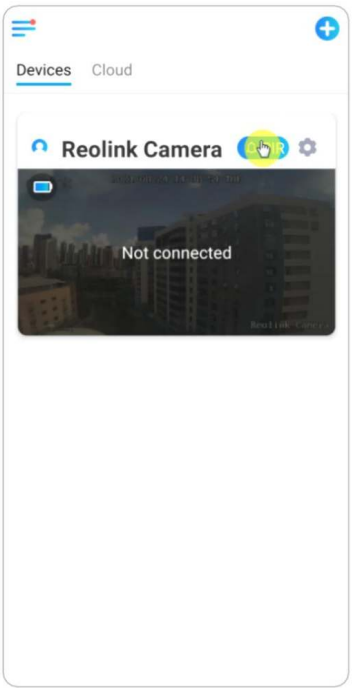
About PIR Detection

Reolink 4G battery-powered cameras use PIR sensors (passive infrared sensors) to detect motion.

The PIR sensor detects changes in the amount of infrared radiation impinging upon it, which varies depending on the temperature and surface characteristics of the objects in front of the sensor. When an object, such as a human, passes in front of the background, like a wall, the temperature at that point in the sensor's field of view will rise from room temperature to body temperature, and then return again. The sensor converts the resulting change in the incoming infrared radiation into a change in the output voltage, which triggers the detection. Objects of similar temperature but different surface characteristics may also have a different infrared emission pattern, thus moving them with respect to the background may trigger the detector as well.

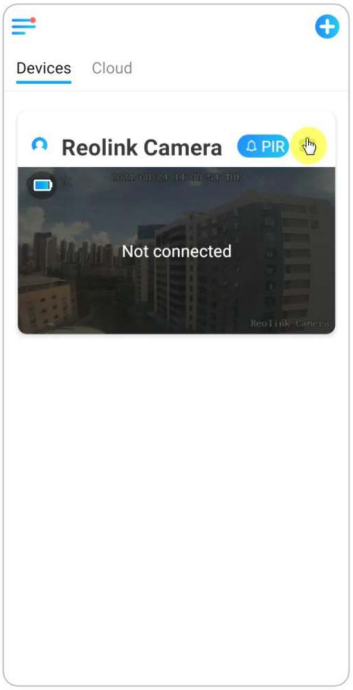
Turn on/off PIR

On the **Devices** page of the Reolink App, choose the camera and then directly tap on **PIR** button to quickly turn on or off the PIR motion detection.

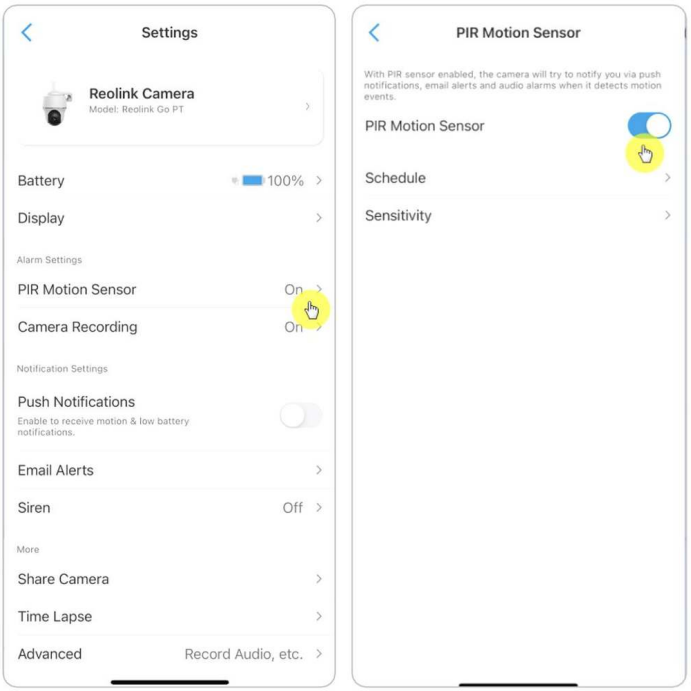


Set up PIR Motion Detection Sensitivity

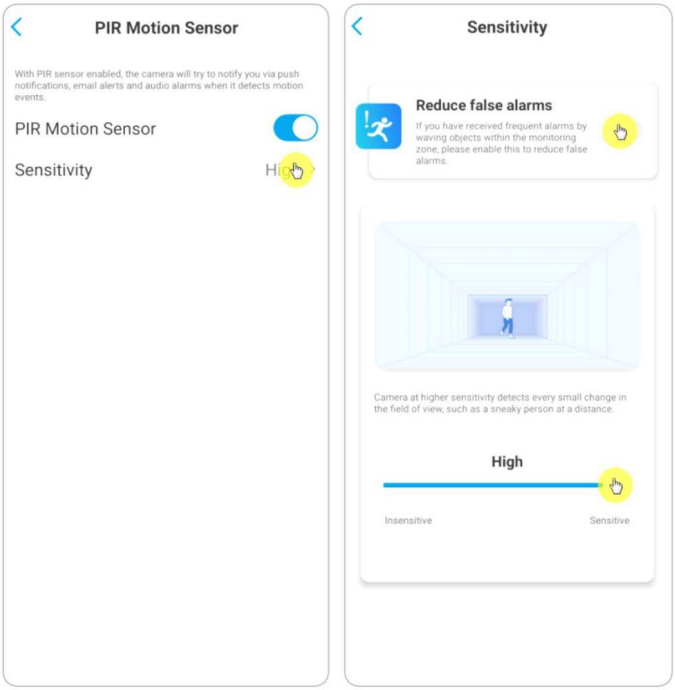
1. Tap on ⚙.



2. Choose **PIR Motion Sensor**, and tap to enable **PIR Motion Sensor**.



3. Tap **Sensitivity** to adjust the sensitivity of the PIR motion sensor.



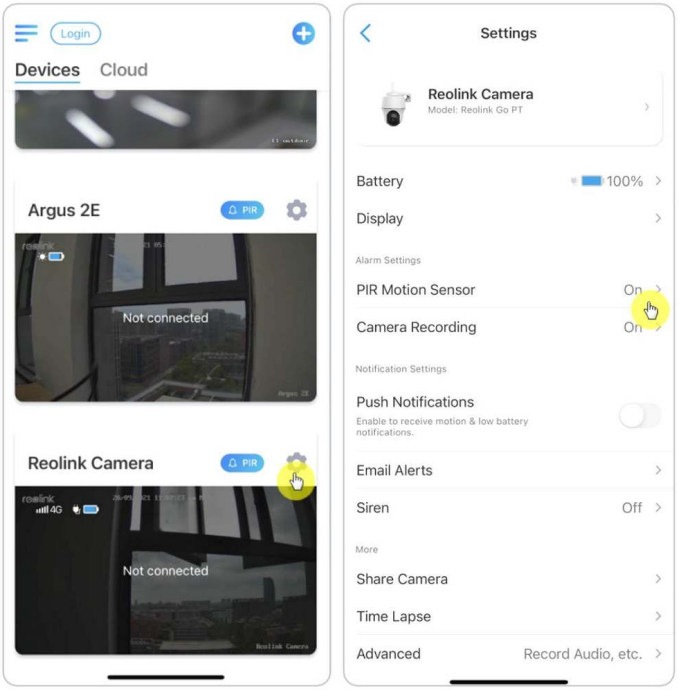
Drag the bar to adjust the sensitivity from low, mid to high or adjust the sensitivity from 1 to 100. For cameras with digital PIR sensors there's also an option to reduce false alarms.

Reduce false alarms: If you have received frequently false alarms, please enable **Reduce false alarms** option.

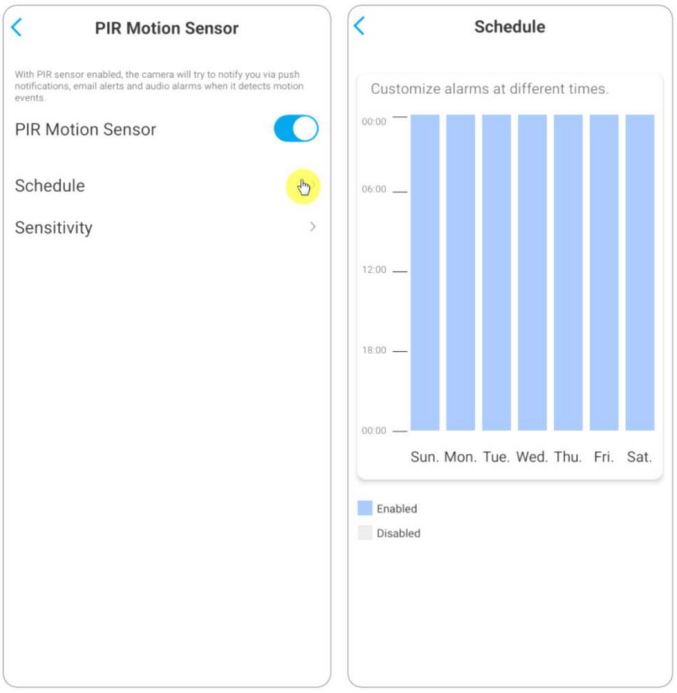
Set up PIR Motion Detection Schedule

This option is for models except Reolink Go plus and Reolink Go PT plus.

1. Tap on ⚙. Then choose **PIR Motion Sensor**.



2. Tap to enable **PIR Motion Sensor**. Then tap **Schedule** to set up the schedule and decide when the PIR motion detection works.



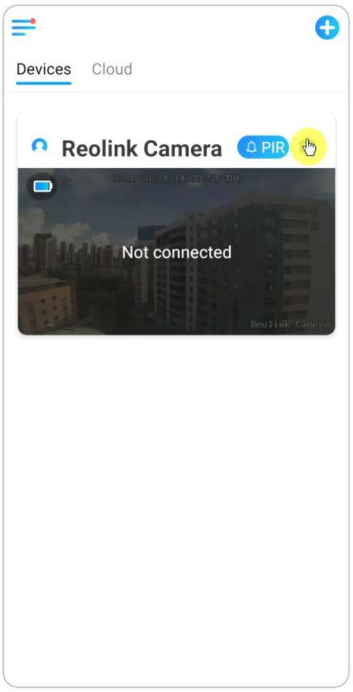
Set up Motion Alerts

Push Notification

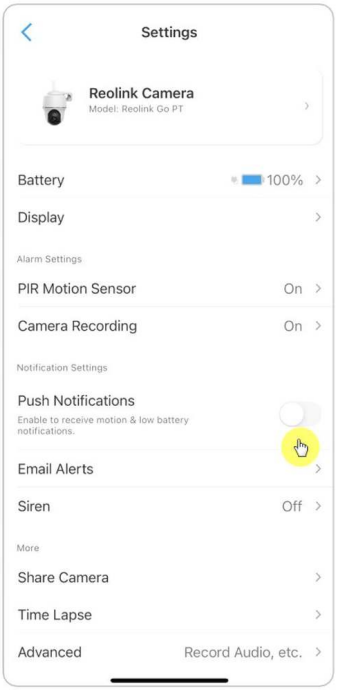
When the camera detects a motion, it will send a push notification, which pops up on your mobile phone.

Set up Push Notification

1. Tap on ⚙.



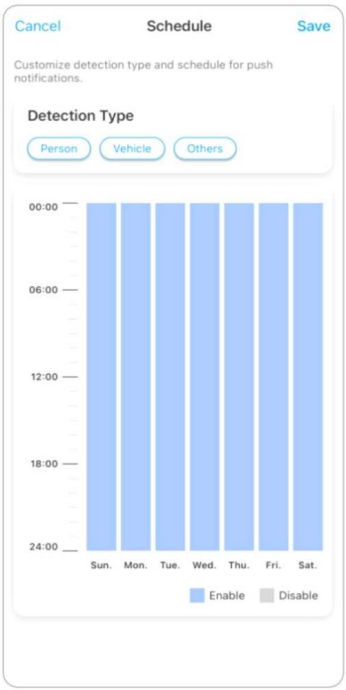
2. Tap on **Push Notifications** to enable this function.



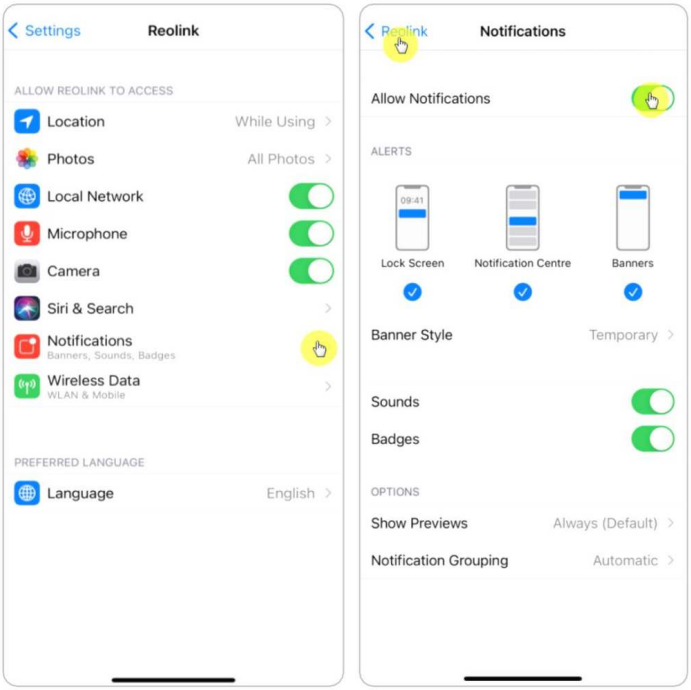
3. Set a push **Schedule** if you need. For camera models Reolink Go PT plus and Reolink Go plus, you can also select **Person**, **Vehicle** or **Others**.

Note:

Reolink Go and Reolink Go PT don't have such option.



4. Set your phone to allow Reolink App to send push notifications. Go to your phone **Settings**, find **Notifications** and among the App list find the Reolink App. Make sure the Reolink App can send notifications.

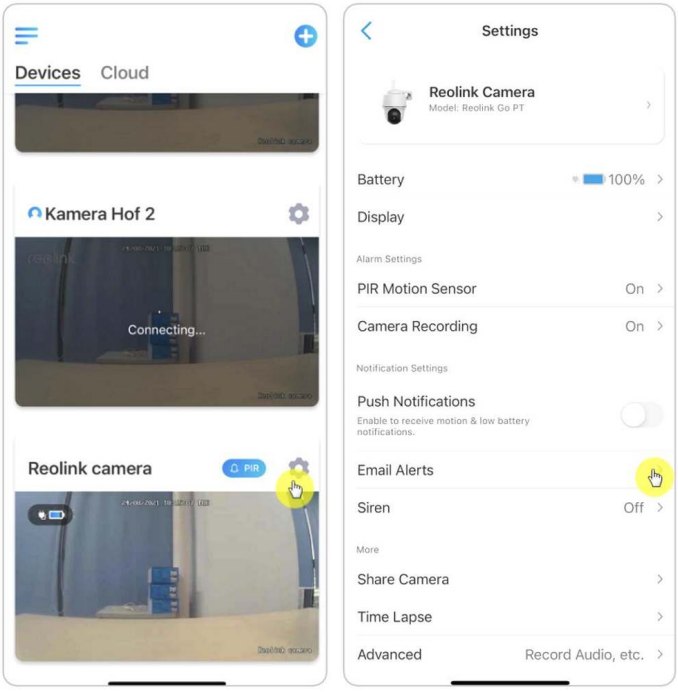


Alarm Email

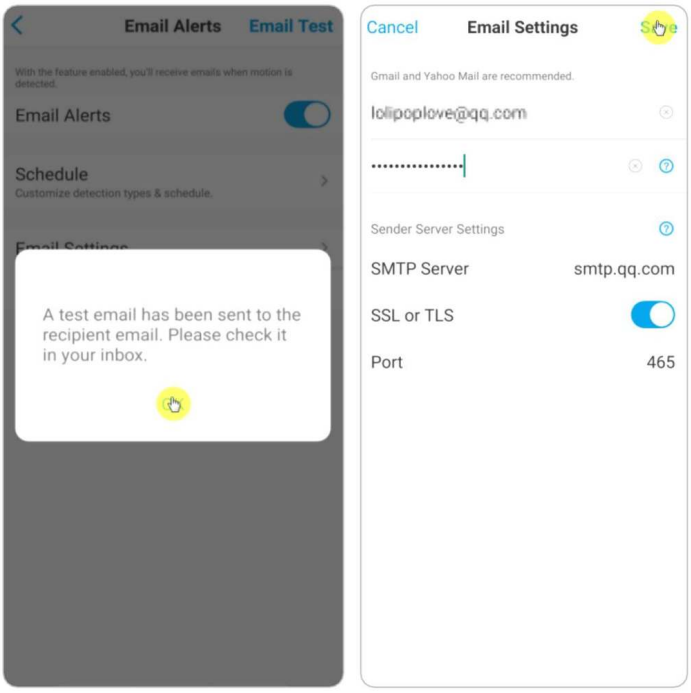
When the camera detects a motion, it will send an alarm email with plain texts or the camera's live image.

Set up Alarm Email

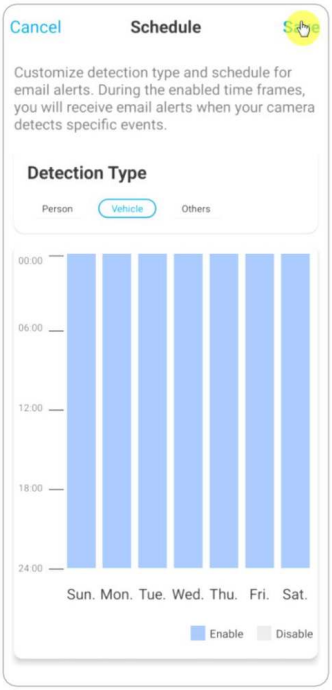
1. Tap ⚙, then tap **Email Alerts** and enable this function.



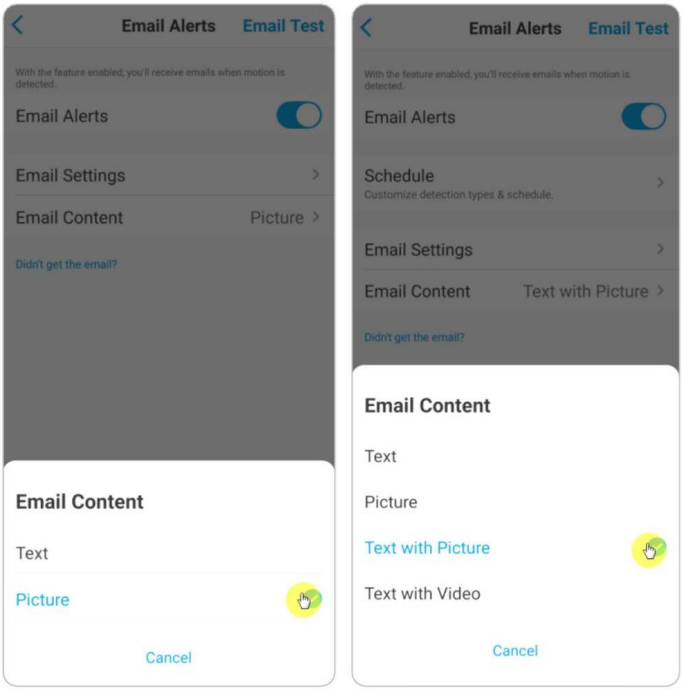
2. Tap **Set up Now** to enter **Email Settings**, and enter the **Email address** and **Email password**, **SMTP server** and **port**. Then tap on **Save**.



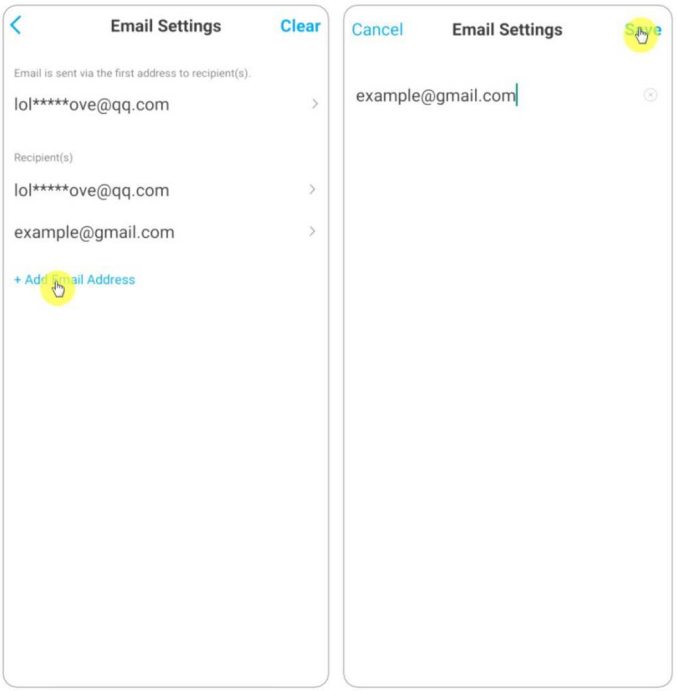
3. Tap **Schedule** to set up a schedule when you'd like to receive the email alerts, and tap **Save**.
This is only applicable for Reolink Go PT Plus and Reolink Go Plus. You can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



4. Tap **Email Content** to choose for the camera to send email with **Text** or **Picture**. For model Reolink Go Plus and Reolink Go PT Plus, you can choose **Text**, **Picture**, **Text with Picture** or **Text with Video**.



5. Tap **Email Settings**, then **+Add Email Address** to add more recipients of email alerts, then tap **Save**.

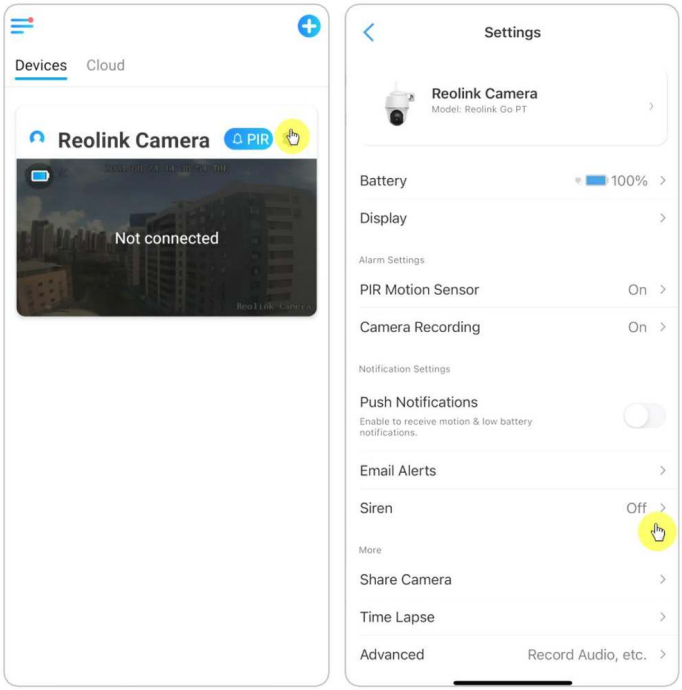


Alarm Siren

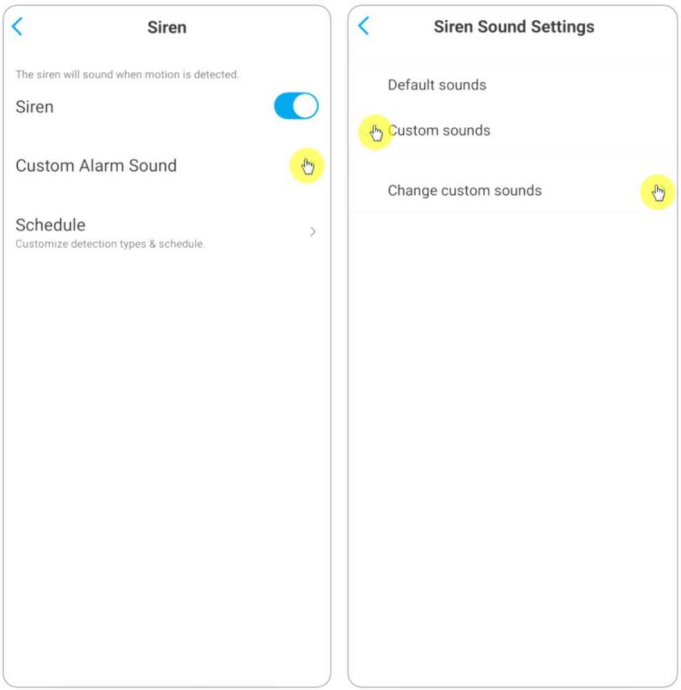
You can set up the camera siren to make an alert sound when a motion is detected.

Set up Siren

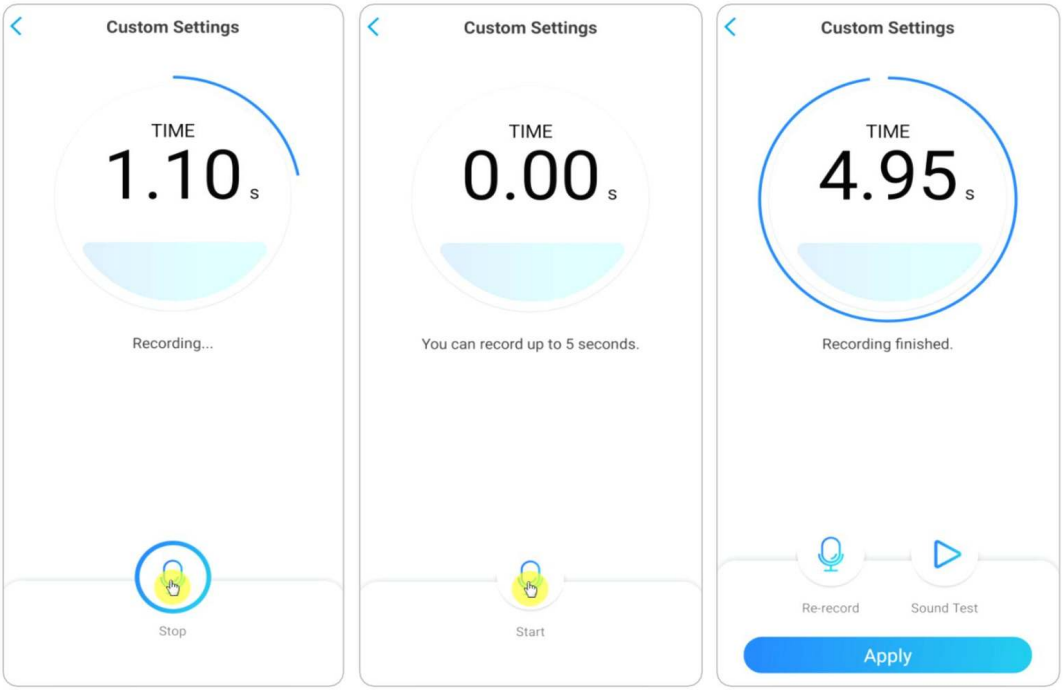
1. Tap on . Tap on **Siren** and enable **Siren**.



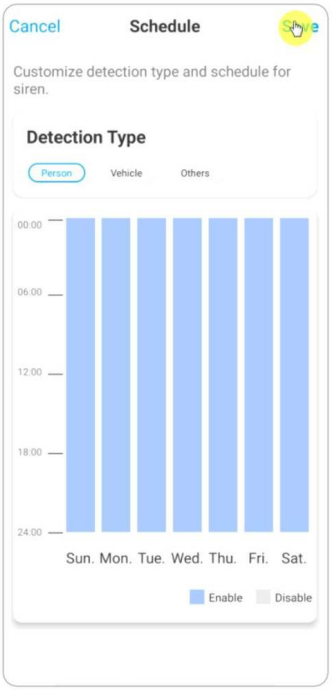
2. Tap on **Custom Alarm Sound**, if you want to use a custom sound. Tap **Custom sounds**, then tap **Change custom sounds** to record an up-to-5-second sound.



3. Tap **Start** to start recording or tap **Stop** to stop recording. Tap on **Sound Test** to test the recorded sound or tap **Re-record** to record again till you're satisfied. Then tap **Apply** to save the changes.



4. Tap **Schedule** to set up a schedule when you want the siren to work, then tap **Save**. This is only applicable for Reolink Go PT Plus and Reolink Go Plus. You can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.

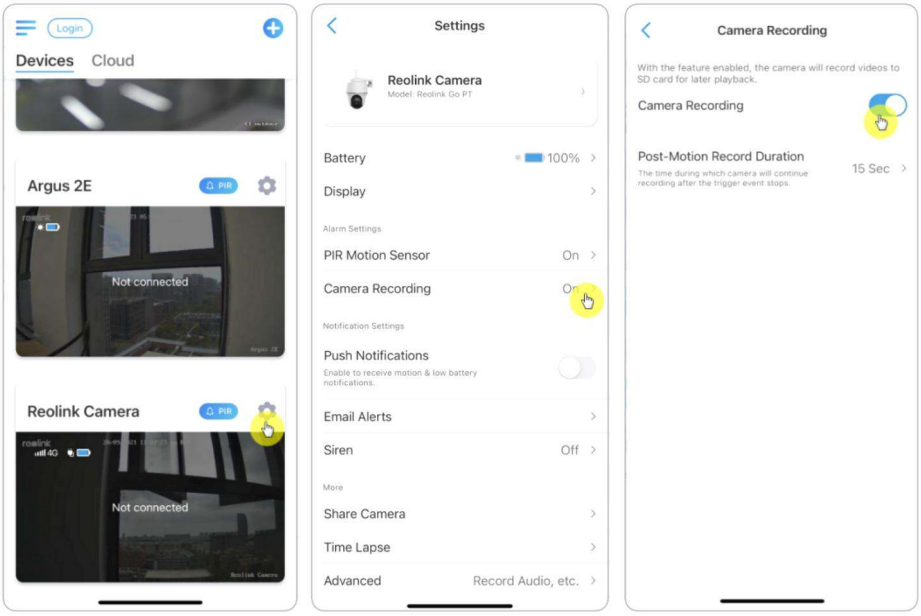


Set up Motion Recording

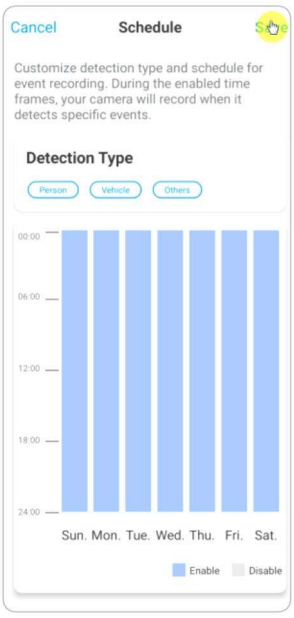
When the camera detects a motion, it can record and save motion recordings to the SD card automatically. You need to install an SD card to the camera, refer to the part of SD Card Storage in Chapter 10 for choosing the correct SD card and learn how to insert the SD card.

Set up Motion Recording

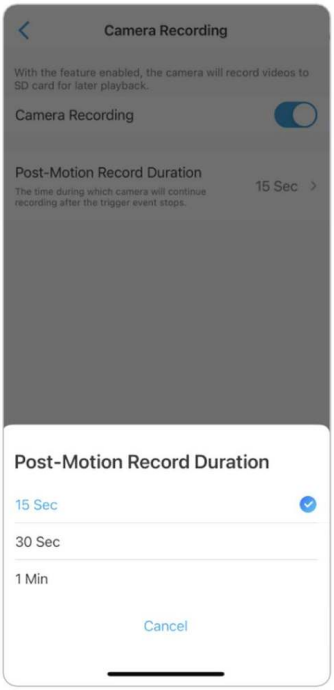
1. Tap on Then tap on **Camera Recording**, tap again to enable it.



2. Tap **Schedule** to set up a schedule when you want the camera to save motion recordings, then tap **Save**. This is only applicable for Reolink Go PT Plus and Reolink Go Plus and you can also choose the **Detection Type**: **Person**, **Vehicle** or **Others**.



3. Tap **Post-Motion Record Duration** to set up the motion recording length, you can choose 15 sec or 30 sec, 1 Min. This option is available for all 4G cameras except the Reolink Go model.



Improve Your Motion Detection

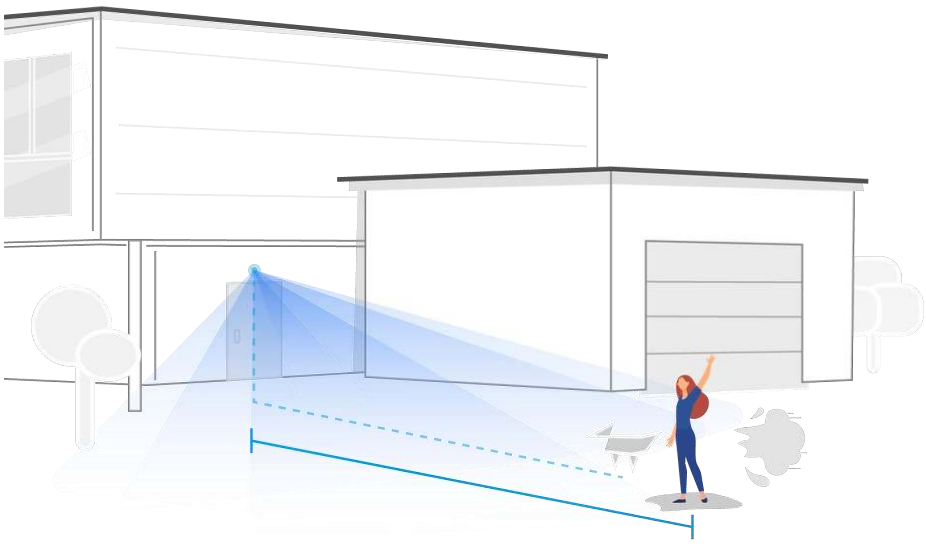
Reolink battery-powered cameras have a PIR sensor on each side of the camera and the camera detects the temperature differences between two sides to detect motions. So it's more sensitive when a person or car is passing in front of the camera from side to side, compared to coming towards the camera.

Installation Tips for the Camera to Detect Motion

Tip 1: Install the camera according to its viewing field.

1. Please check the viewing angel of your camera first. Then make sure that the monitoring area is well within its field of view.

2. The ideal viewing distance is 2-10 meters (7ft - 33ft), within which people will be recognized. To achieve a better viewing experience, it's advised not to place the camera too far away or too high (suggested mounting height: 2-3 meters) from the designated monitoring area.



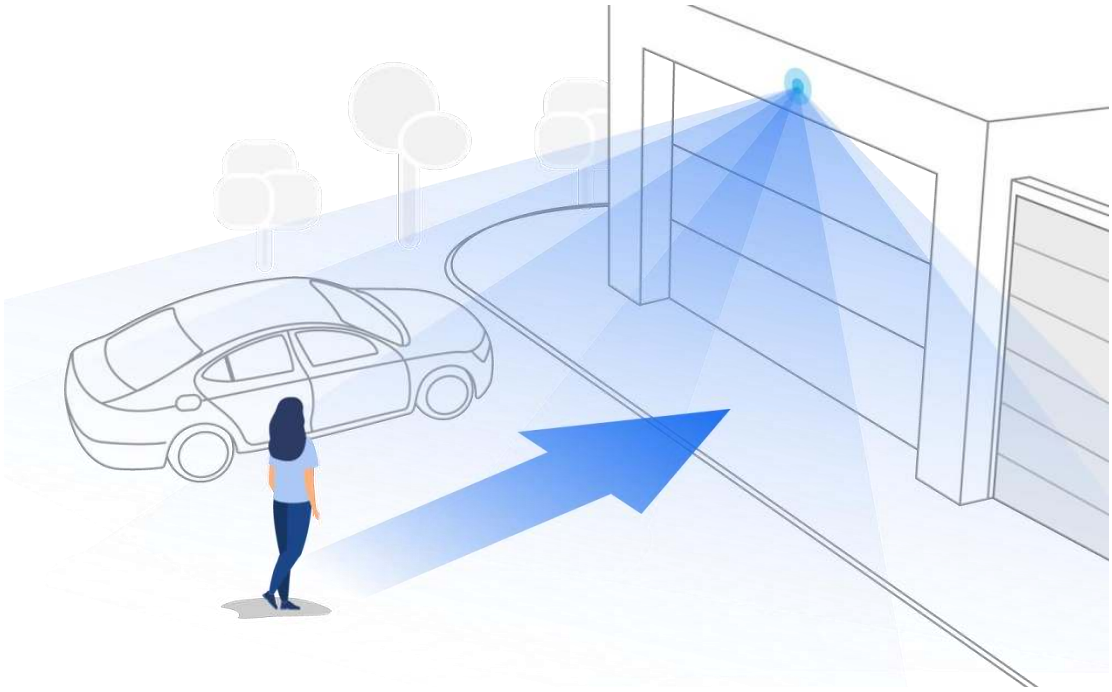
Ideal Viewing Distance: 2-10 meters (7-33ft)

Tip 2: Install cameras according to the detecting field of PIR motion sensors.

1. The detecting distance of PIR motion sensors is 9 meters, and the detecting angle is 120° horizontally. Motions out of this range can't be detected.

2. Our PIR motion sensor is more sensitive to side-to-side movement than movement heading straight toward the camera.

For example, when a person moves straight toward the camera (shown below), the PIR motion sensor will be less sensitive to the movement.



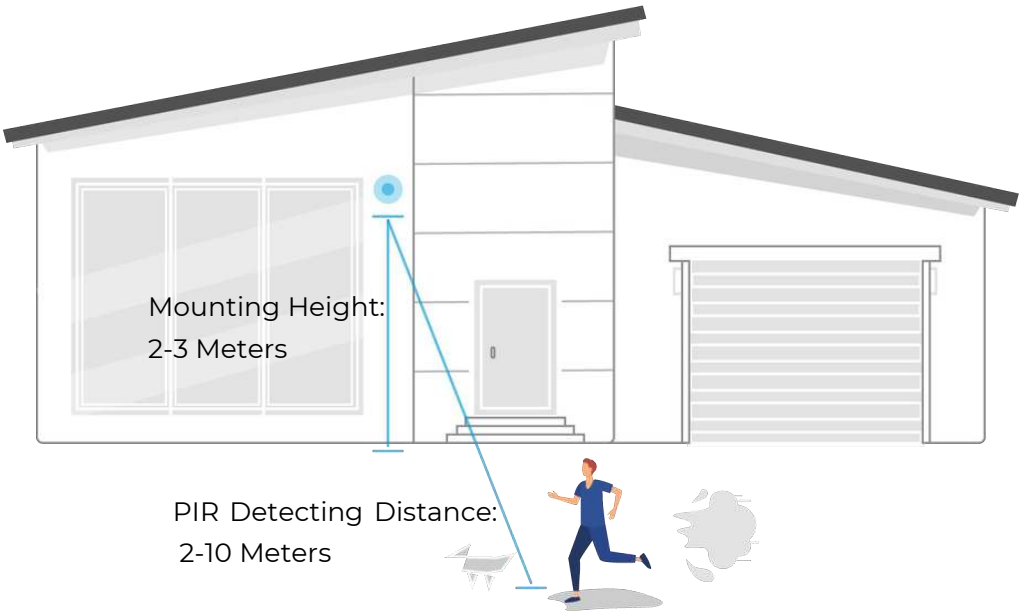
Tips for Reducing False Alarms

1. Do not install the camera facing bright lights, including sunshine, bright lamp lights, etc.
2. Do not place the camera too close to a place where many vehicles move frequently; 15 meters (55ft) away from the vehicle is the recommended distance based on our numerous tests.
3. Stay away from the outlets, including the air conditioner vents, humidifier outlets, the heat transfer vent of projectors, etc.
4. Do not install the camera facing the mirror.
5. Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones in order to avoid wireless interference.

Tips for Improving Detection Alarms

When the camera failed to detect some motions, tips below can help improve the motion detection accuracy.

1. Adjust the sensitivity level to high.
2. Adjust the installation angel of the camera in the direction crossing the possible intruder instead of facing him/her so that it can detect motion more accurately.



3. Adjust the installation height, it's suggested to mount a camera 2 to 3 meters from the ground. Mount the camera too low or too high both will cause it hard to detect alarm.
4. Ensure the detecting target is within the detection range of the PIR sensor. The ideal monitoring range is 2-10 meters.

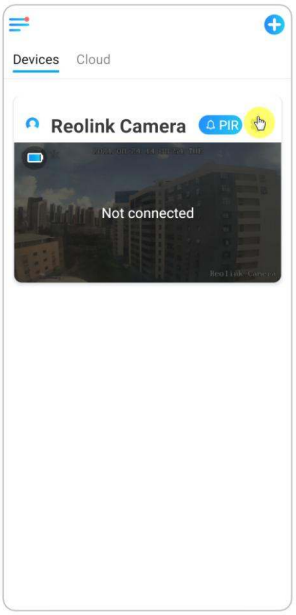
8. Recording and Playback

Set up Recording

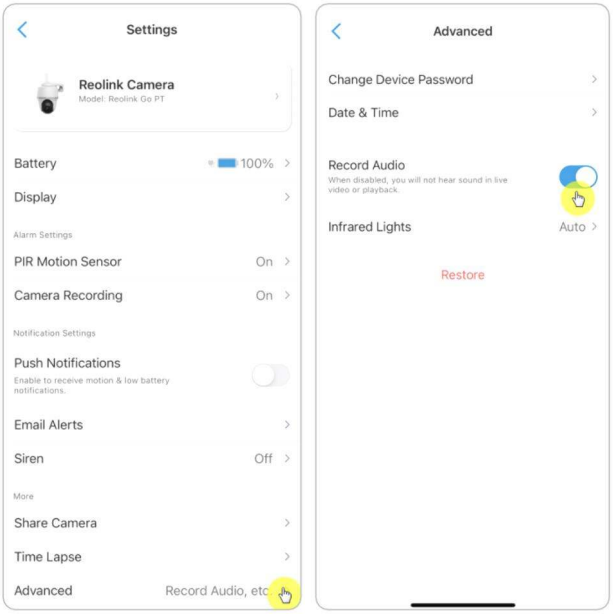
Reolink battery-powered cameras only support motion recordings but not continuous recordings. And recordings can be saved into micro SD cards. For details of the setup steps, please refer to chapter Alarm and Detection on the part of Set up Motion Recordings.

Record with Audio

1. Tap on ⚙.



2. Tap on **Advanced** and then find **Record Audio**, tap to enable this option. Then the camera will record audio in video recordings.

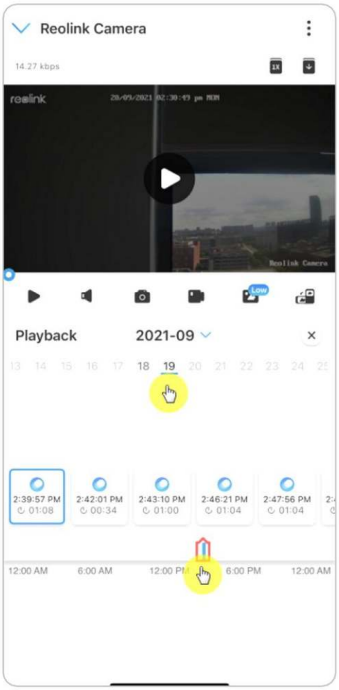


Playback and Download Recordings

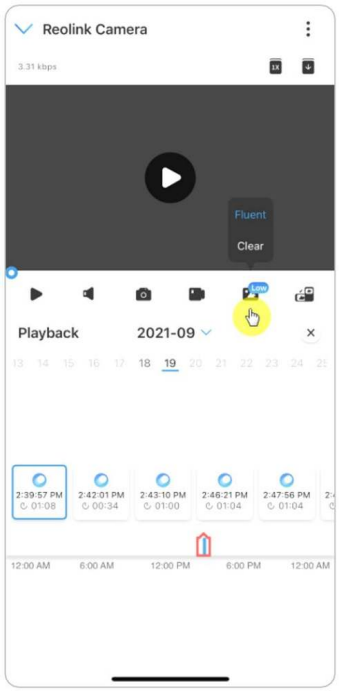
1. Open live view of the camera. Then tap on **Playback** on the bottom.



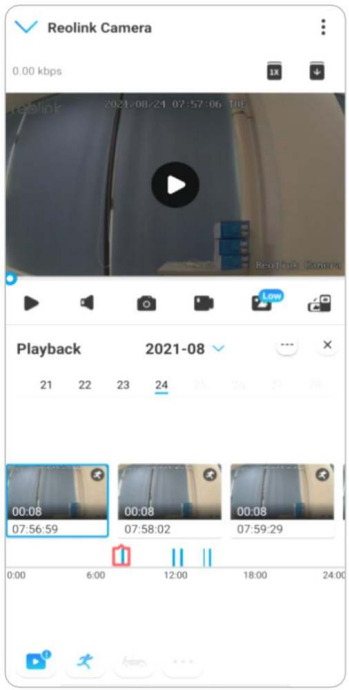
2. Select a date to search the recordings. Slide through the timeline to find the recordings you want to replay, tap on the selected recording and it'll automatically start to play.



3. Tap on to choose **Fluent** or **Clear** to replay the recordings in clear mode or fluent mode.



4. Tap **show alarm** icon on the bottom to show the alarm recordings only. This is only applicable for the Reolink Go PT Plus and Reolink Go Plus, and you can select motion recording type of **Person**,**Vehicle** or **Others** to replay.

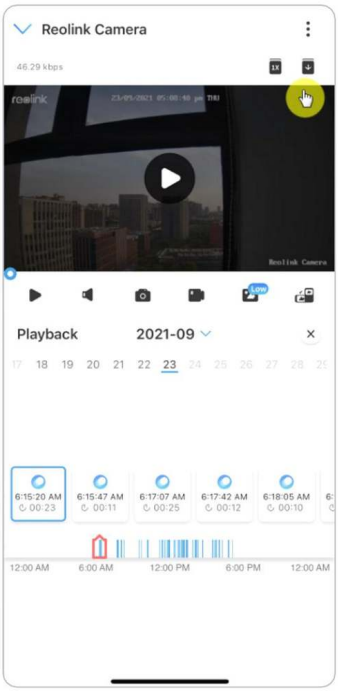


Download Recordings

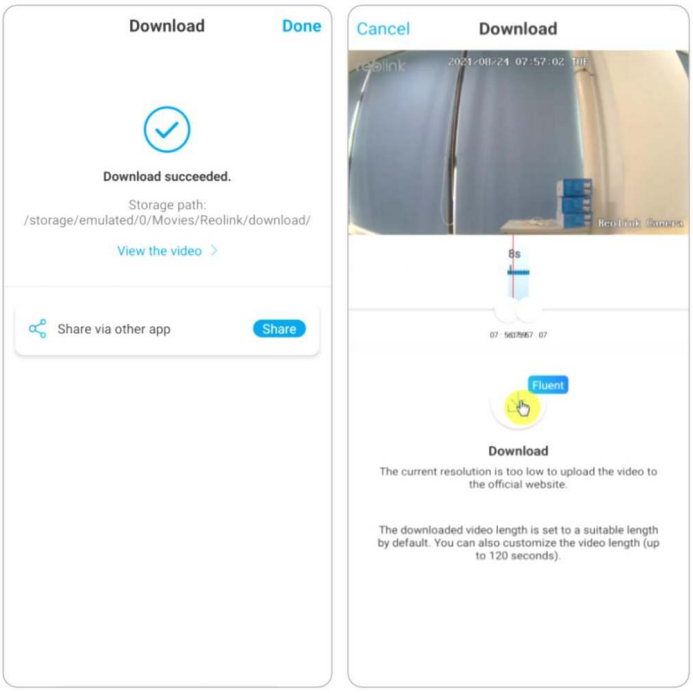
1. Open live view of the camera. Tap on **Playback** on the bottom.



2. Select a date to search the recordings. Slide through the timeline to find the recordings you want to replay, tap on the selected recording and then tap on the **Download** icon .



3. Drag on the timeline to cut the recordings up to 120 seconds, then tap on **Download** to download the recording to your phone.



Delete Recordings

Reolink cameras don't support deleting selected recordings. The camera will automatically delete and overwrite the older recordings when the SD card is full. Or you can manually format the SD card to delete all recordings.

Time Lapse

Time-lapse photography, also known as time-lapse video, is a shooting technique that compresses time. It shoots a group of photos or videos, by connecting photo series or extracting video frames, the process of several minutes, hours, or even several years is compressed into a short period of time and played as a video. In a time-lapse video, the process of slowly changing objects or scenes is compressed into a short period of time, presenting a wonderful scene that is usually undetectable by the naked eyes.

The process of shooting time-lapse photography with a camera is similar to making a stop motion animation (Stop Motion), connecting a single still picture in series to get a dynamic video. It is a means of recording at regular intervals, and reproducing the slow changing process of the scene with obviously changing images.

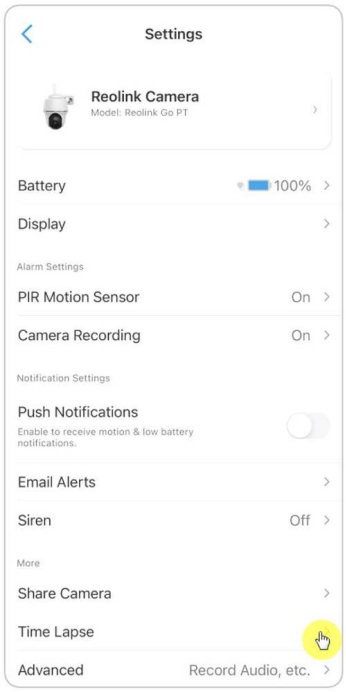
Set up Time Lapse

This option is available for all 4G cameras except the Reolink Go model (with old

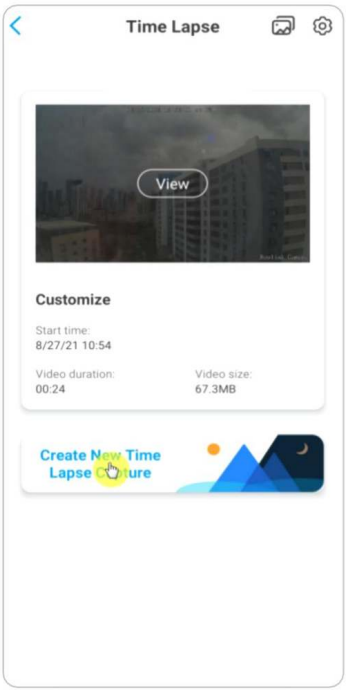
hardware).

1. Tap on . Then tap on **Time Lapse**.

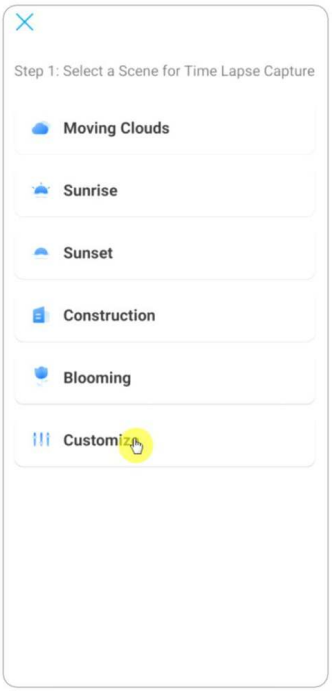




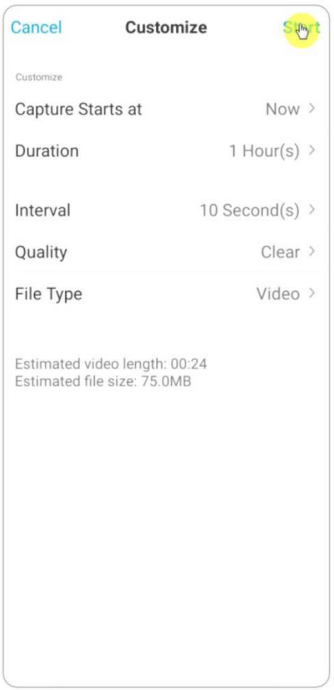
2. Tap **Try Now** or **Create New Time Lapse Capture**.



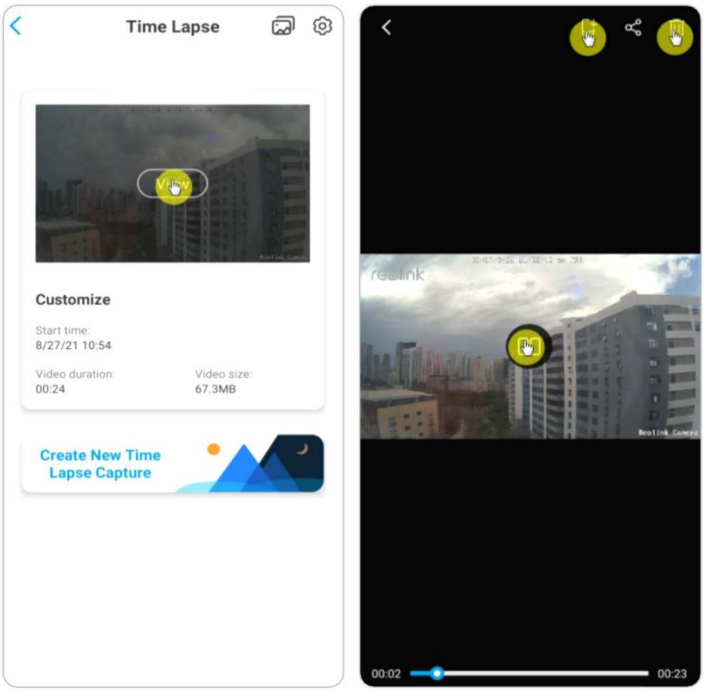
3. **Select a scene** from the list or tap on **Customize** to create a customized time lapse capture.



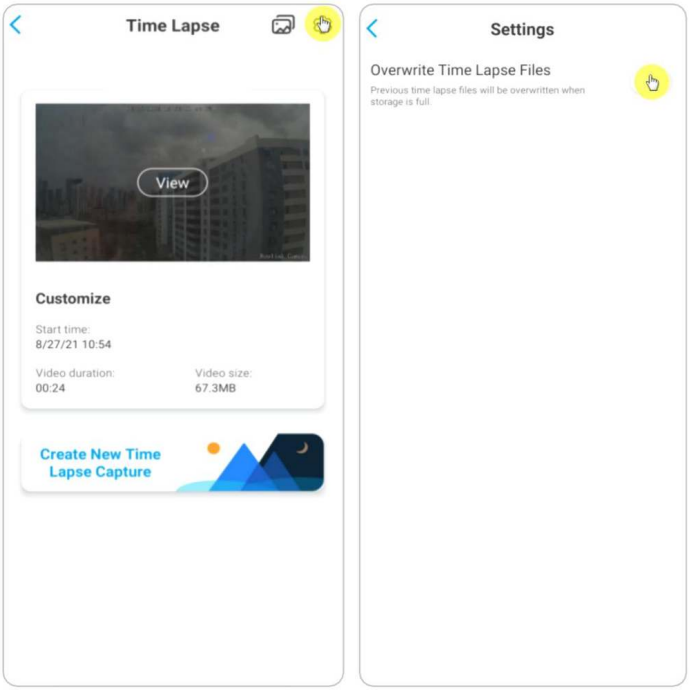
4. Customize the settings of **Capture Starts at**, **Duration**, **Interval**, **Quality** and **File Type**, then tap on **Start**. The camera will automatically start to capture at the set time.



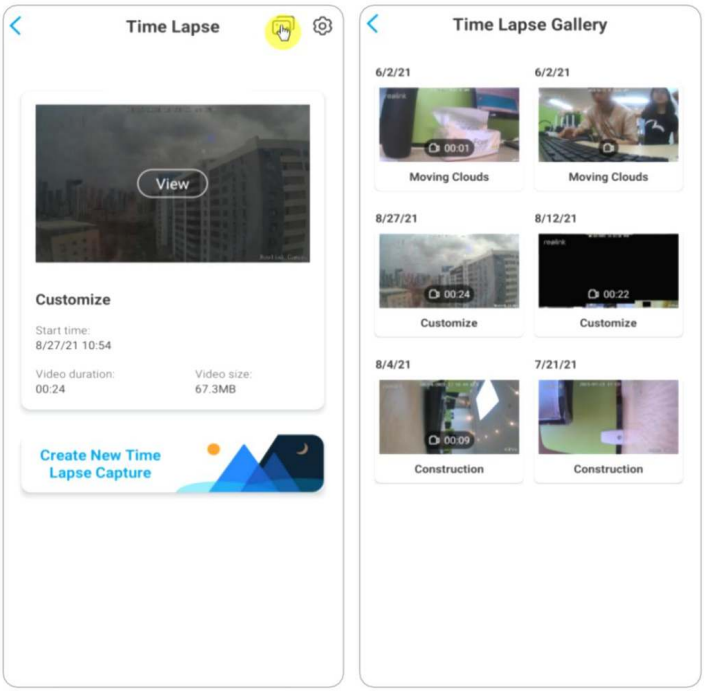
5. Later when the time lapse video is created, you can tap on **View** on the **Time Lapse** page to play back or download it. It usually takes several seconds or minutes for the time lapse video to cache before playback starts. You can also tap on the trash icon to manually delete the time lapse video.



6. Tap on **Settings** icon, here you can turn on or off the option **Overwrite Time Lapse Files**.



7. Tap on the pictures icon to view the **Time Lapse Gallery**. Here you can view or manage all time lapse videos.



Cloud Recording

Introduce Reolink Cloud Recording

Reolink Cloud Recording allows the camera to upload and save motion alarm recordings to the cloud server, asides from saving recordings to SD card. You can access your cloud video history via Reolink App or web page anytime, from anywhere. Reolink provides free basic plan that supports uploading one camera's video to cloud, as well as paid plans for multiple cameras. More information can be found on Reolink Cloud website: https://cloud.reolink.com/.

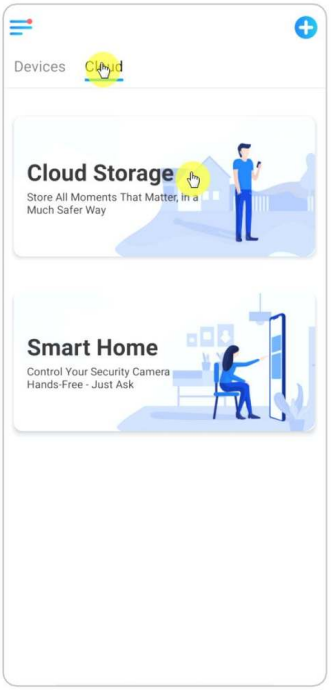
Supported Models and Countries
For Reolink 4G battery-powered cameras, model Reolink Go, Reolink Go PT, Reolink Go Plus and Reolink Go PT Plus support cloud recording.

And Reolink Cloud recording is currently available in the United States, Canada, Australia, New Zealand, Thailand, Vietnam, Malaysia, South Korea, Philippines, Indonesia, Hong Kong (China), Macau (China), Israel, Qatar, Bahrain, United Arab Emirates, Saudi Arabia, Kuwait, Lebanon, Singapore.

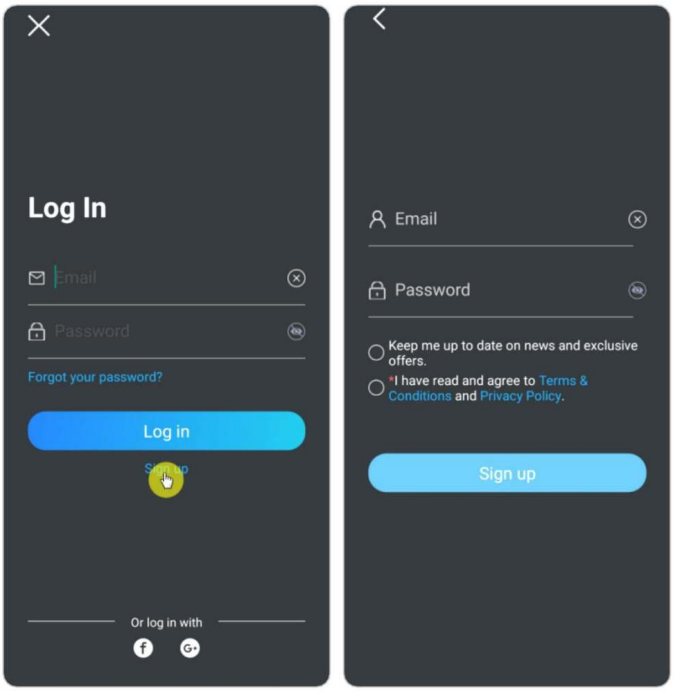
Register an Account and Set up to Upload Cloud Recording

Register an Account

1. Open up Reolink App, and tap on **Cloud**, then tap **Cloud Storage**.

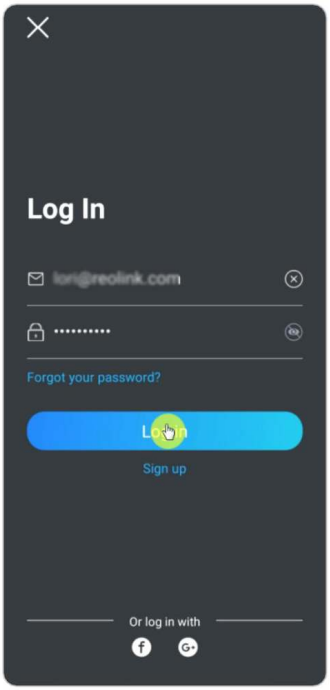


2. Tap **Sign up**, then enter your email address and password. Tick terms and conditions, and then tap on **Sign up** to register an account.



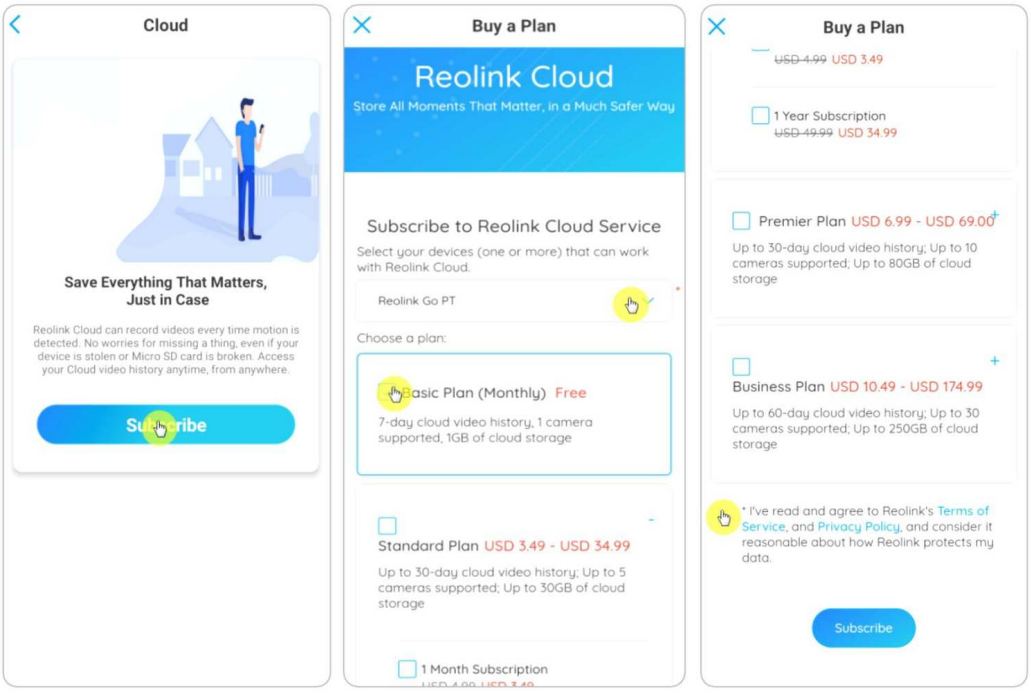
3. A register confirmation email will be sent to your inbox. Tap the link in the email to verify your account.

4. Then you can use the registered account to **Log in** Reolink App.

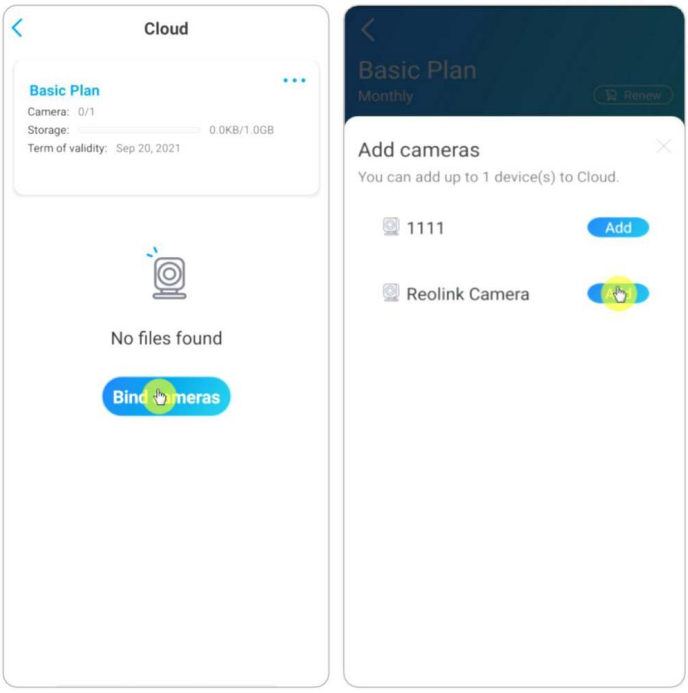


Subscribe to a Cloud Plan and Bind the Camera to Cloud

1. Tap **Cloud Storage** then tap **Subscribe**. Choose to buy the free basic plan or a paid plan.



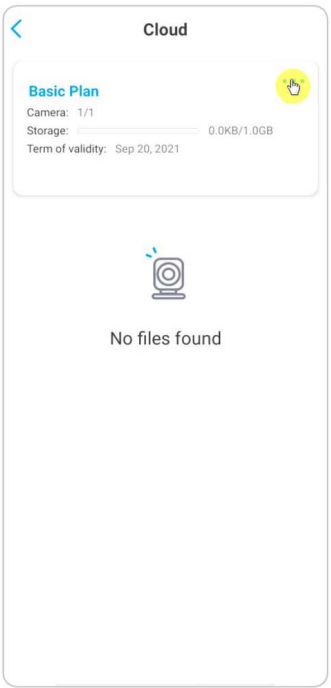
2. After buying a plan, tap **Bind cameras**, and it'll search all the cameras that support Cloud. Choose the camera you want to bind to Cloud and tap **Add**.



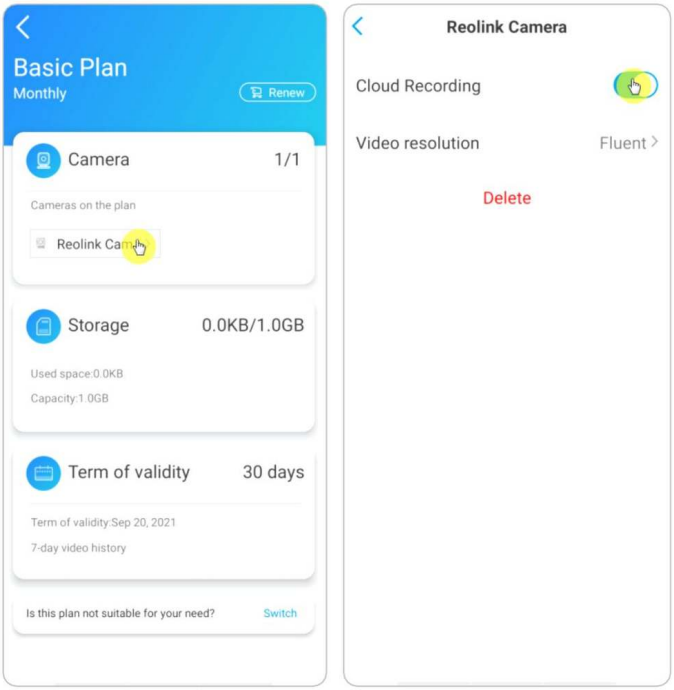
Note:
If your camera firmware is outdated, it'll show **Upgrade**. Tap **Upgrade** to update the firmware to the latest first, then tap **Add** to bind the camera.

Turn on/off Cloud Recording and Unbind the Camera

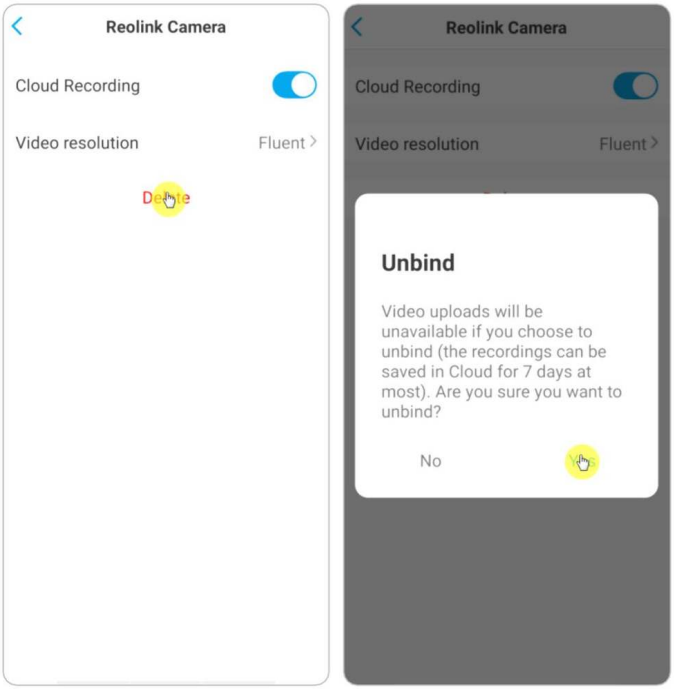
1. Tap **Cloud Storage**, then tap the three dots on the right side of your plan.



2. Tap your camera. Here you can tap to turn off or turn on **Cloud Recording**.

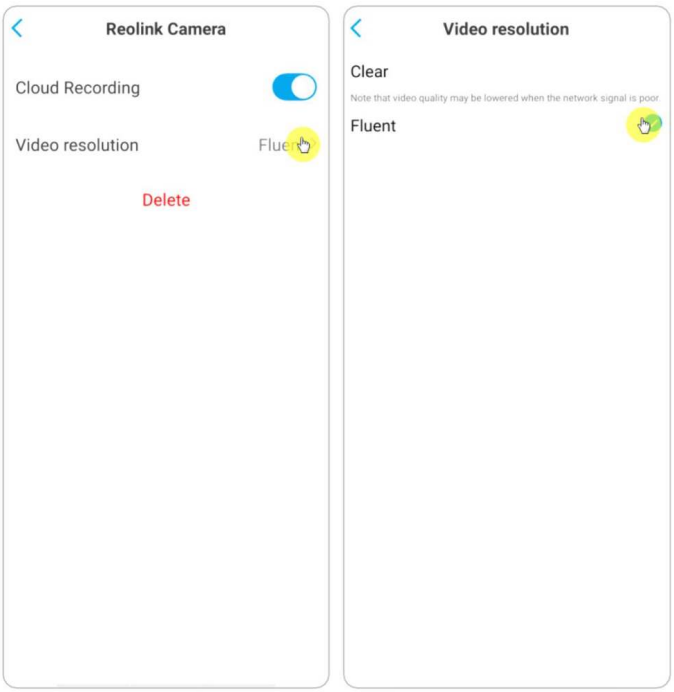


3. Tap **Delete**, and it'll unbind this camera from Cloud plan.



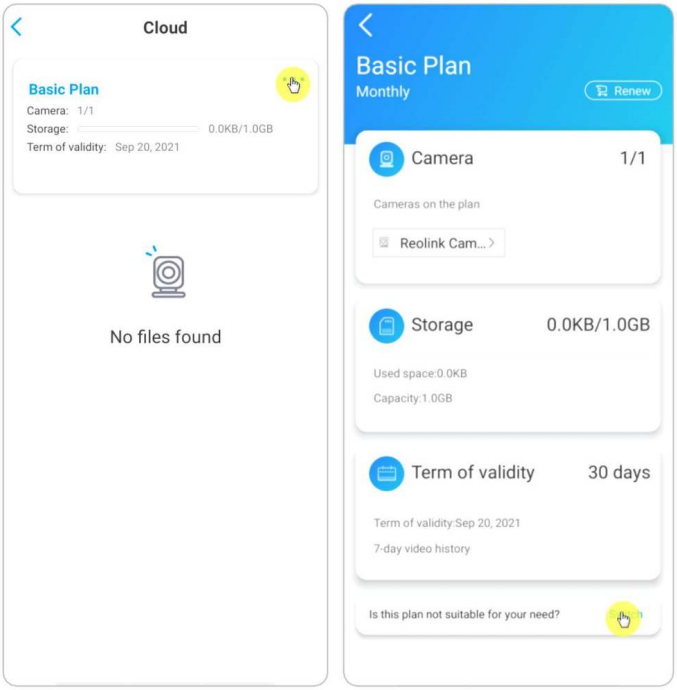
Change Uploaded Video Resolution

Tap **Video Resolution**, and choose **Fluent** or **Clear** to change the resolution of uploaded videos.

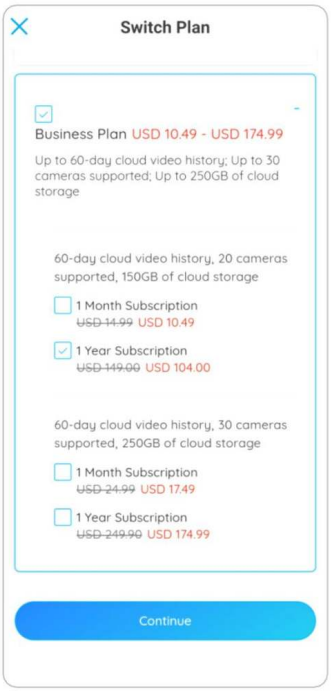


Upgrade the Cloud Recording Plan

1. Tap **Cloud Storage**, then tap the three dots on the right hand corner of your plan card.
2. At the bottom, tap on **Switch**.



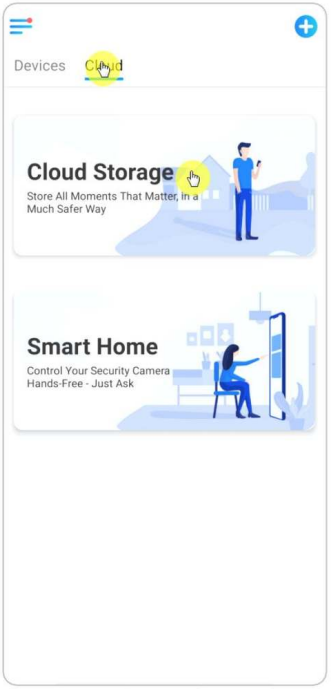
3. Choose the plan you want to upgrade to, then tap **Continue** to checkout. Once upgraded, all cameras currently bound will be updated to the new plan.



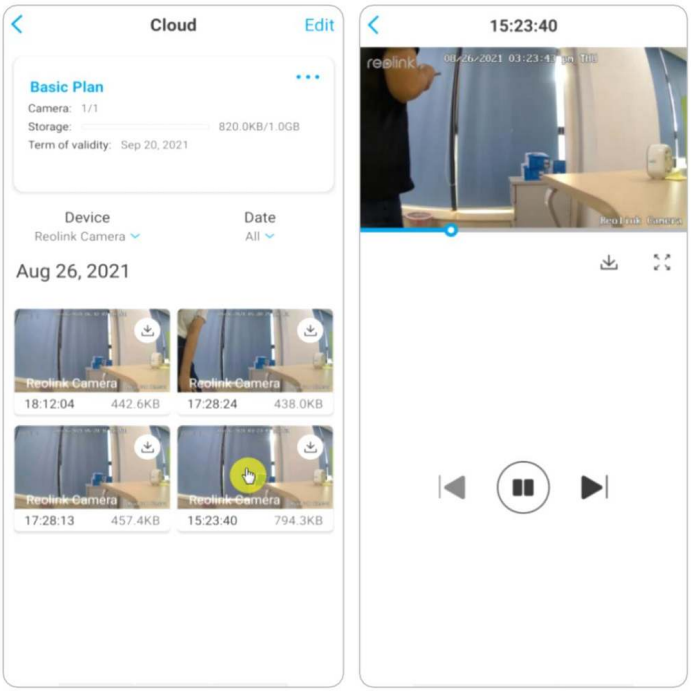
Play back and Download the Cloud Recording

Via Reolink App

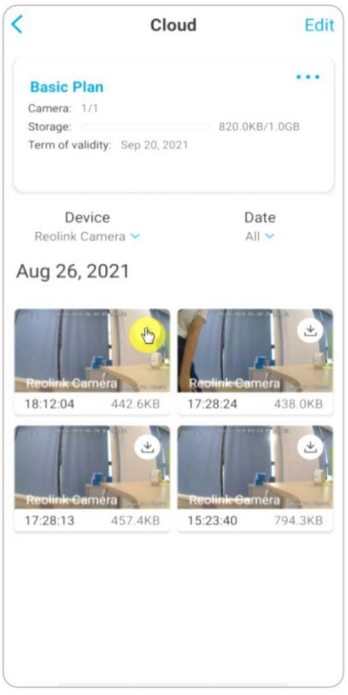
1. Tap **Cloud Storage**, and it'll show uploaded recordings automatically.



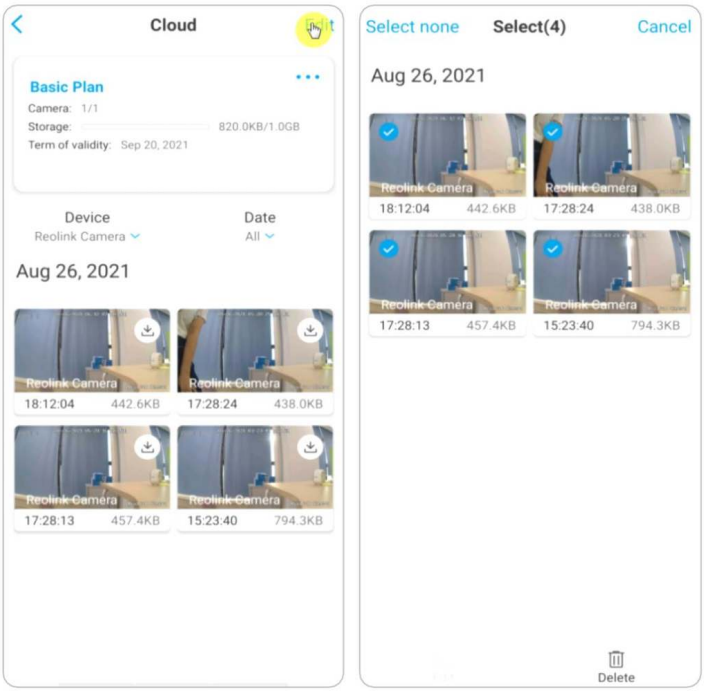
2. Select the device and date to find the recordings you want to play back, then tap the video to play back.



3. Tap to start downloading the recording.



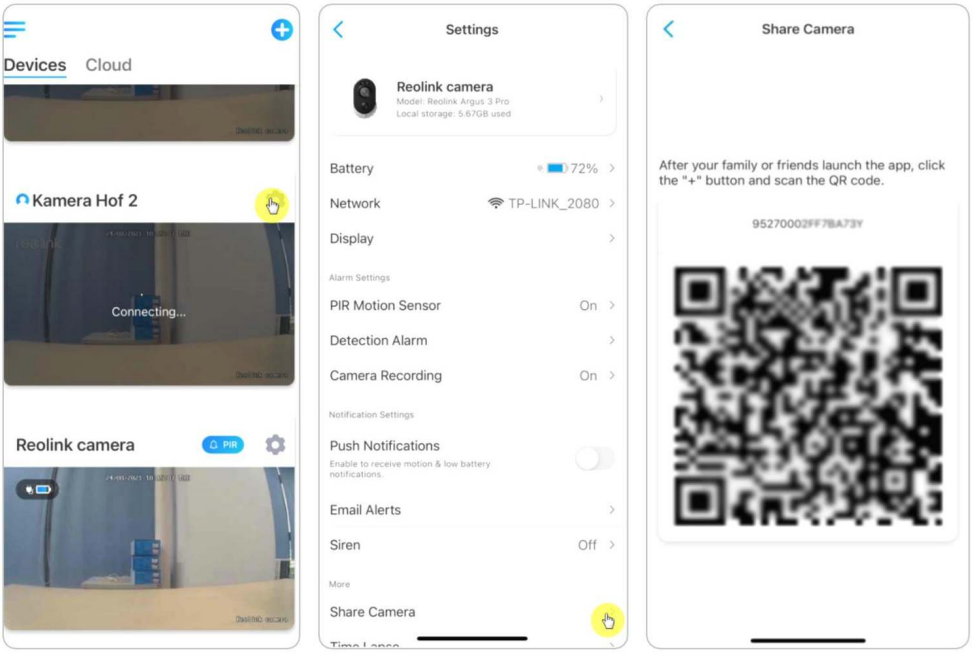
4. To delete the cloud recordings, tap on **Edit**, then select the videos you want to delete. Tap on **Delete** icon to delete the selected videos.



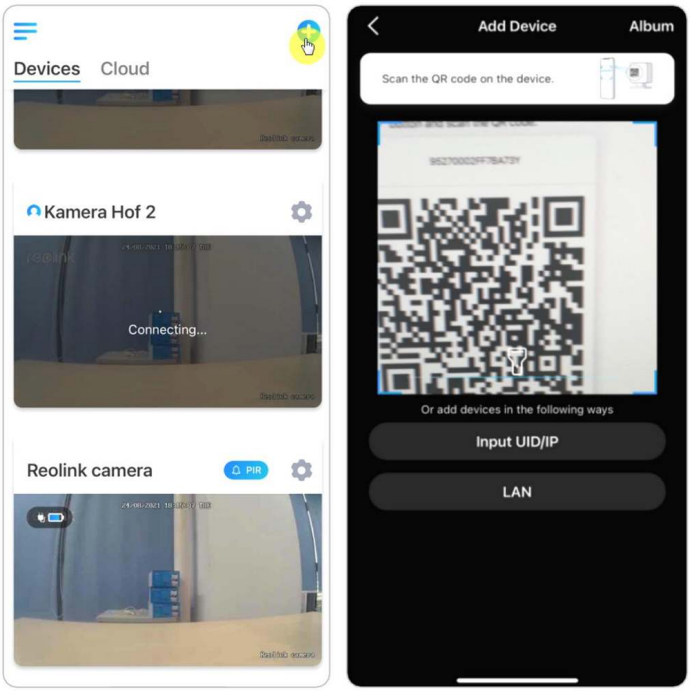
9. Use the Reolink App

Share Your Devices with Others

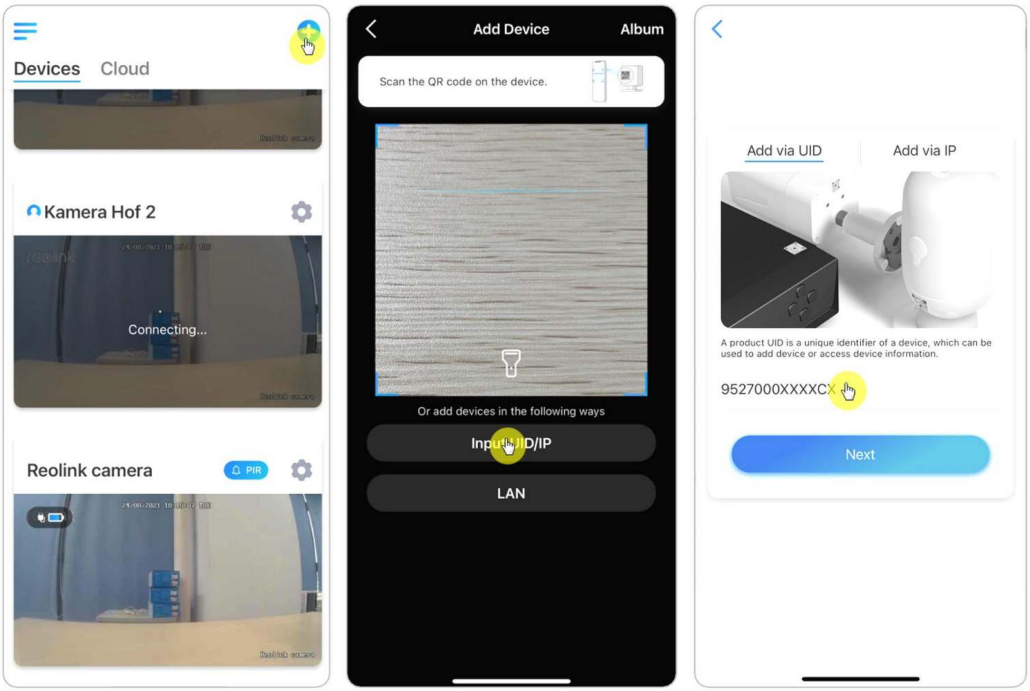
1. Launch Reolink App on your phone, then tap ⚙ to enter the **Device Settings** page.
2. Tap **Share Camera** to get the camera's QR code.



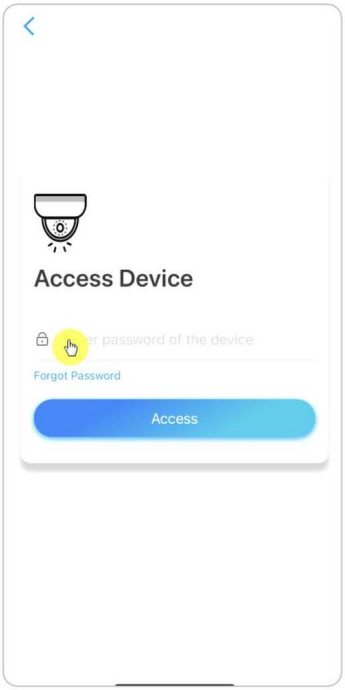
3. Launch the Reolink App in another smart phone and tap ⊕ button to scan the QR code.



Or you can manually input the camera's UID to add the device. The camera UID consists of 16 digits that start with 9527000xxxxxxxxx.



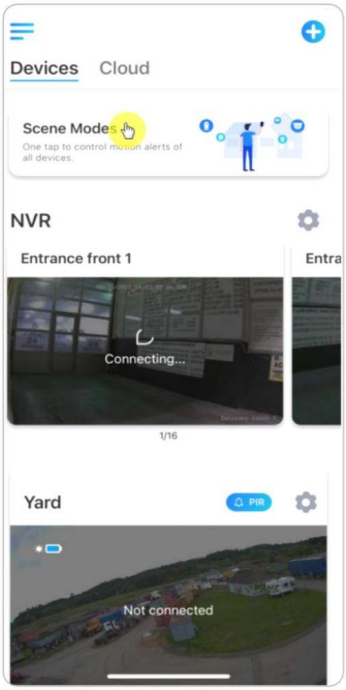
After entering the UID, please tap **Next** to enter the camera password to log in.



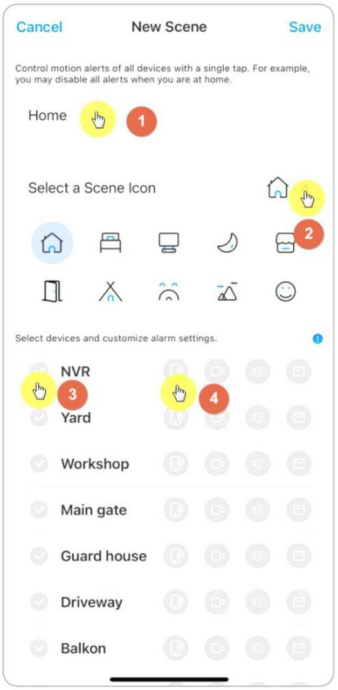
Scene Modes

The **Scene Modes** settings is designed for different usage scenarios. You could control all your cameras under different modes as you need. For instance, you could disable all cameras alarm under home mode when you're home, but enable all the alarms under outside mode when you are away.

1. Scroll down the **Devices** list to find the **Scene Modes** configuration entrance.

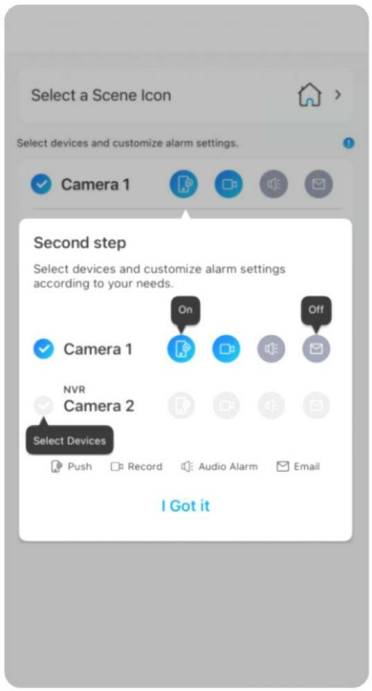


2. Tap it to name the scene and select a scene.



1	Name the scene
2	Select a scene icon
3	Select devices
4	Customize the alarm settings

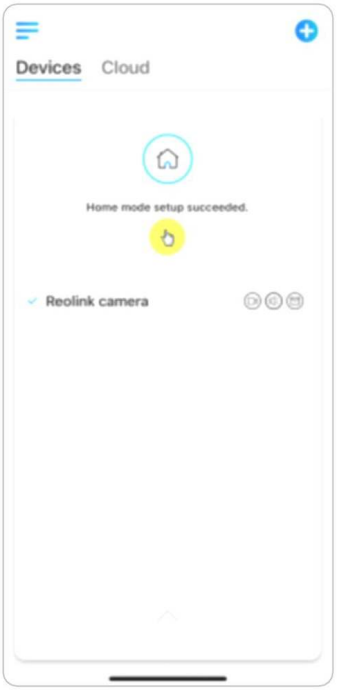
3. Select devices for this scene and customize the alarm settings.
If you want to receive push, email, audio alarm under this scene mode that you can enable the alarm settings with push, email, audio, alarm. Blue icon means enabled, grey means disabled.



	push notifications, blue means enabled, grey means disabled
	recording, blue means enabled, grey means disabled
	audio alarm, if the motion triggered the camera, it will alarm with siren, blue means enabled, grey means disabled
	email notifications, blue means enabled, grey means disabled

4. Tap **Save** in the upper right corner to save the settings.

Note:
If the selected cameras are successfully activated, the prompt of **xxx mode setup succeeded** will be displayed as the picture shown below.



If you want to make some changes to a certain scene, long-press the scene button to edit or delete the scene, the camera you selected will stay in this mode until you change to another mode.

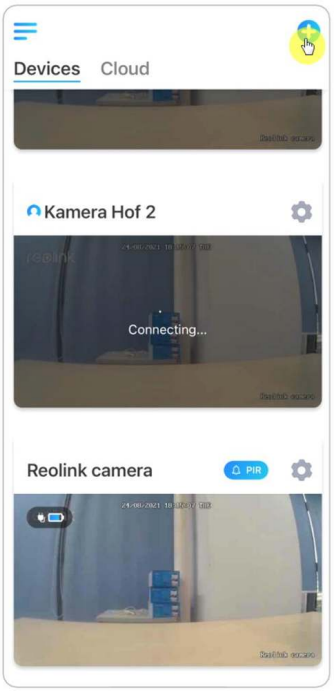
Add or Delete a Camera

Add Camera by Scan the Camera QR Code

1. Tap and scan the QR code on the camera body.

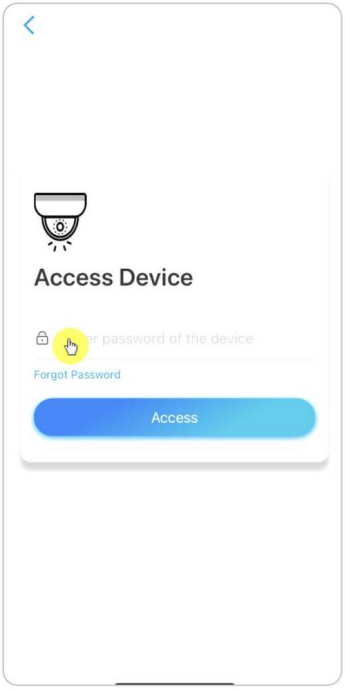
Note:

You may tap to enable flash light when setting up in a dark environment.



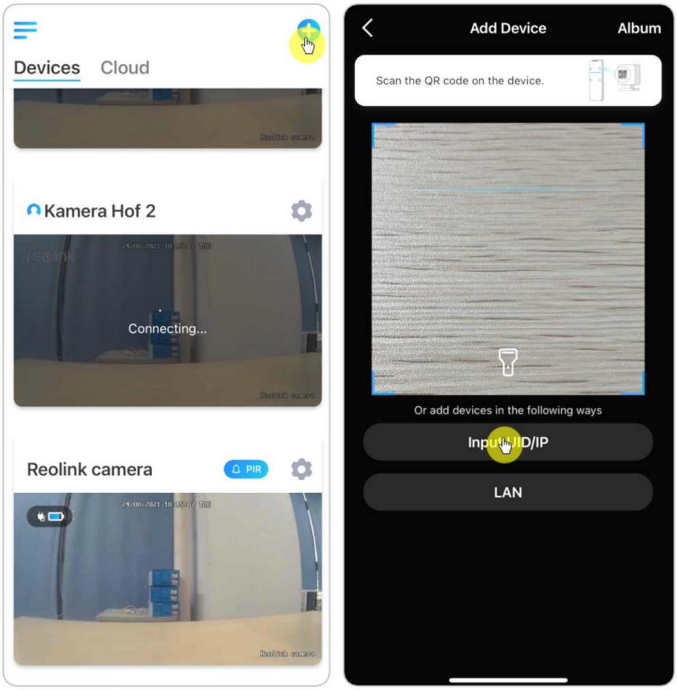


2. Enter the camera password to log in.



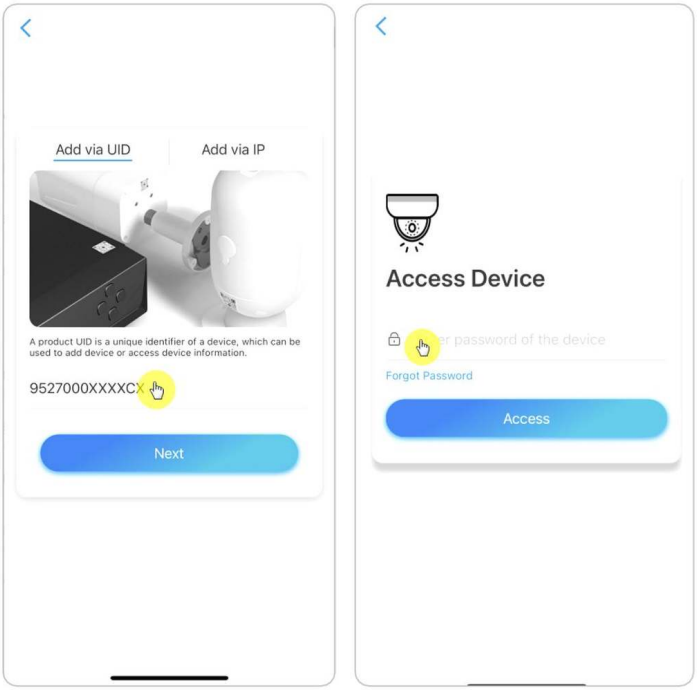
Add Camera by Entering the Camera's UID or IP

1. Select **Input UID/IP**, please note that you are unable to add the battery powered camera with IP address.



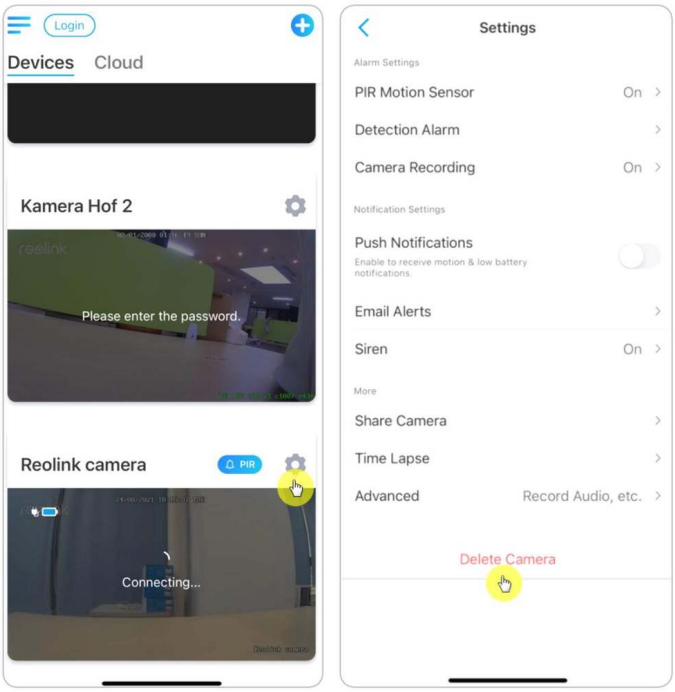
Note:
The camera UID consists of 16 digits that start with 9527000xxxxxxx.

2. Enter the camera UID, tap **Next** to log in with the camera password.



Delete a Camera from Reolink App

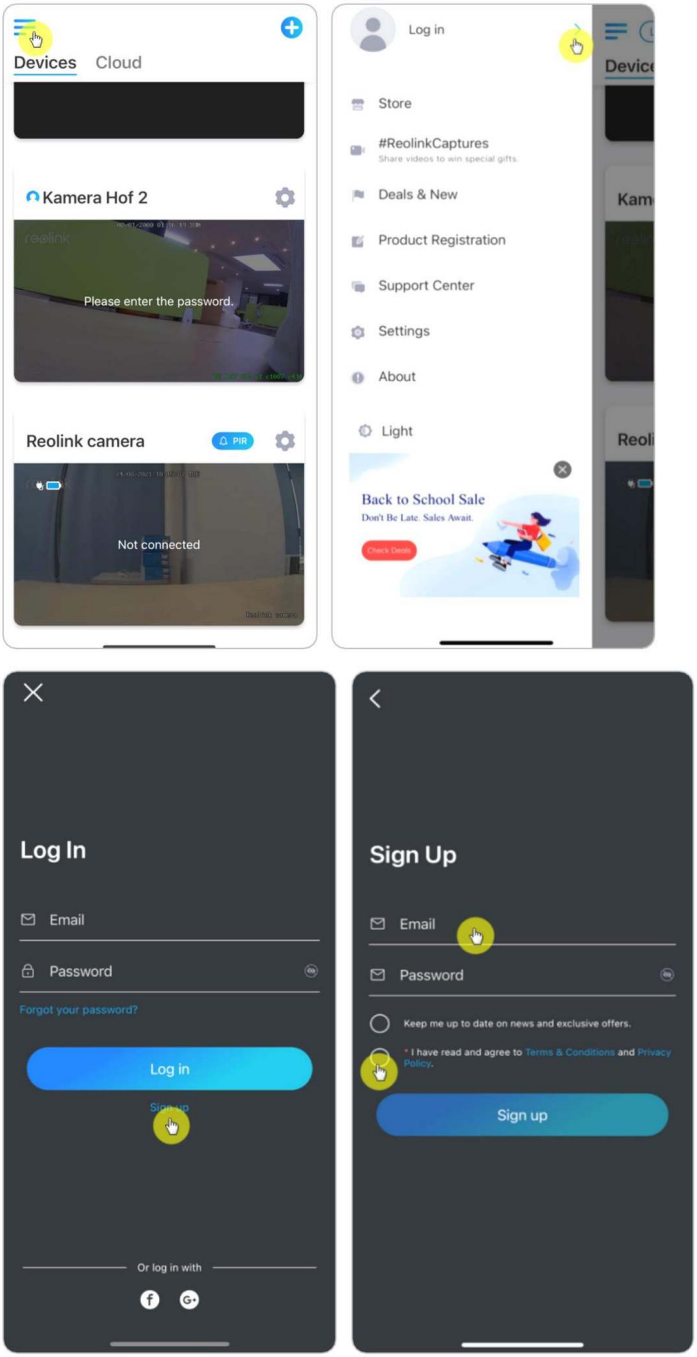
Tap ⚙ then scroll down the page to delete the device.



Register Account

A Reolink account can be used to place orders on the Reolink website, check order history, and log in to Reolink cloud or smart home like Google Home or Alexa.
You can follow up the steps below to register a Reolink Account.
Tab 〉 and enter your email address and password to sign up.

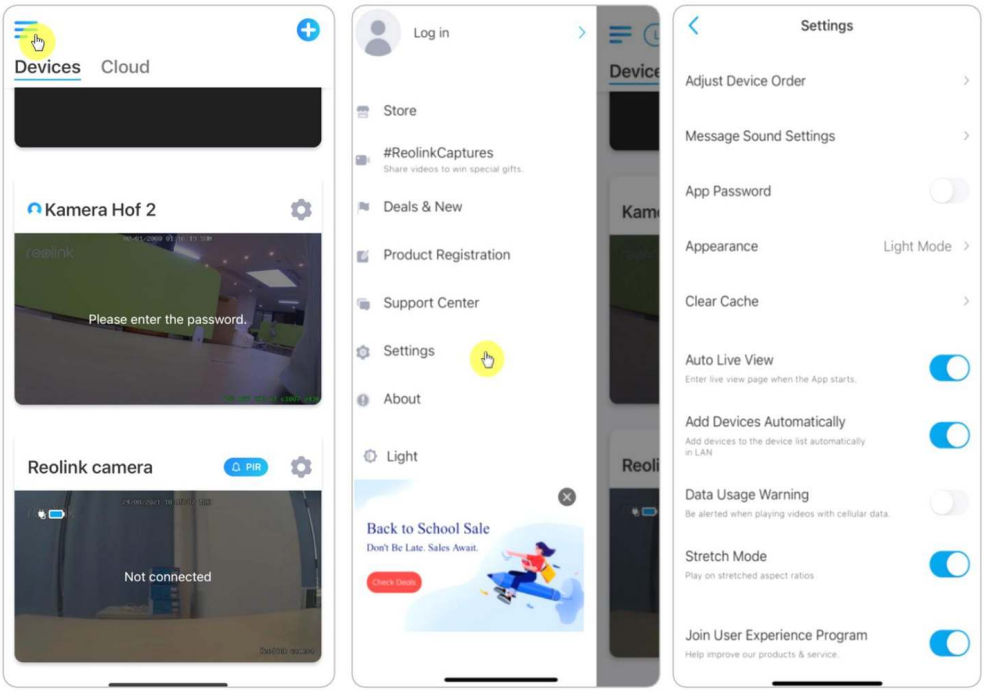
Note: Only check "**I have read and agree to Terms & Conditions and Privacy Policy**".



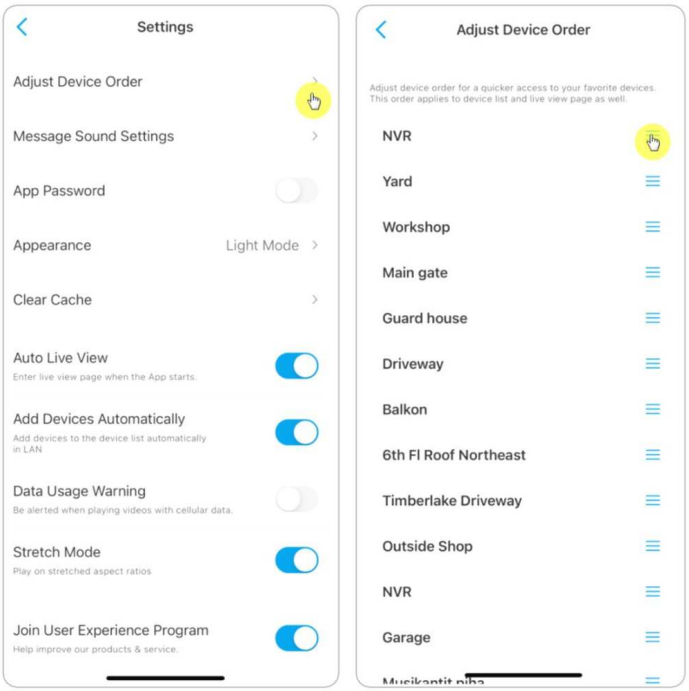
After that you will receive a verify email. Once finished to verify the email, you can log in your Reolink Account.

App Settings

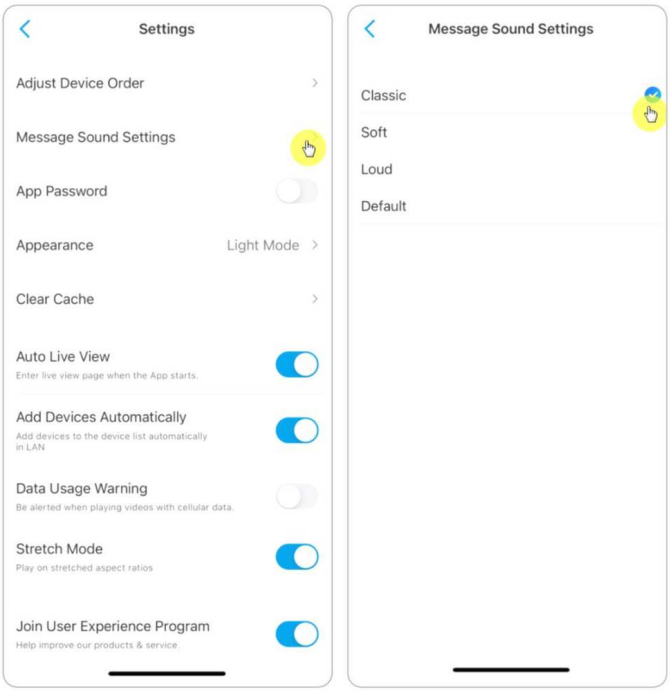
Launch the Reolink App. Tap ☰ and you can adjust the device order, change sound settings, App password, clean cache, etc.



Adjust Device Order: Adjust order for a quicker access to the devices you want. Tap **Adjust Device Order** and drag the device to the position as you want.



Message Sound Settings: Like the push notification sounds, tap › and you can choose the notification sound you like.


Settings
Adjust Device Order
Message Sound Settings
App Password
Appearance
Light Mode
Clear Cache
Auto Live View
Enter live view page when the App starts.
Add Devices Automatically
Add devices to the device list automatically in LAN
Data Usage Warning
Be alerted when playing videos with cellular data.
Stretch Mode
Play on stretched aspect ratios
Join User Experience Program
Help improve our products & service.
Message Sound Settings
Classic
Soft
Loud
Default

App Password: You can set up an App password to protect the App.
Appearance: There are three modes to choose: light mode, dark mode, follow system.
Clear Cache: Clean the Reolink App cache. Cache is the temporary data generated when you use the app. Clearing cache will not affect the normal use of Reolink App.
Auto Live View: When you launch the Reolink App, the App will start the live stream automatically.
Add Devices Automatically: It will add the Reolink devices in LAN automatically.
Data Usage Warning: You will get a warning like “play over cellular data” when trying to see the live feed.
Stretch Mode: Play on stretched aspect ratios.
Hardware Decoding: You may disable or enable it, if you have problems while playing back the videos.
Join User Experience Program: Help improve our product & service.

10. Camera Settings

SD Card Storage

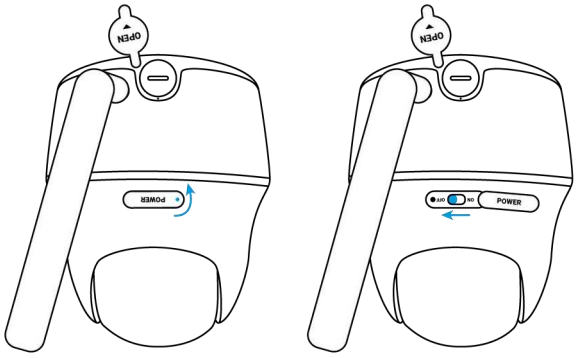
Choose a Proper SD Card

Please choose a SD card with specifications below so it can be compatible with the camera.

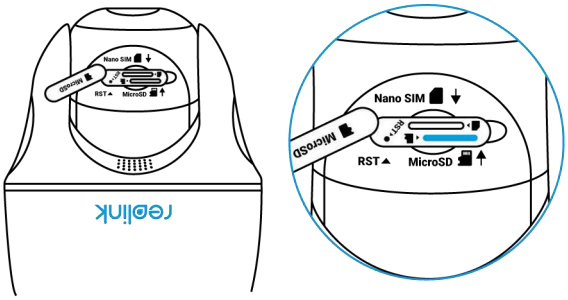
Item	**Requirement**
Capacity	Up to 128GB (Reolink Go with new hardware, Reolink Go Plus, Reolink Go PT, Reolink Go PT Plus); Reolink Go (old hardware) up to 64GB
Read and Write Speed	Class 10 or higher/≥26Mbps
Format	FAT32

Install the Micro SD card

1. Switch off the camera before installing the micro SD card.

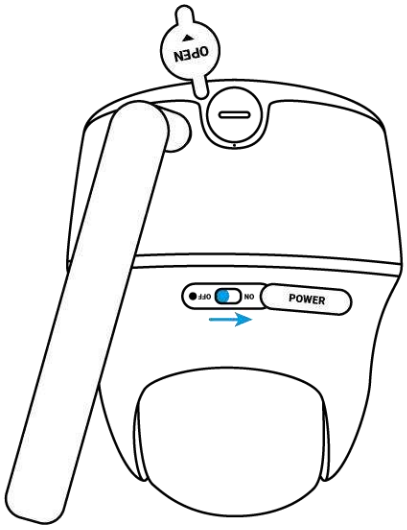


2. Insert the micro SD card into the micro SD card slot.



Note:
Please use your fingernail (or use the provided reset needle) to push the SD card in until it's locked or you hear a "Tap".

3. Switch on the camera again.



Remove the Micro SD Card

1. Please switch off the camera before removing the SD card.

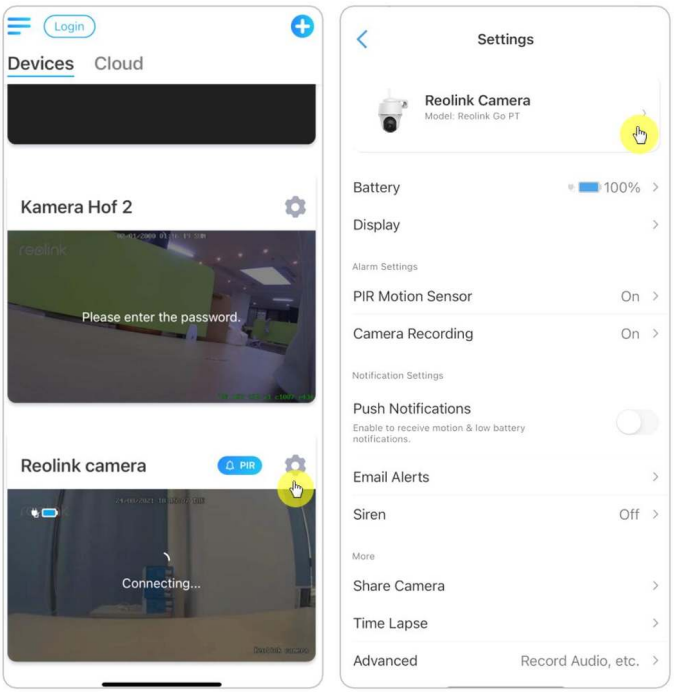


2. Find the micro SD card slot and please use something sharp such as the reset pin or a paperclip or your fingernail to push the SD card to make it pop out.

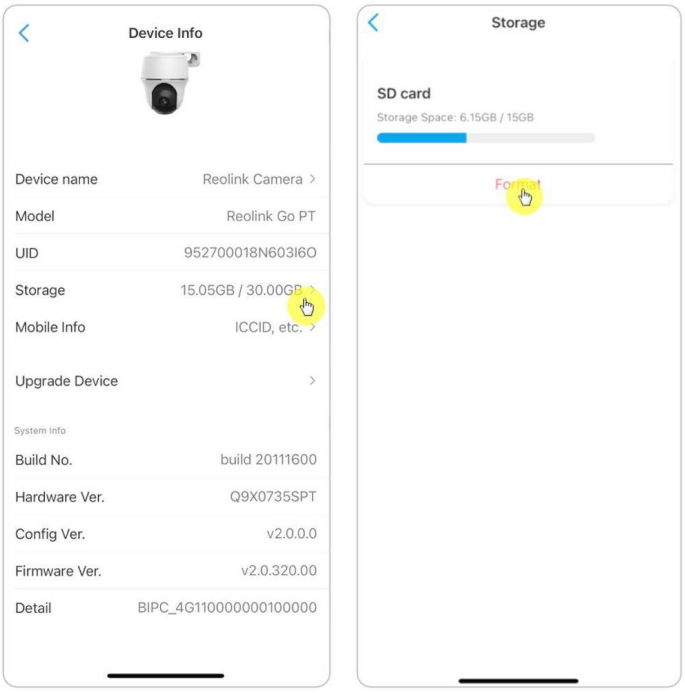


Check the Micro SD Card Status

1. Launch the Reolink App and tap Settings , then tap the camera to enter **Device Info** page.



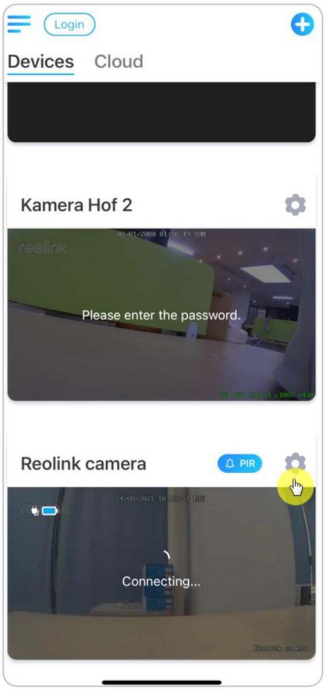
2. Tap **Storage**, and you can see the SD card used space/total storage space.Tap **Format** to format the SD card.



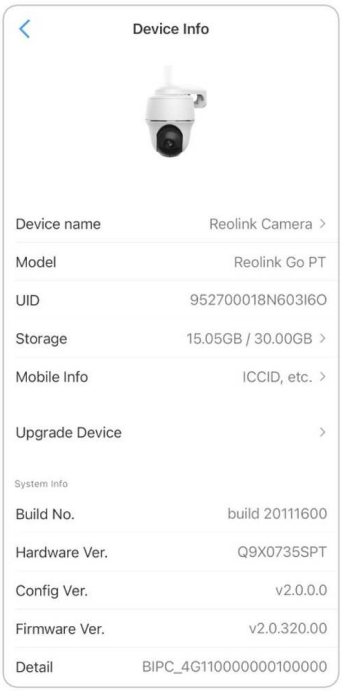
Device Information

From device information page, you can check the basic information about your camera include Model No, UID, and firmware version.

1. Launch the Reolink App, then tap and then go to **Device Info**.



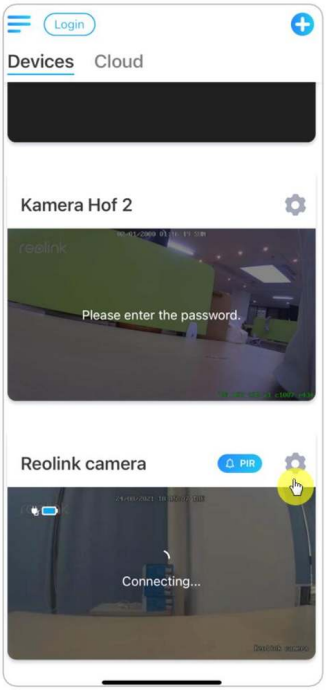




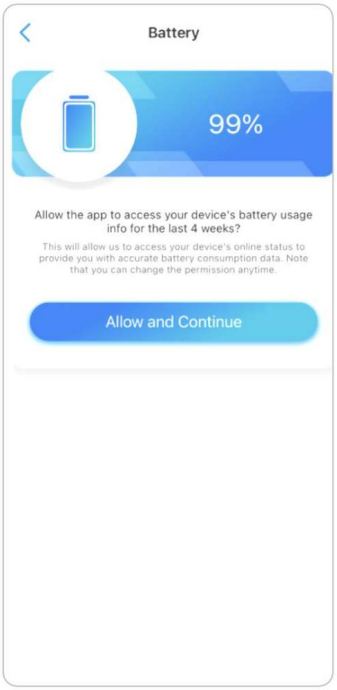
Device name	Camera Name
Model	Camera model No.
UID	Starts with 9527xxxxxxxx
Storage	SD card storage
Mobile info	SIM card ICCID & camera IMEI number
Firmware Ver	Camera firmware version

Battery Information

User can check the battery status and level here.
Launch the Reolink App and tap > **Battery**.
The camera battery level will be displayed as pictures below.

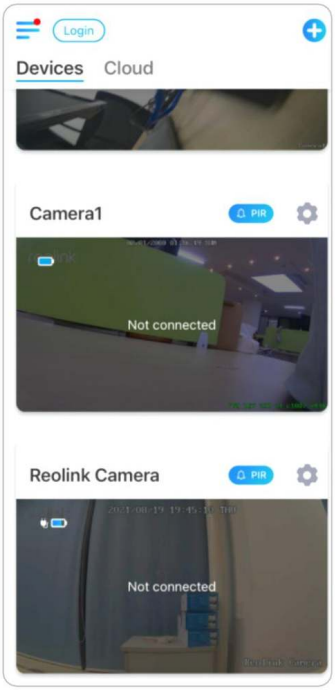






	low battery level below 15%
	fully charged
	15%-30%
	connected to charger, not charging
	connected with DC charger and charging
	connected with solar panel, not charging
	connected with solar panel and charging

Allow and Continue: This will allow for counting your battery consumption data for the past 4 weeks.
You can also check the battery level and charging status from Devices page.



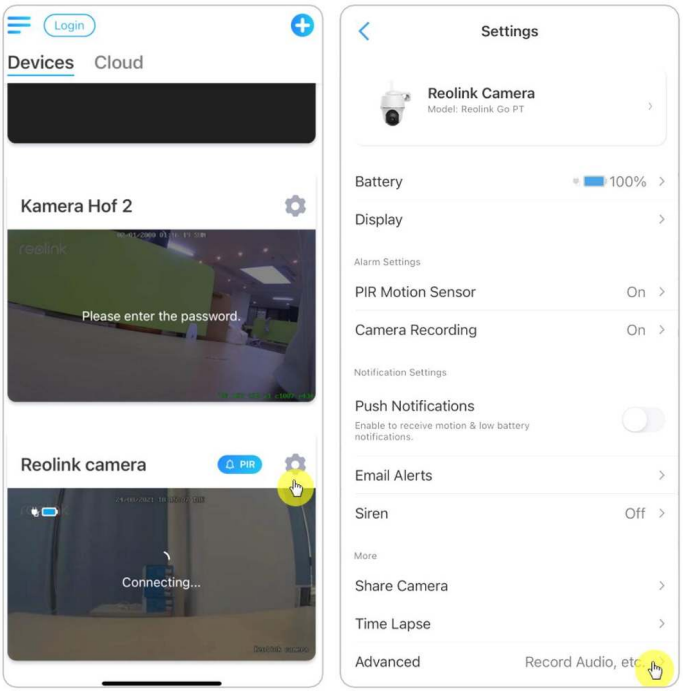
	low battery level below 15%
	15%-30%
	30%-100%
	fully charged
	connected to charger
	connected with solar panel

Device Password

To access and use a camera, a password is required. The default username is admin and password is blank (no password). When setting up the camera, it'll ask for a password before you can access the camera.

Change Device Password

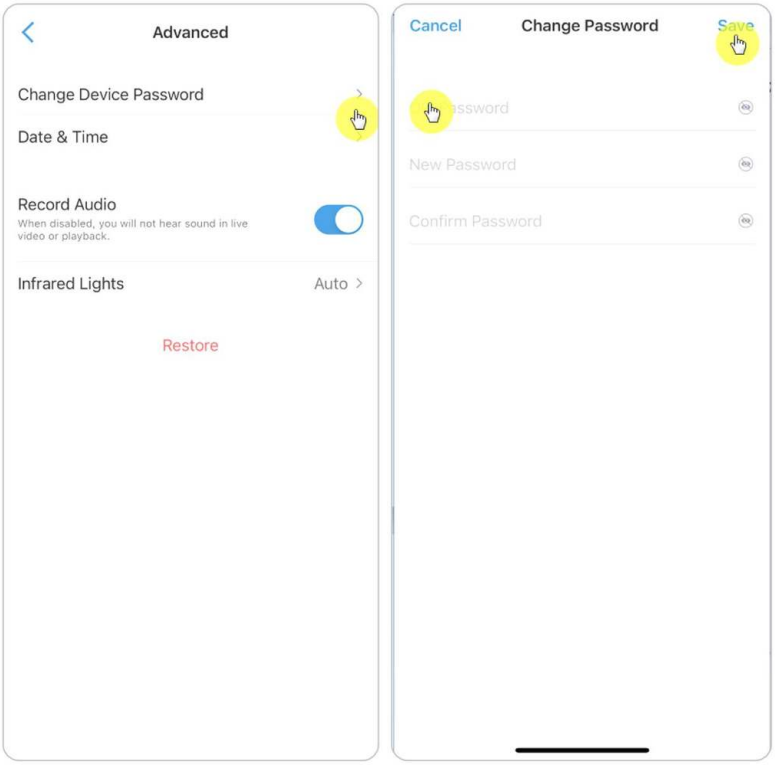
1. Launch Reolink App and tap **Settings** > **Advanced** > **Change Device Password**.



2. Enter the old password and new password, then tap on **Save**.

Note:

The confirm password should be the same as the new password.

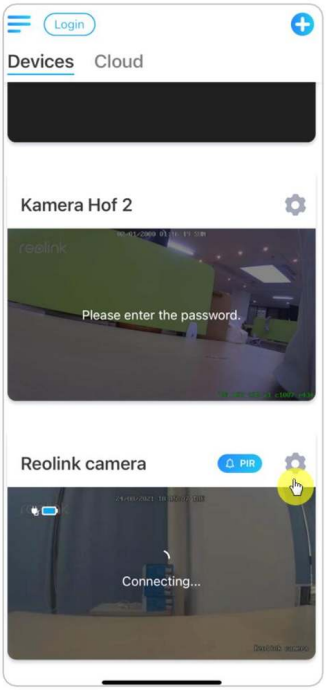


3. Tap **Save** to save the changes.

Date and Time

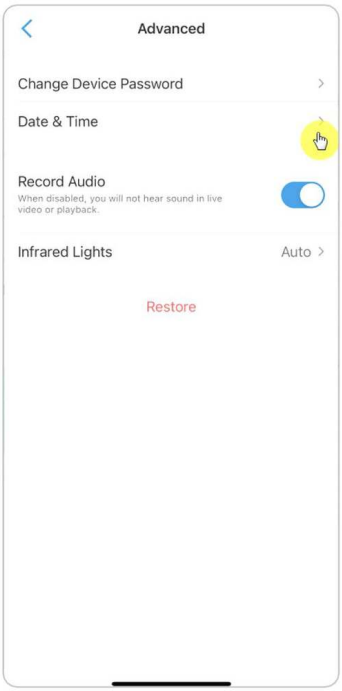
Sync Camera Time With Your Smart Phone

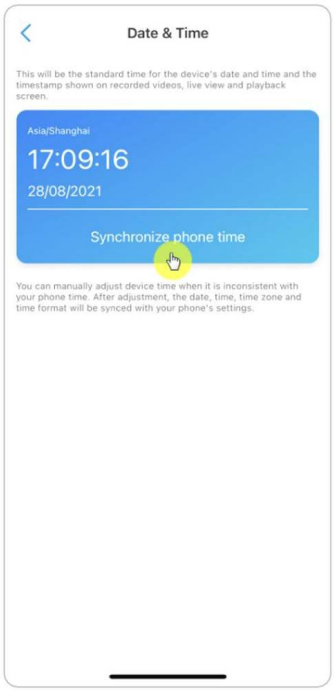
1. Launch Reolink App and tap > **Advanced** > **Date and Time**.





2. Then tap **Synchronize phone time**.



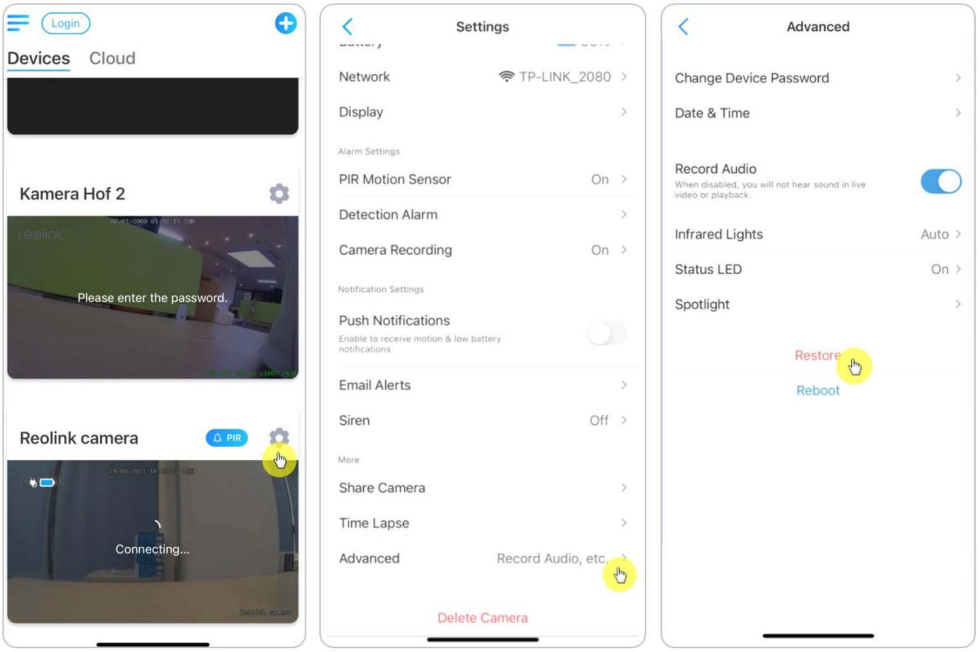


Reboot and Restore

Launch the Reolink App and tap > **Advanced**> **Reboot** or **Restore.** Here you can choose to reboot the camera or restore the camera to default.

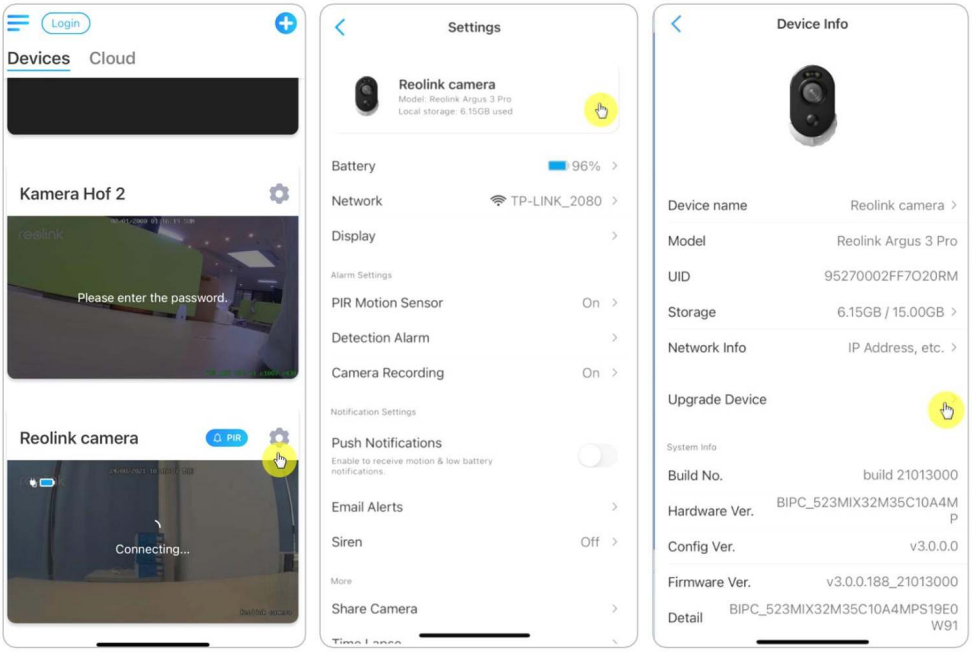
Note:

Restoring will remove all the camera settings including camera password, camera name,PIR settings, etc.

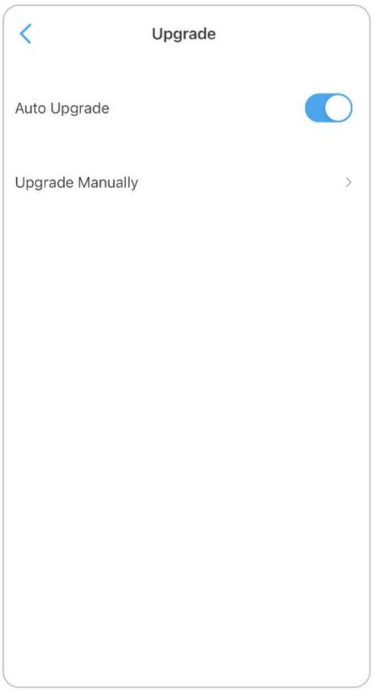


Firmware Upgrade

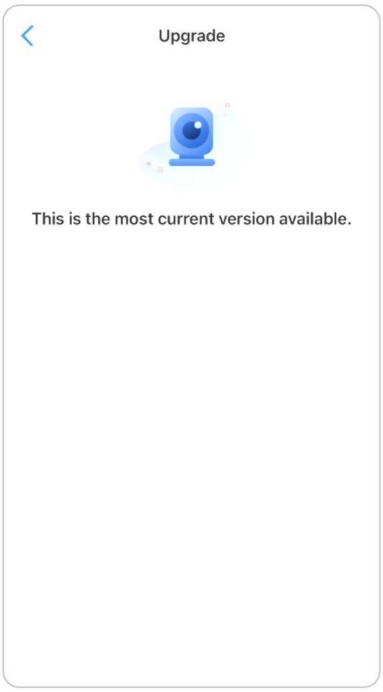
1.Launch the Reolink App and tap > **Device Info**> **Upgrade Device**.



2.If **Auto upgrade** turned on, the camera will upgrade to the latest firmware automatically.



If the **Auto upgrade** is off, you can choose to upgrade manually.If you see the image below that means the camera's firmware is already the latest one, there is no newer firmware to upgrade.

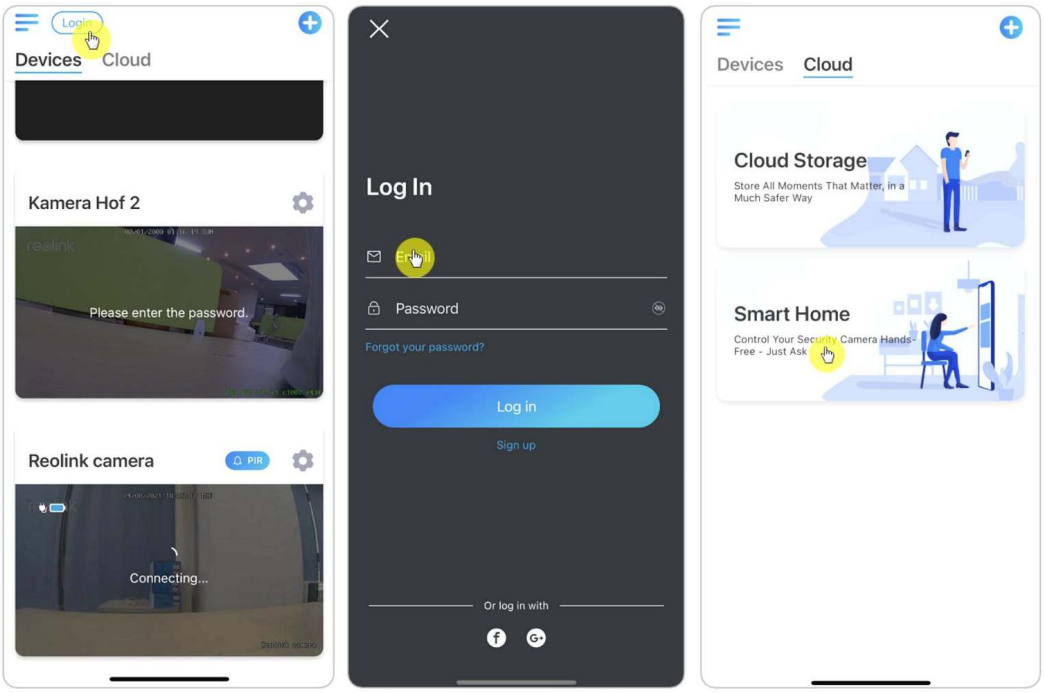


Smart Homes

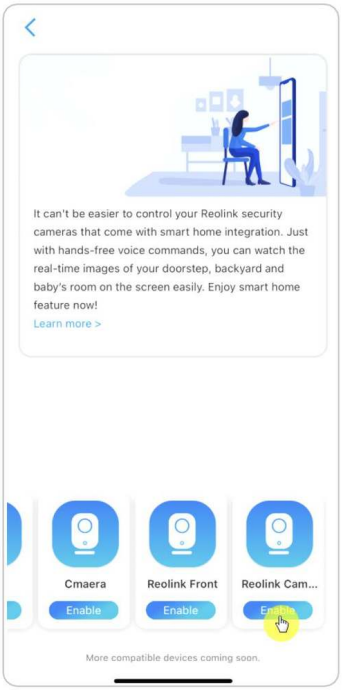
Note:
For Reolink 4G battery-powered cameras, only Reolink Go Plus or Reolink Go PT Plus can work with Google home or Alexa.

Google Home

1. Launch the Reolink App to tap Login to log in your Reolink account and go to **Cloud** > **Smart Home**.

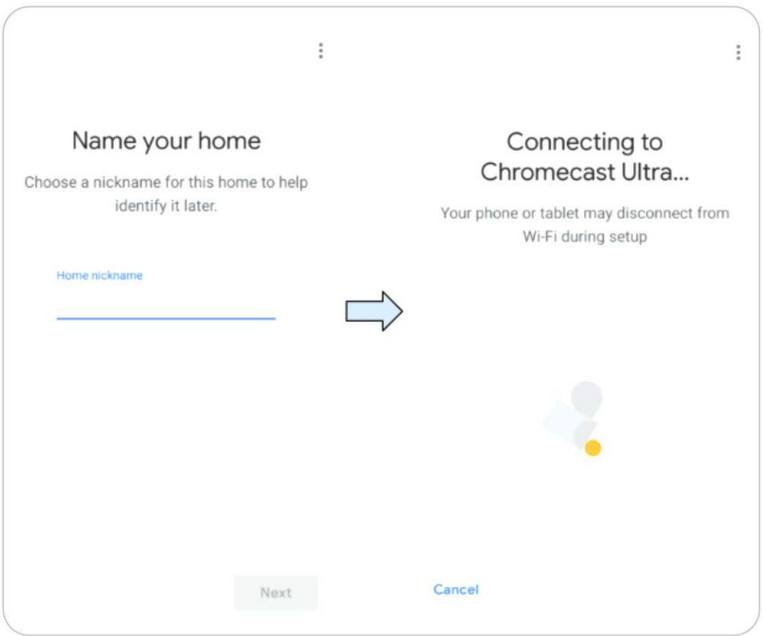


2. Tap **Enable** to add the device to **Google Home** in the **Smart Home** page.
Note:
Only when it turns to **disable** that means the smart home feature is enabled.

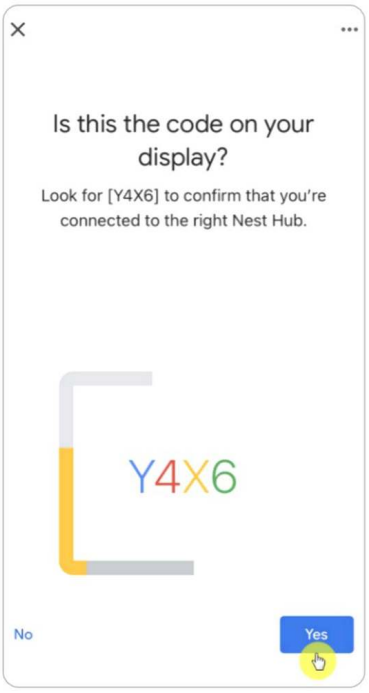


3. Launch the **Google Home**, sign in your account and then **Get Started** to create a home.

4. Name your home and tap **Next** to build a connection between the **Chromecast** and the **Google Home**.



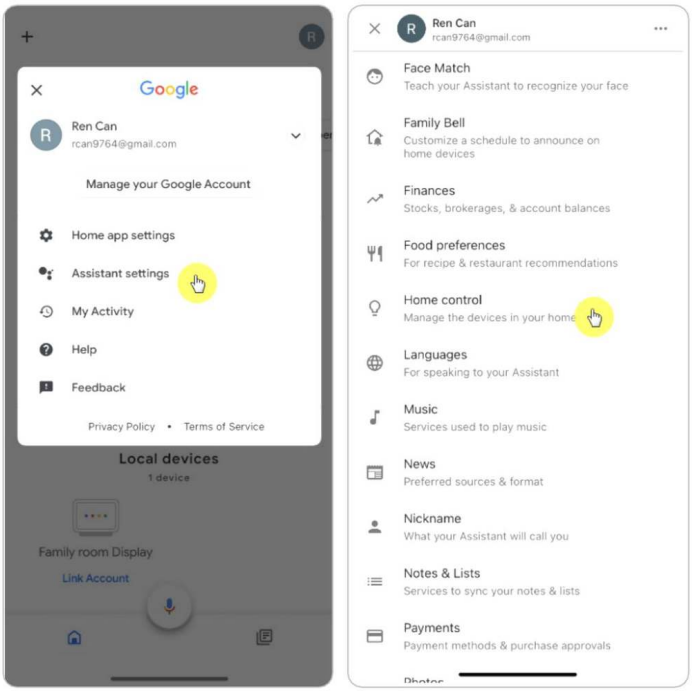
5. After the **Chromecast** found, please check the code shown on your TV and tap **Yes** to continue.



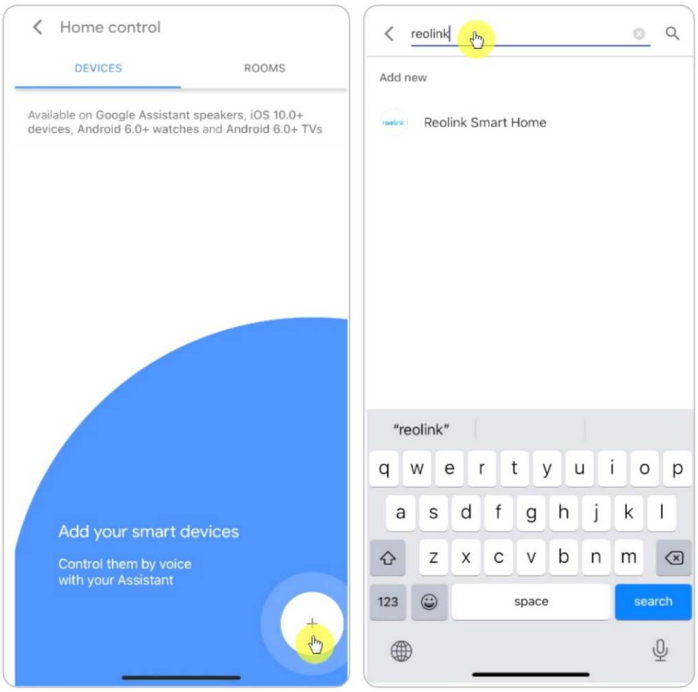
6. Connect the Wi-Fi network you would like to use with your **Chromecast**, then you can customize a room name, which will be added to your room list.



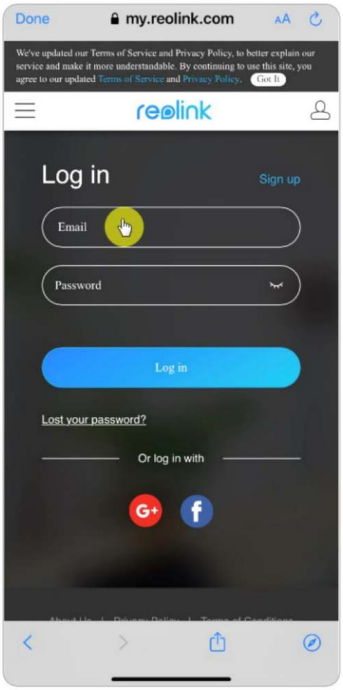
7. Now tap the button to enter the account page, and then tap **Settings > Assistant > Home Control**.

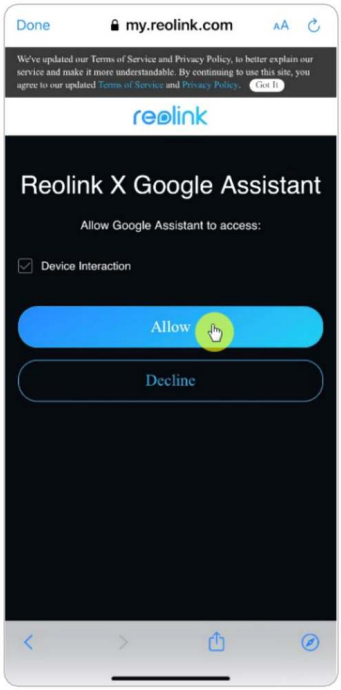


8. Tap the button and search **Reolink** in the search bar.

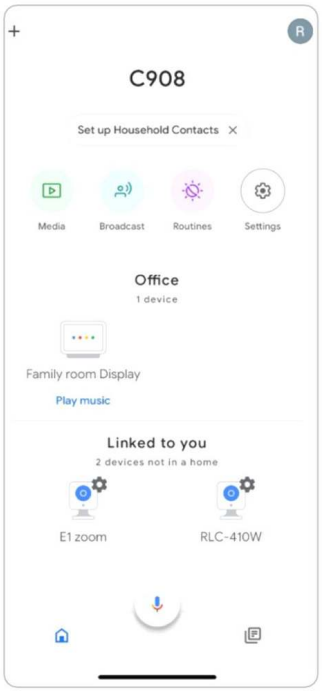


9. Enter your Reolink account and password to log in first, then tap **Allow**.





10. Assign the room for the camera you enabled in the cloud account via Reolink App.



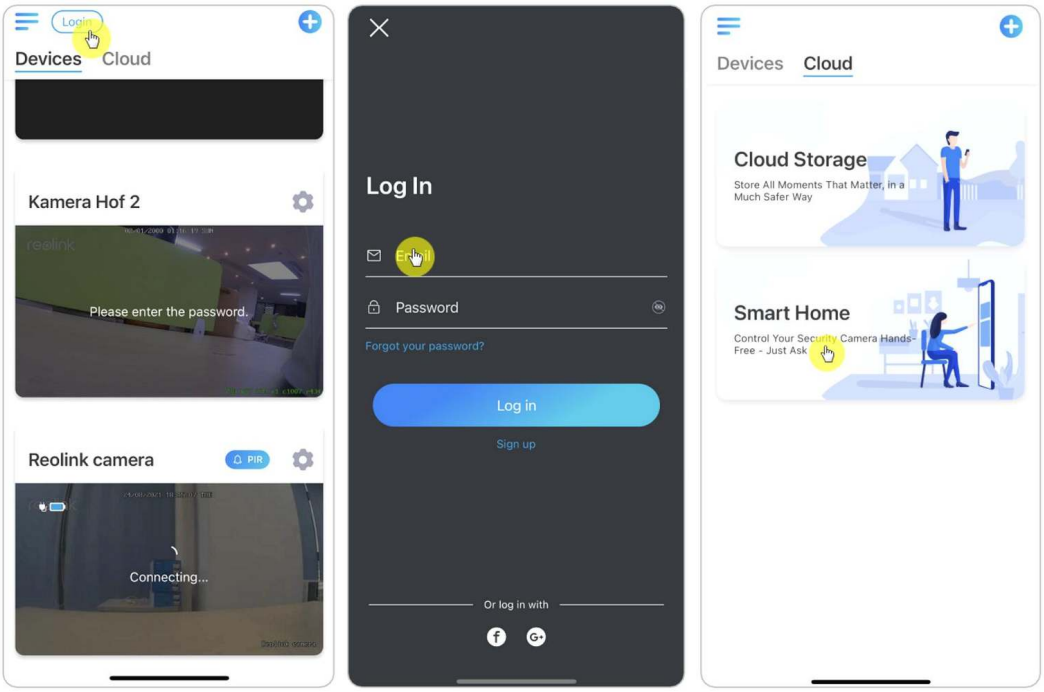
11. **Done!** Now you've added the Reolink camera to the **Google Home** successfully.

12. To test your camera, please launch the **Google Assistance** and say "**Hey Google, show [name of room where the camera is placed] on [name of Chromecast device].**"

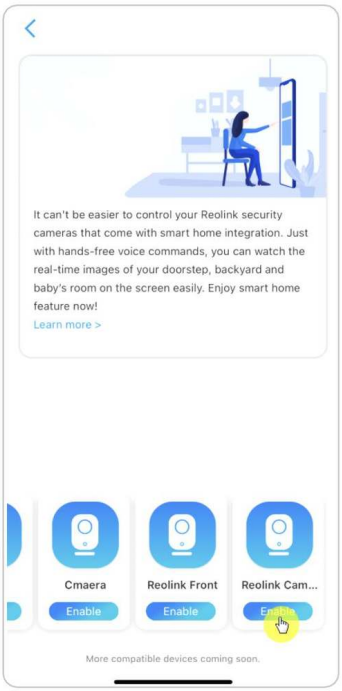
Amazon Alexa

To connect your camera to Alexa, make sure you have 3 devices at hand: a Reolink camera, an Amazon Alexa device (**Amazon Echo show** ,**Amazon Echo Dot**) and your mobile phone; and 2 apps on your phone: the Reolink App and Amazon Alexa App.

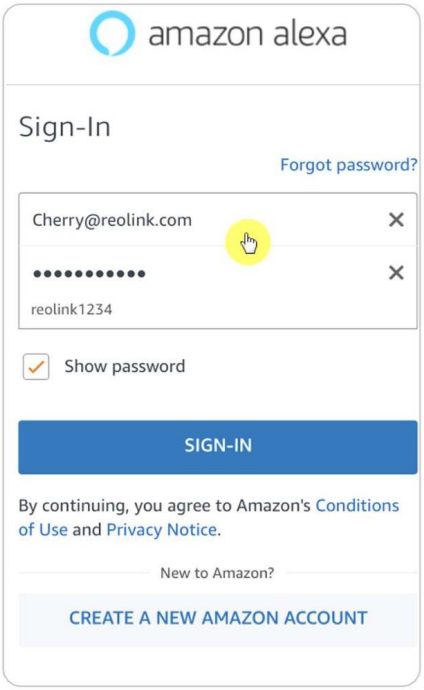
Alexa doesn't support all countries currently; it is only available for the countries below:
America: United States, Brazil, Canada, Mexico
Europe: Germany, Spain, France, Italy, United Kingdom
Asia & Oceania: Japan, India, Australia
1. Launch the **Reolink App** to tap Login to log in your Reolink account and go to **Cloud** > **Smart Home**.

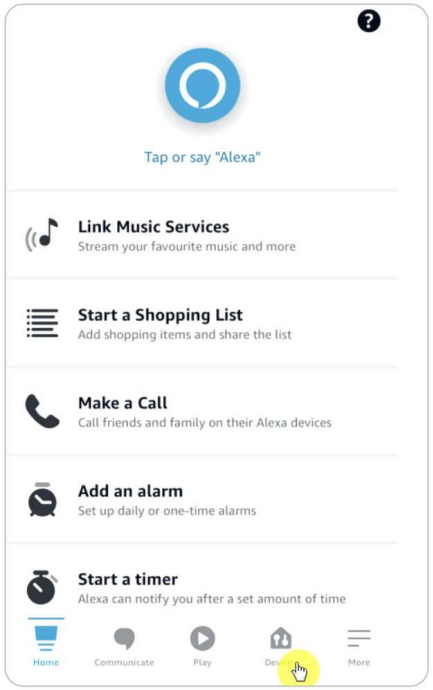


2. Tap **Enable** to add the device to **Amazon Alexa** in the **Smart Home** page.
Note: Only when it turns to disable that means the smart home feature is enabled.

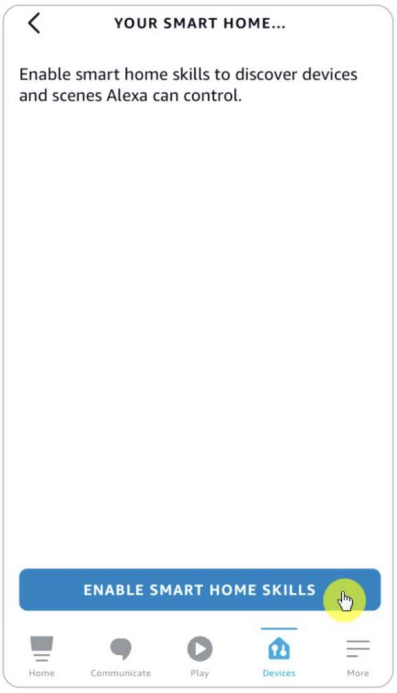


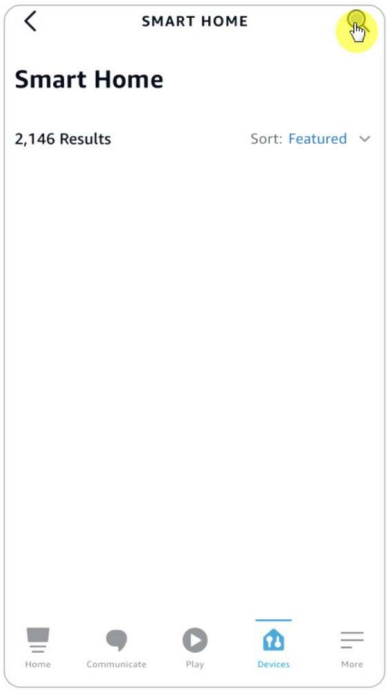
3. Launch the **Amazon Alexa** App, sign in to your Alexa account and then tap on **Devices** in the bottom right corner.



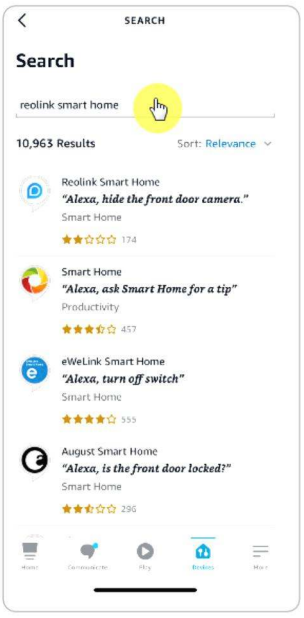


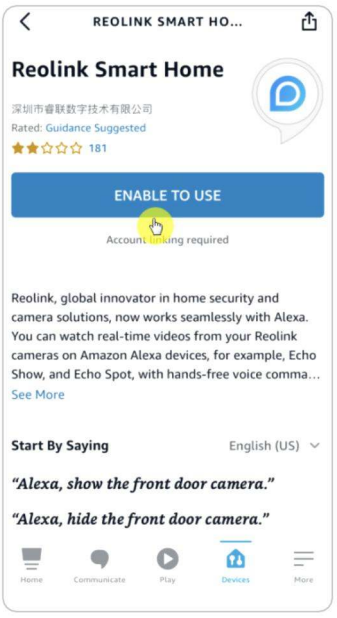
4. Select **Your Smart Home Skills** and tap **Enable Smart Home Skills**. Please tap the **Search** icon at the top right corner and search **Reolink Smart Home**.

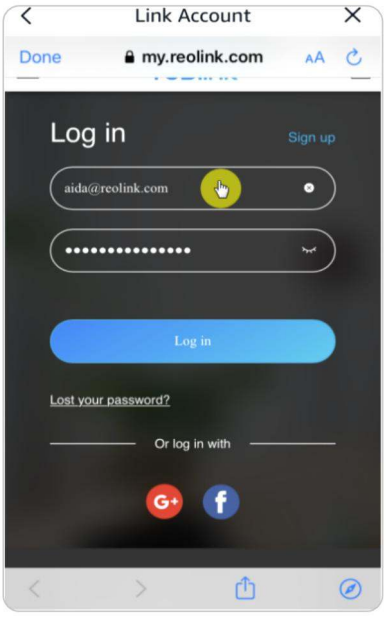


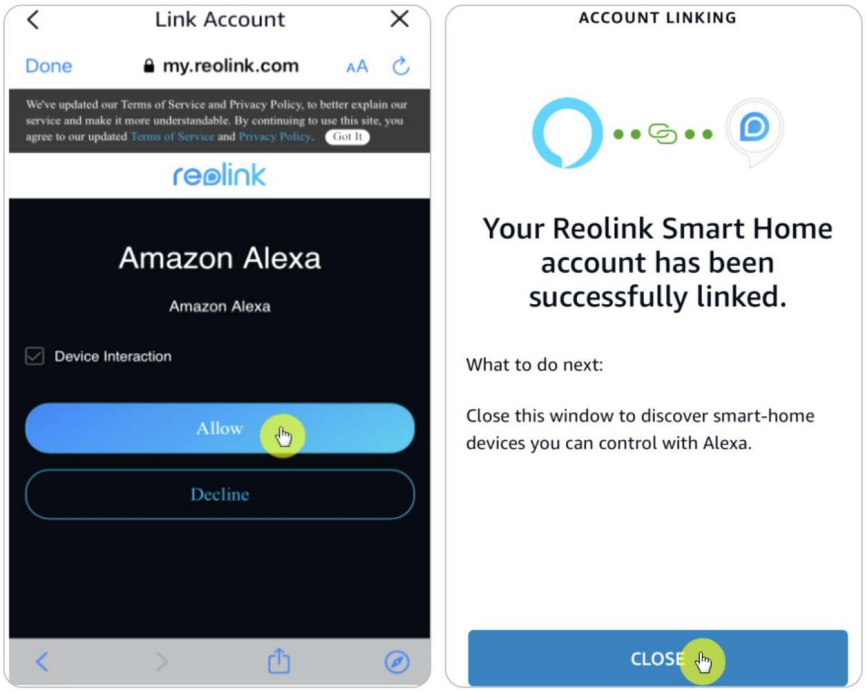


5. Tap **Enable to Use**, type in your Reolink account, and then tap **Log in**.
After logging in successfully, tap **Allow**, the App will remind that **Reolink Smart Home has been successfully linked**. Tap **Close** to go to the next step.

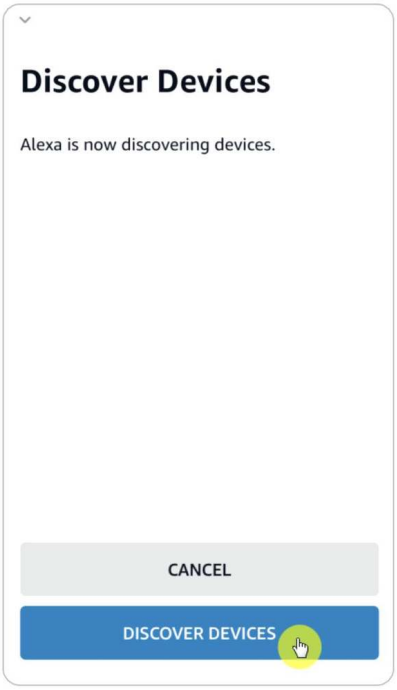




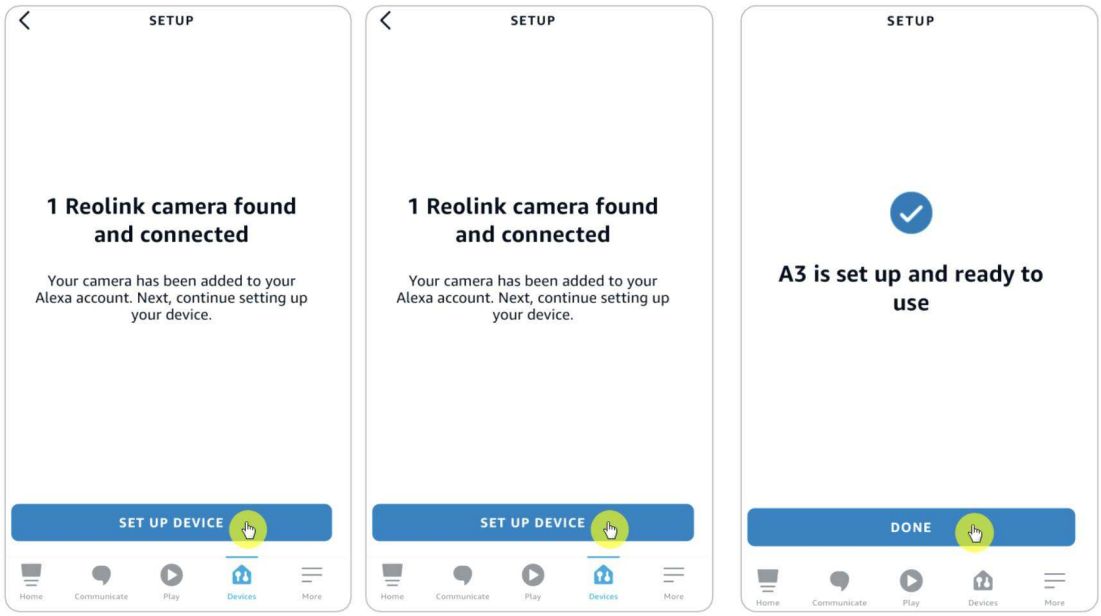




6. Tap on **Discover Devices** or say the voice command "**Alexa, discover devices**". Alexa will scan and show the devices bound to your Reolink account.



7. Tap **Set up Device**. You can tap **Choose Group** to add your device to a group if you want to, or you can skip this step and tap **Close** to finish the setup.



8. **Done!** Now you've added the Reolink camera to Amazon Alexa successfully. Turn on the Amazon device and say "**Alexa, show [name of the camera]**" to view the live feed and say "**Alexa, stop [name of the camera]**" to stop the live feed.

11. Instructions of Battery Usage

Battery powered camera is not designed for 24/7 full capacity running or around-the-clock live streaming. It's designed to record motion events and remotely view live streaming only when you need it.

1. The battery is built-in. Do not remove it from the camera. (Battery of Reolink Go or Reolink Go Plus is removable.)
2. Charge the rechargeable battery with a standard and high-quality DC 5V/9V battery charger or Reolink Solar Panel. Do not charge the battery with solar panels from any other brands.
3. Charge the battery at temperatures between 0°C and 45°C and use the battery at temperatures between -20°C and 60°C.
4. Keep the USB charging port dry, clean and free of any debris and cover the USB charging port with the rubber plug when you stop charging the battery.
5. Do not charge, use or store the battery near any ignition sources, such as open flames or heaters.
6. Do not use the battery if it gives off an odor, generates heat, becomes discolored or deformed, or appears abnormal in any ways. If such battery is being used or charged, remove the battery from the device or the charger immediately, and stop using it.
7. Always follow the local waste and recycling laws when you get rid of the used battery.

12. FAQs and Troubleshooting

FAQs

Q: Do I need to buy the SIM card separately?
A: Yes, we don’t provide the SIM card for the camera in the box.

Q: Can two cameras share one SIM card?
A: No, one camera requires one SIM card.

Q: The camera was used in EU countries. If I take it to the US, can it work in the US?
A: No, the EU version camera is not able to work in the US and the US version is also unable to work in EU countries.

Q: How much data does the camera consume per month?
A: Reolink Go provides you with 1080p (2.0 Megapixel) high-resolution superior images. You can access it for live feed or recordings whenever you want. You'll get around 60min of full-resolution live feed (or recordings) per 1GB of data. If you switch to fluent mode (lower resolution, poorer images, but more fluid, consumes less data), you’ll get around 500min live feed (or recordings) per 1GB of data. You may decide what data package you need to subscribe from your cellular service provider.

Q: Can customers from European countries use Cloud service?
A: No, the Cloud service is not available in European countries. We recommend that you install a micro SD card to record footage.

Q: Can this camera work with 256GB micro SD card?
A: No, the camera can only support up to 128GB (fat 32, class 10 or above); if your camera is Reolink Go, it supports up to 64GB.

Q: Can my friend accesses the camera with his or her smart phone?
A: Yes, your friend can access the camera with his or her smart phone. The camera can support up to 8 simultaneous video streams (6 sub streams & 2 mainstreams).

Q: Is it possible to keep charging the camera with a USB charger?
A: For safety reasons, it’s not recommended to keep charging the camera with a USB charger.

Q: Can this camera work with your NVR?
A: No, our battery-powered cameras cannot work with NVR.

Q: Can this camera work with Blue iris, Synology, QNAP or other branded third party software?

A: No, the camera cannot work with other software, it can only work with Reolink App or Client.

Q: How long can the battery last?
A: Reolink Go comes with a rechargeable battery, which is 7800mAh in capacity. Reolink Go lasts for around 2 months in standby-mode (or the equivalent of 500min of active access for live feed/recordings). The battery life of Reolink Go may vary depending on different mobile network service providers, signal strength, and other factors.

Q: Can this camera record continuously?
A: No, the battery powered camera can only record motion videos.

Q: Can two cameras work with one solar panel?
A: No, one solar panel can only work with one camera.

Q: How long can the solar panel power extension cable be connected?
A: The cable length of Reolink Solar Panel is 4 meters. If it is not long enough, you may consider purchasing our solar panel extension cable (4.5 meters/15 feet). You can add up to 2 solar panel extension cables to the Solar Panel so that the total distance can reach up to 13 meters (43 feet).

Q: Can I add a user account and limit the feature of a user account?
A: No, the battery powered camera only have an admin account. It’s unable to add a user account for this camera.

Troubleshooting

Camera Is Not Powering On

If your camera is not starting up, please try the following solutions:

1. Make sure the power switch is turned on.
2. Charge the battery with a DC 5V/2A power adapter. (When the green light is on, the battery is fully charged.)
3. If these don't work, please contact Reolink Support https://support.reolink.com/.

PIR Sensor Fails To Trigger Alarm

If the PIR sensor fails to trigger any kind of alarm within the covered area, try the following:

1. Make sure that the PIR sensor or the camera is installed in the right direction.
2. Make sure the PIR sensor is enabled or the schedule is set up properly and running.
3. Check the sensitivity settings and make sure it's set up properly.
4. Tap on Reolink App and go to Device Settings > PIR Settings and make sure the corresponding action is checked.
5. Make sure the battery is working.
6. Reset the camera and try again.

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

Camera Prompt "Network Connection Failed"

If you hear the camera prompt "Network connection failed" with blue LED flashes when setting up, please try the following:

1. If your camera is Reolink Go PT or Reolink Go PT Plus, make sure the antenna is screwed tightly.
2. Make sure the LTE signal is good enough.
3. Make sure the SIM card is the recommended one and has been activated.
4. If the SIM card is the one our camera supports and has been activated, please try to switch on and off the camera again.

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

Failed To Connect The Camera With Reolink App

If you failed to connect the camera suddenly with Reolink App, please try the following:

1. Make sure the SIM card data plan is still available.
2. Please hard reset the camera and see whether the camera can turn on or prompt "Network connection failed" ?
3. If you hear "Network connection failed", please refer to the previous instructions.
4. If the camera cannot turn on, please try to charge the camera with a 5V 2A charger.

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