



Technical Support

For more troubleshooting, please go to FAQs on our website: <https://reolink.com/faqs/>

For other technical support, please contact us at support@reolink.com

Quick Start Guide
Reolink Keen v1.0.1.2

What's in the box



Camera
x1



PIR Sensor
x1



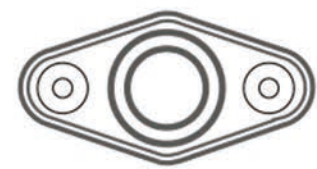
Batteries
x5



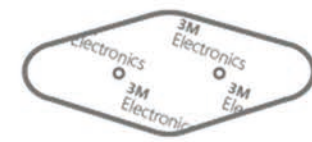
Surveillance Sign
x1



Bracket
x1



PIR Sensor Bracket
x1



3M Tape
x1



Mounting Hole Template
x1



Screws
x2



Reset Needle
x1

General Introduction

Wi-Fi Antenna

Battery Slot

Reset Button

Micro SD Card Slot

Daylight Sensor

Speaker

Built-in Mic

Red LED

Blue LED

Red LED

- | | | |
|------------|--------------|--------------------------|
| • Flashing | Standby mode | Wi-Fi connection failed. |
| • On | Working mode | Wi-Fi connection failed. |

Blue Led

- | | | |
|------------|--------------|---------------------------------|
| • Flashing | Standby mode | Wi-Fi connection is successful. |
| • On | Working mode | Wi-Fi connection is successful. |

Note: Flashing every 20 seconds.



Insert Camera's Batteries

Step 1

Unlock the battery compartment by sliding and holding the latch. Slide the battery door back and lift it to open the compartment.



Step 2

Insert four (4) batteries into the camera.



Step 3

Close the battery door.



Battery Specification:

- Non-rechargeable lithium battery of Model No.CR123A, with the nominal voltage of 3V;
- Rechargeable lithium battery, with the nominal voltage of 3.6V or 3.7V.



Important Safeguards on Battery Use:

- The batteries must be placed in the right direction of polarity;
- Do not use batteries of different brands and different models together;
- Do not use new and old batteries together;
- If you don't use the product for long periods, please remove the batteries in avoidance of erosion resulting from battery leakage.

Install Reolink App

There are two ways to get the Reolink App:

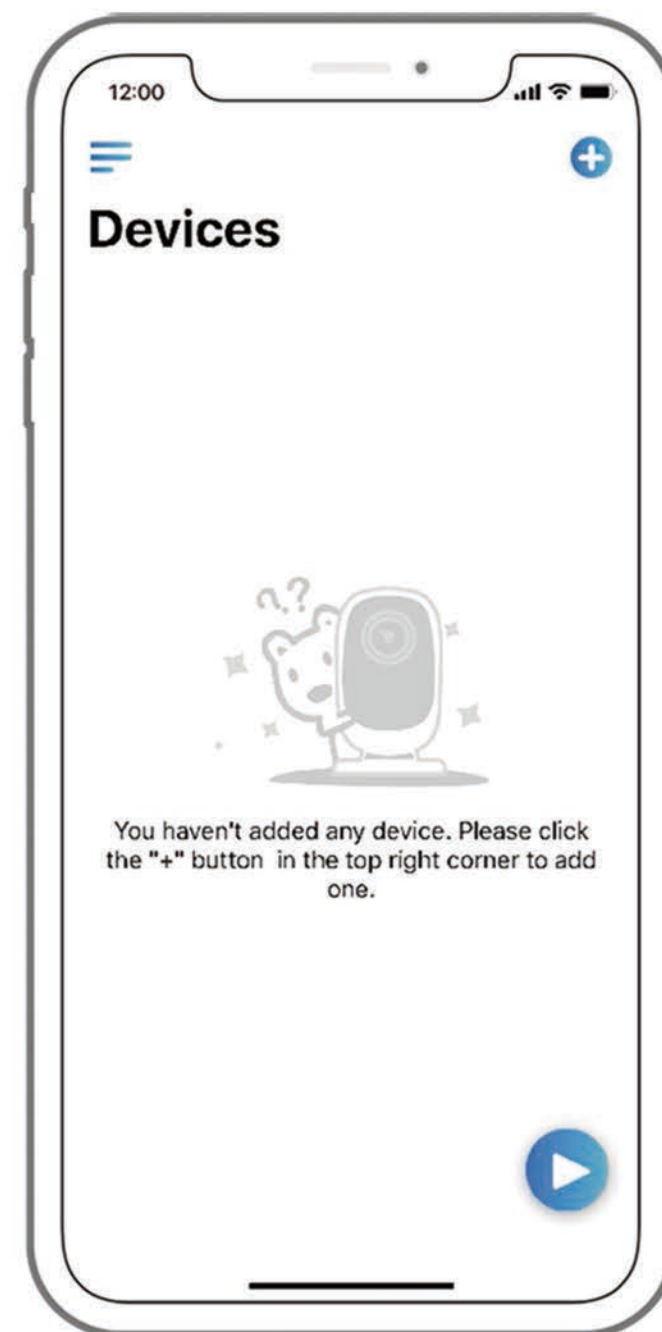
1. Search "Reolink" in App Store or Google Play, download and install the app.
2. Scan the QR code below to download and install the app.



Set up the Camera

Please follow the prompt tone to configure the camera

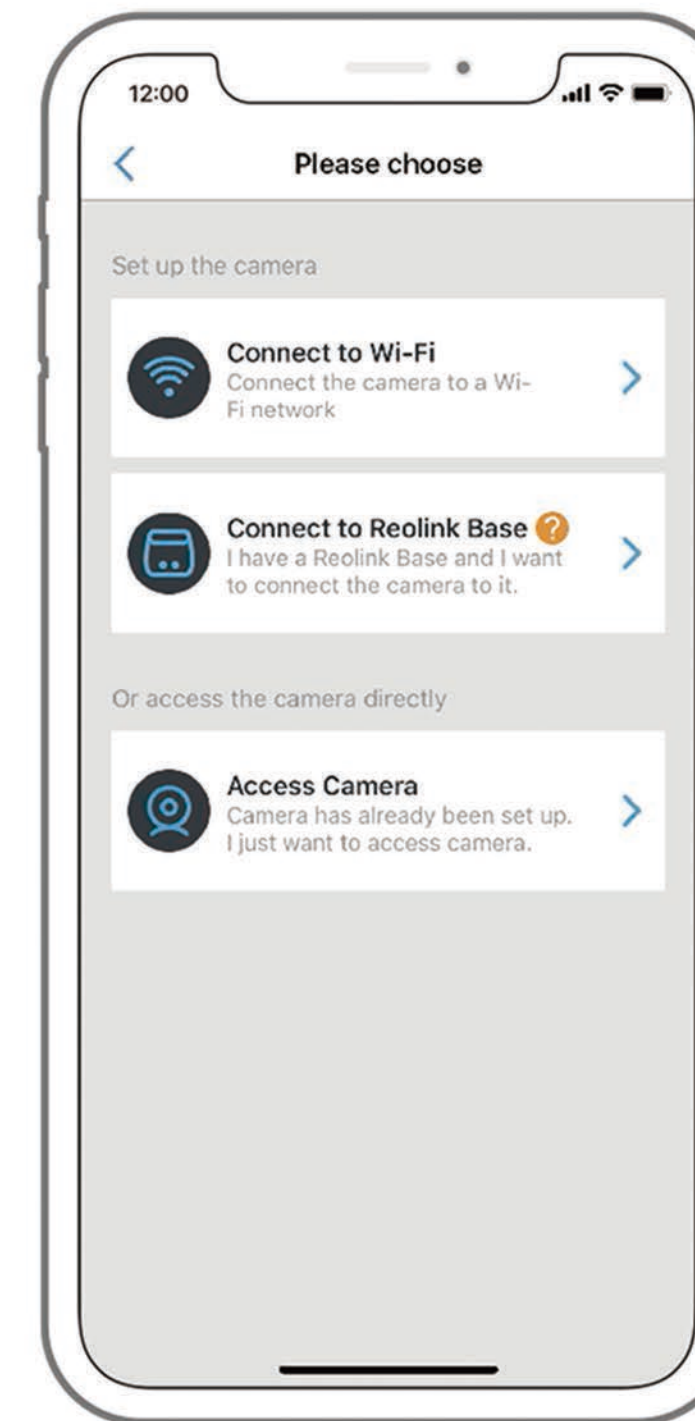
“ Camera has been started up. Please run Reolink App, add the camera and set it up. ”



1. Please click the “+” button in the top right corner to add the camera.



2. Scan the QR code on the back of the camera.



3. Click “Connect to Wi-Fi” to continue.

Note 1:

Your family can click Access Camera” for live view after the initial setup.

Note 2:

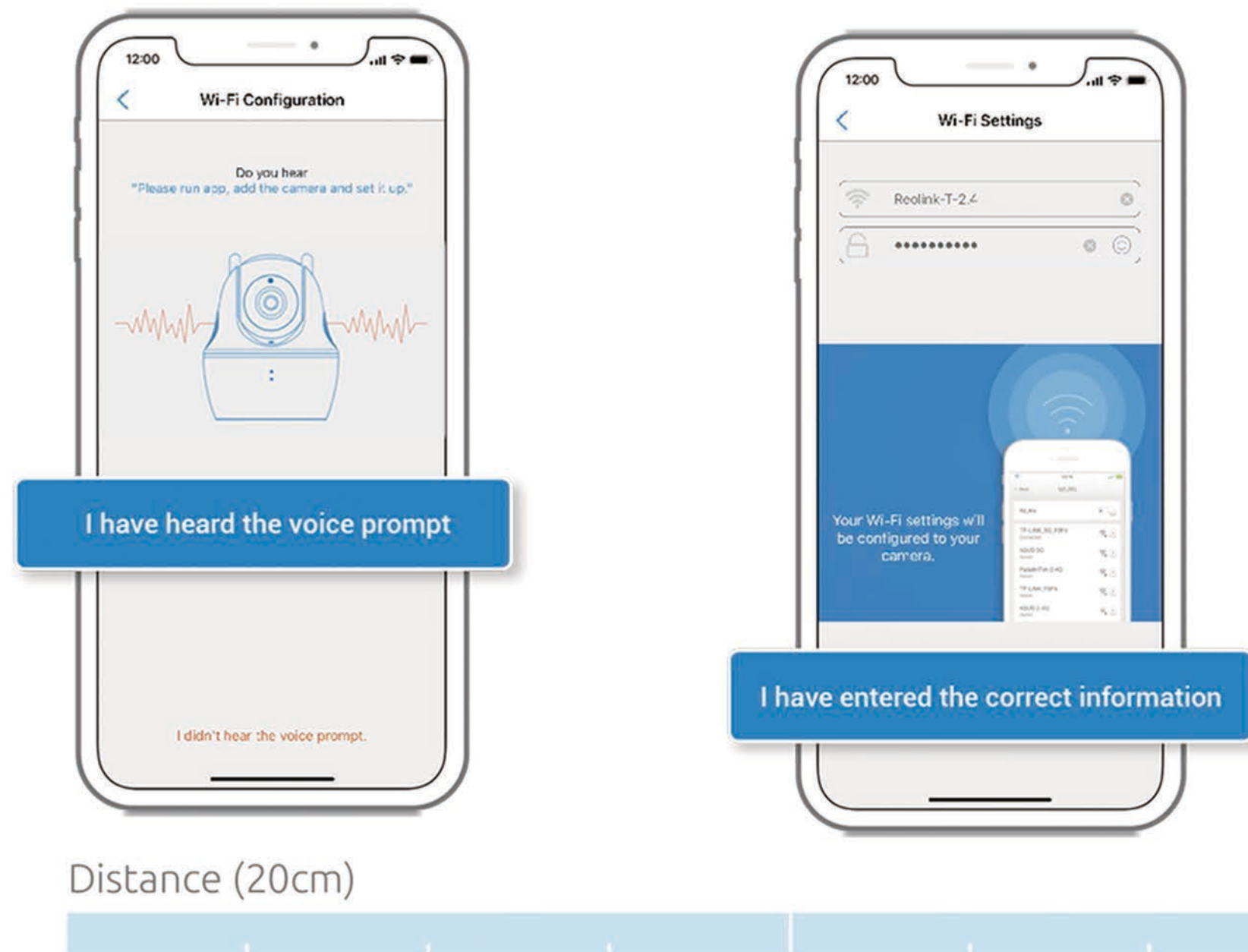
If you have a Reolink Base, please follow the Quick Start Guide of the Base to add the camera. The Reolink Base is not included in the package.

4. Click the button “I have heard the voice prompt” to enter the next page.

Note:

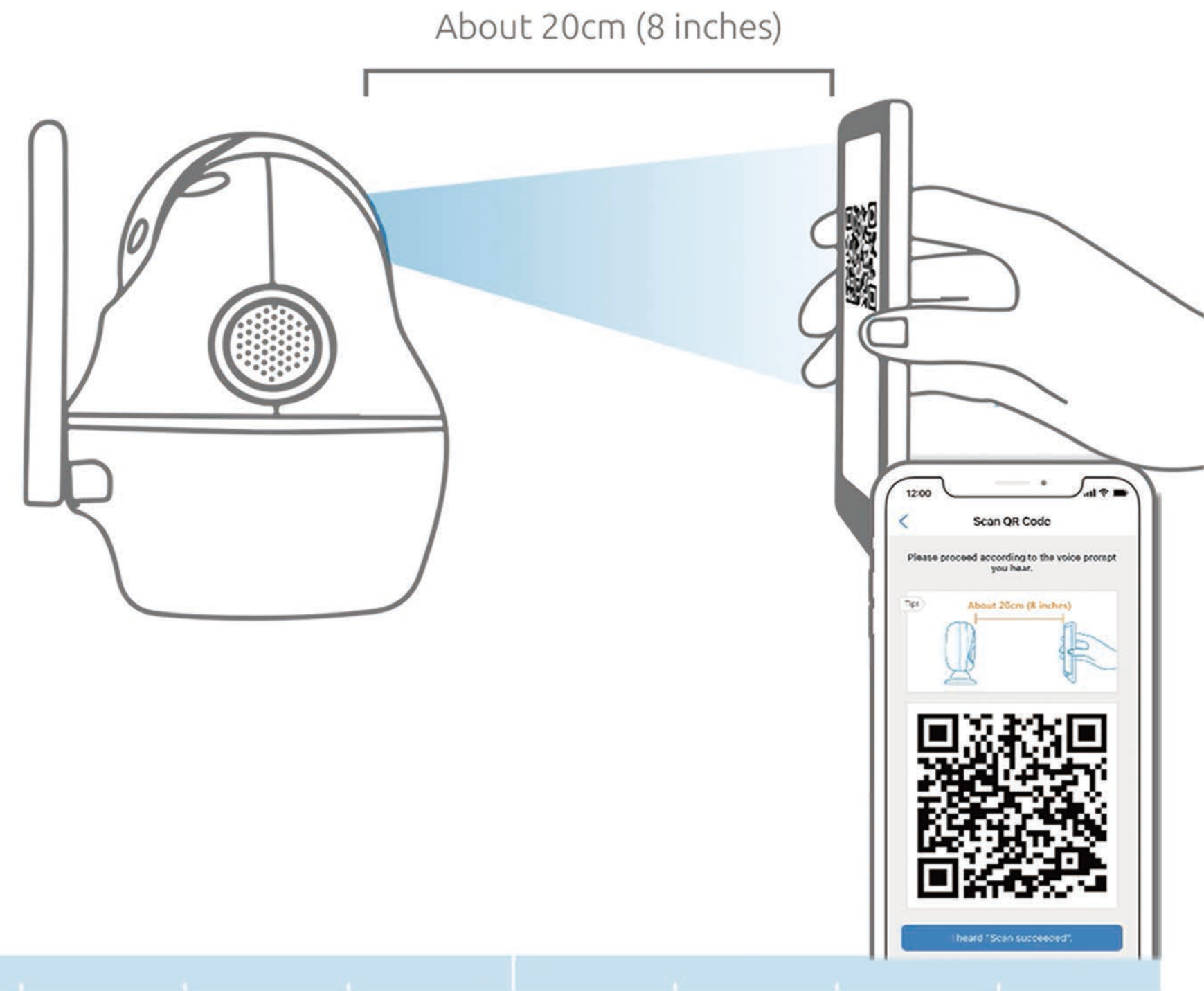
If you did not hear the voice prompt, please press “I did not hear the voice prompt” for help.

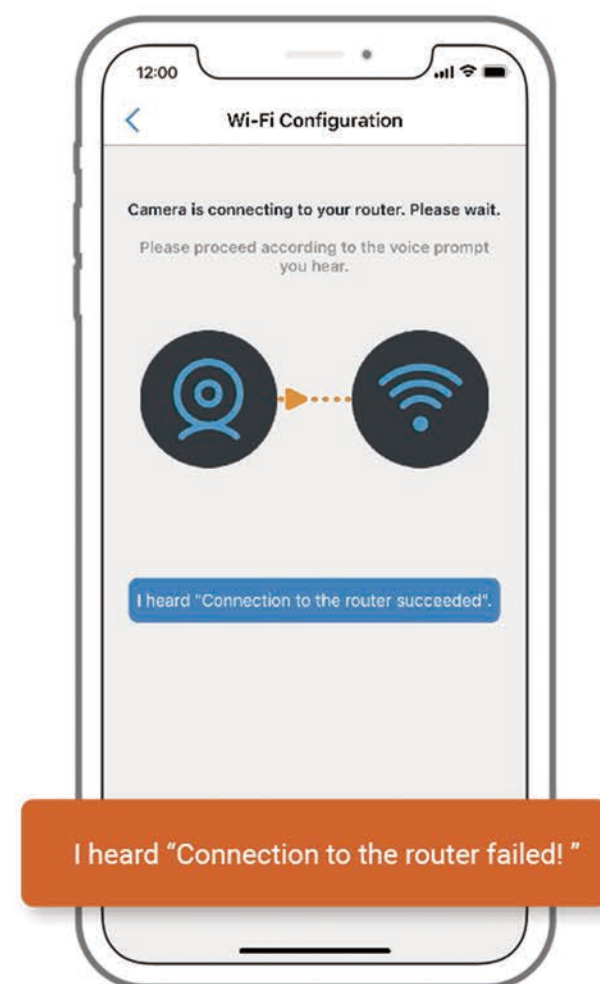
5. Enter the Wi-Fi password of the selected Wi-Fi network and press “I have entered the correct information” to go to the next page.



“ Scan succeeded. Camera is connecting to your router. Please wait. ”

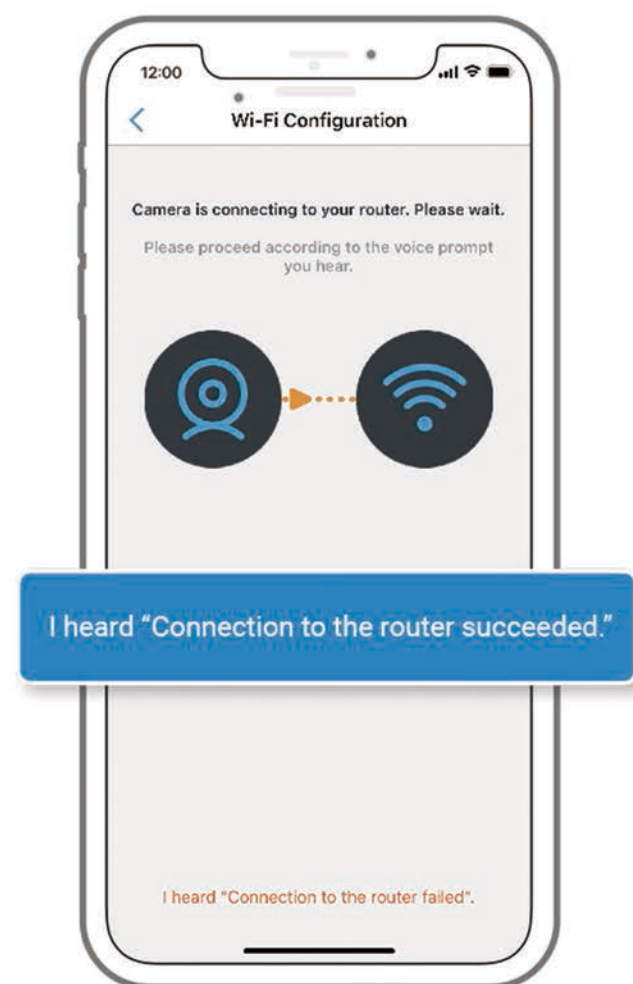
6. A QR code will be generated on the phone. Please place the QR code on your phone towards Reolink camera's lens at about 20cm of distance for scanning.





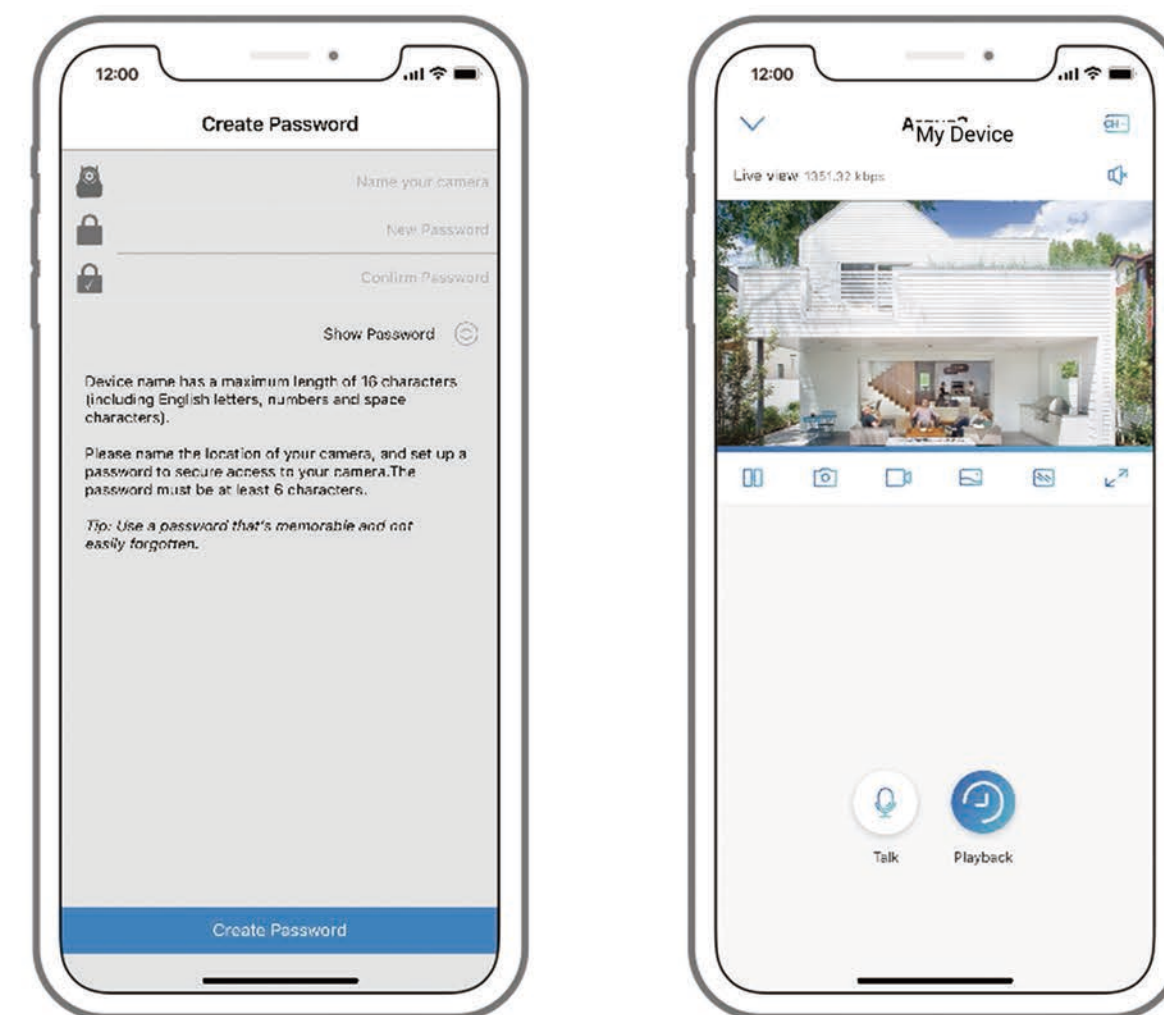
“ Connection to the router failed ”


7. If you hear the above voice prompt, please press “I heard ‘Connection to the router failed’ ” for help.



“ Cnnection to the router succeeded. Welcome to Reolink! ”

8. If you hear the above voice prompt, please press “I heard ‘Connection to the router succeeded.’ ” to finish the quick setup.

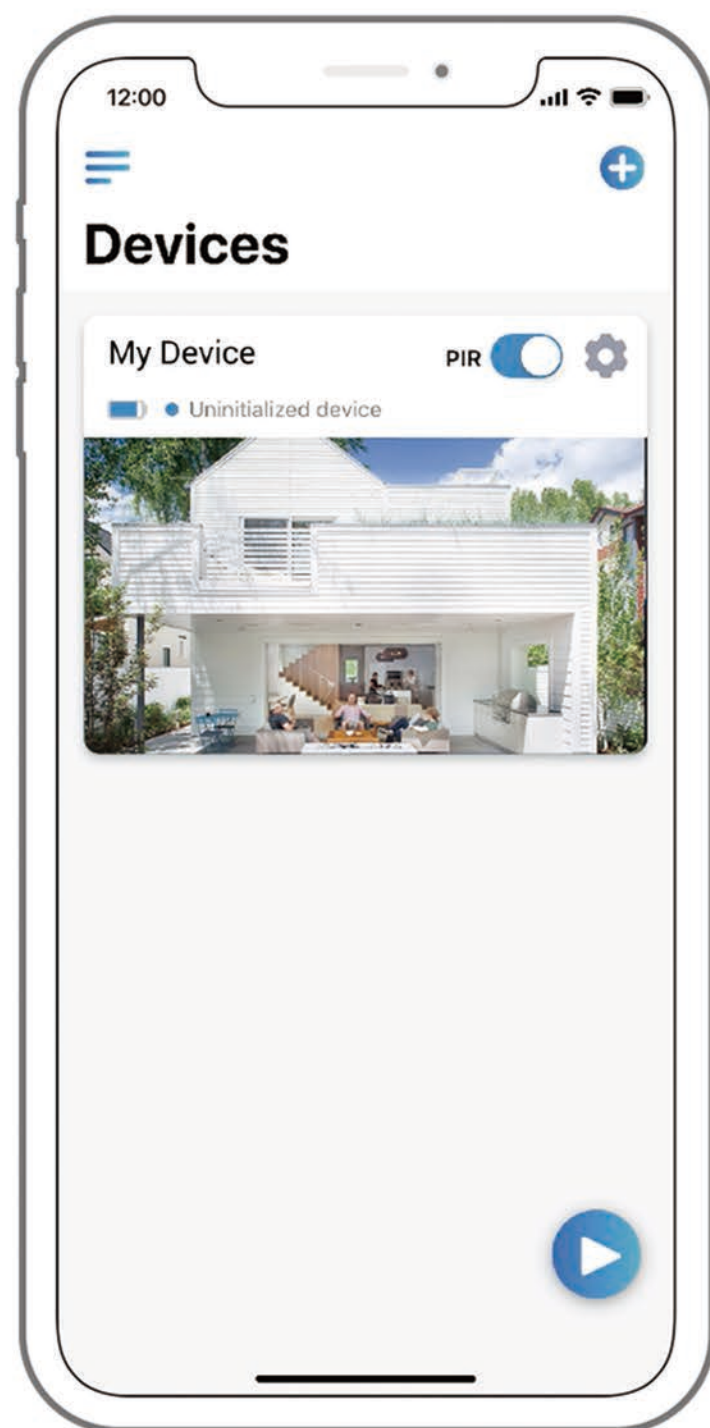


9. Name your camera and create a password (at least 6 characters), tap “Create Password”, slide the page to read the tips and tap “finish” to start the Live View. Tap  to go to the “Devices” menu.

Note:

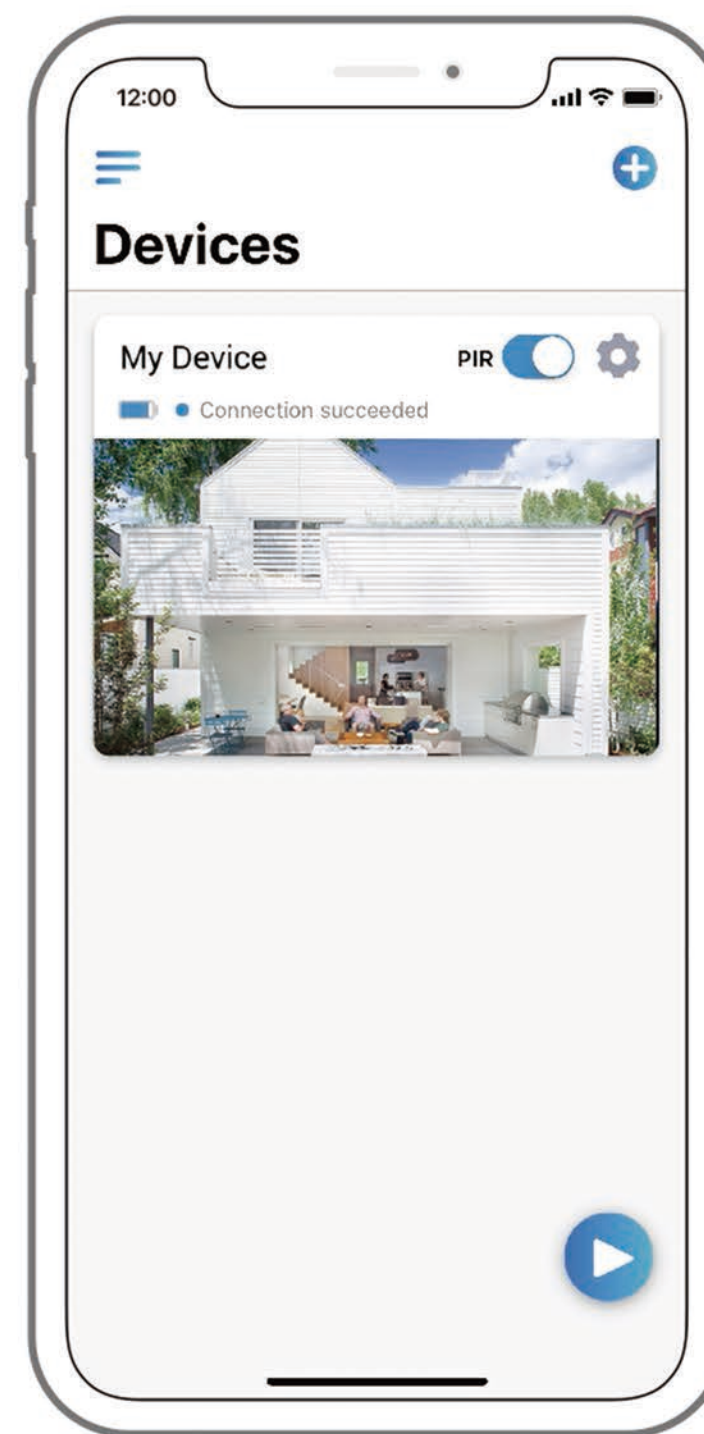
 “Name your camera” field refers to the display name of the camera rather than the login username.

“Playback” only displays when you’ve inserted a micro SD card into the camera. Make sure that the SD card is recognized by the camera.



10. Please tap the camera and follow the steps to sync the time, and then start live view or go to "Device Settings" for more configurations.

Devices Menu



Menu



Add New Device



Enable/Disable PIR Motion Sensor
(In default, the PIR sensor is enabled.)



Device Settings



Access the Live View



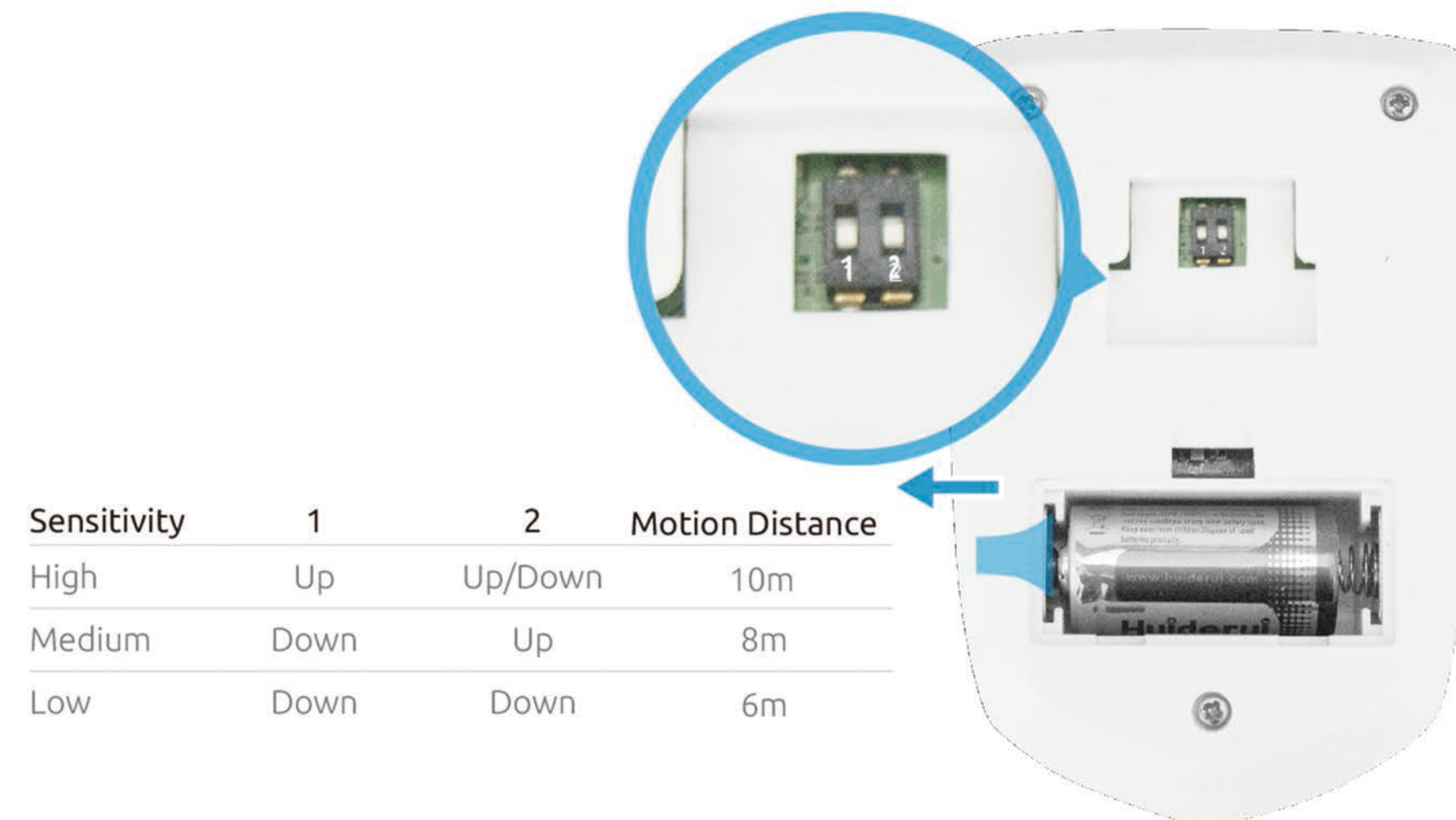
Battery Status

Install PIR Movement Sensor

PIR (Passive Infrared Sensor) is used to sense movement of people. It 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.

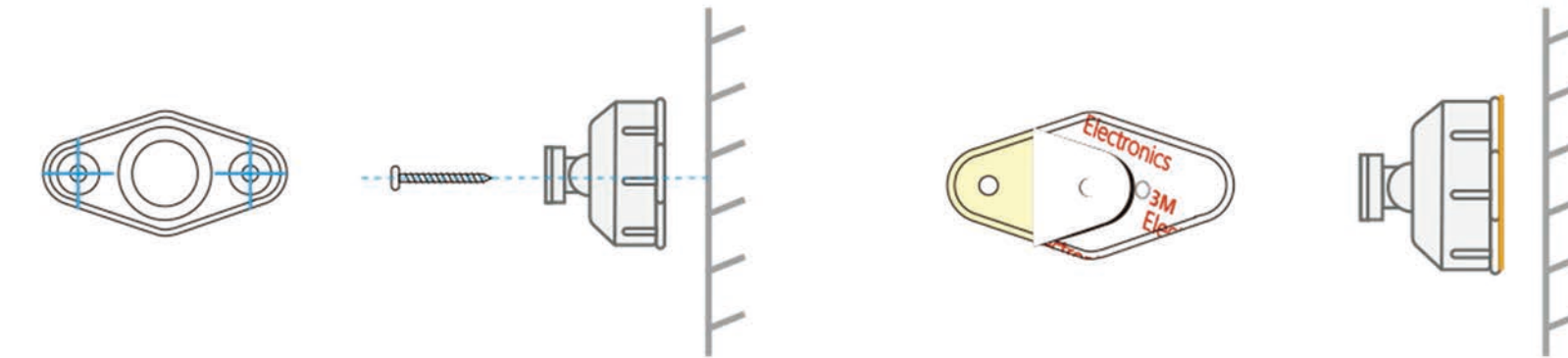
Step 1

Remove the spacer from the battery.
Set up sensitivity. In default, the sensitivity is set medium. You may change it at the back of the PIR.



Step 2

Install the bracket by screws or stick the 3M mouting tape between the bracket and the wall.



Step 3

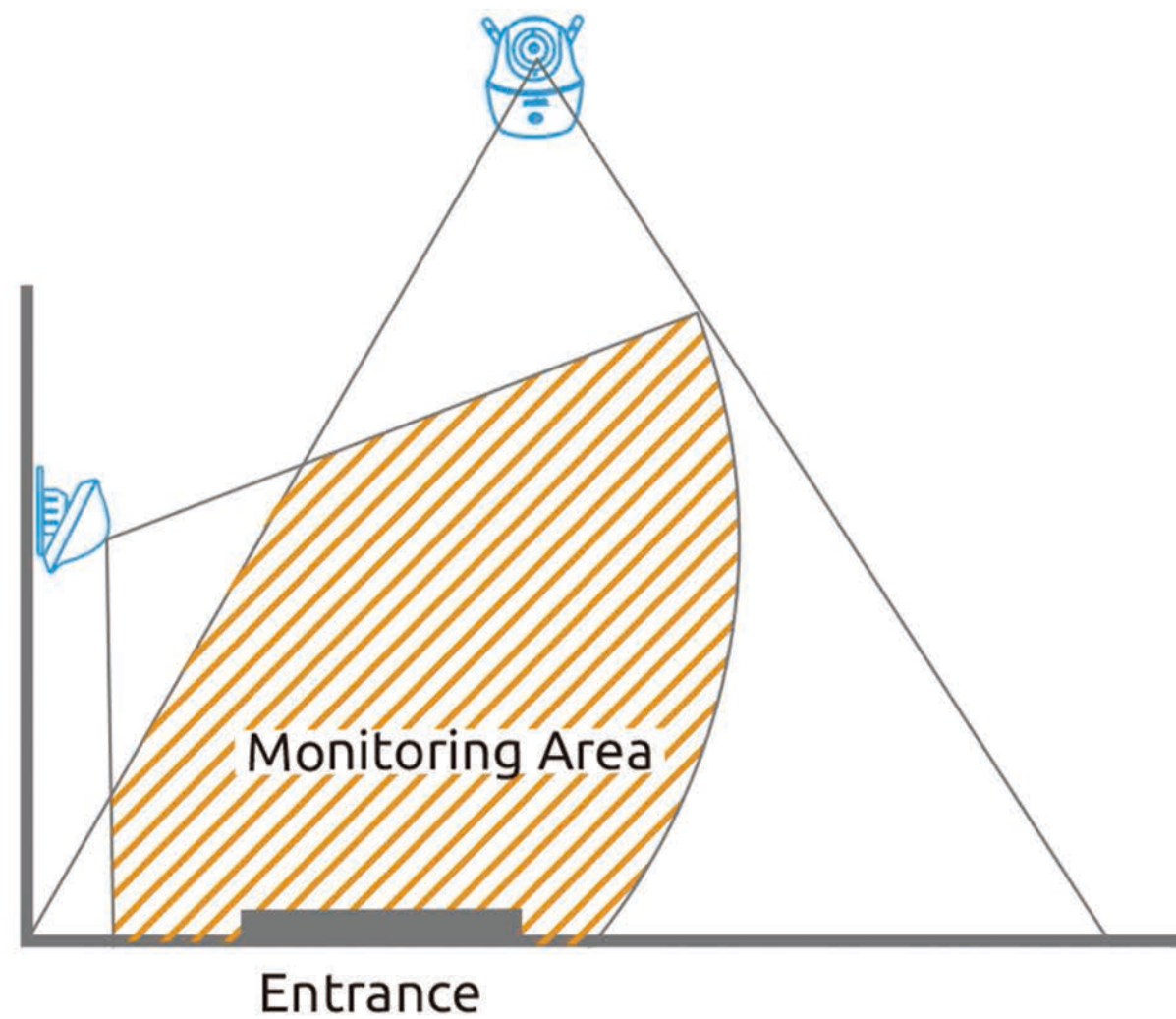
Insert the mounting bracket at the top of the movement sensor.
Push the movement sensor down until it clicks into place.



Cover the Monitoring Area

The monitoring area should be covered by the camera's viewing angle and the PIR Sensor's detecting range.

- Camera's viewing angle: 90° (H), 45° (V); Pan 355° (H), Tilt 105° (V).
- PIR Sensor detecting distance: 26ft; detecting angle: 120° (H), 60° (V).



! Important Notes for Reducing False Alarms

To reduce false alarms, please note that:

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