

[Reolink] Pending request: RLC-411WS Camera connection drops

- Alano Terblanche <alano.pi314@gmail.com>
- Support <support@reolink.com>

Support

Saturday, January 5th 2019, 5:05:14 AM SAST

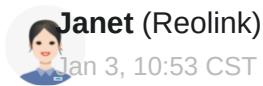
To: You

##- Please type your reply above this line -##

Greetings~

This is an email to remind you that your request ([#103705](#)) is pending and we are still waiting for your feedback. If you still need any assistance, please reply to this email. If your issue has been resolved, please ignore it and the case will be closed in 48 hours later.

Have a nice day!



Dear Alano,

Thanks for contacting us and this is Janet from Reolink Support Team.

I have received your concern. I will be more than glad to assist you with this case.

Do you know if there is a limitation to the API that might be causing this issue?

Yes. The API settings may cause the issue. Could you please set the capturing interval to longer such as 1 frame per 5 minutes? Please also set the max bitrate to lower to check if the connection can get better. Thanks.

The camera's firmware is old. Please kindly upgrade the firmware to newer one and check if the issue can be solved, Thanks.

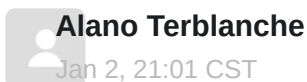
Firmware download link: <https://support.reolink.com/hc/en-us/articles/360011343134-Firmware-for-Reolink-IP-Cameras-IPC-3816M->

Thanks.

Have a nice day!

Best regards

Reolink Support Team - Janet



Hi Janet,

The camera is fully operational during the day and night (led lights work). But it happens that on some occasions I would not be able to access the camera (locally or through the internet). Some days the camera would simply be dead. The reason I have a theory about power issues, is because of South Africa's power grid not always delivering stable power, (spikes occur) or even downtime in certain areas.

I have software running on an single-board computer testing the camera's uptime locally and can clearly see drops on the camera when the http connection times out. I can confirm the timeout using the web portal/ Android app locally or through the Internet.

I am using the camera's snap API to capture image data from the camera (about 1-3 frames a second). The camera is set to deliver 20 fps on the maximum resolution with a max bitrate rate of 8192 kbps. Do you know if there is a limitation to the API that might be causing this issue?

See the attached screenshot of the firmware version.

On Tue, 01 Jan 2019, 13:17 Janet (Support) <support@reolink.com> wrote:

Attachment(s)

[Screenshot_20190101-132329.png](#)



Janet (Reolink)

Jan 1, 19:16 CST

Dear Alano,

Thanks for your reply.

When the connection failing issue happens, please cover the day/night sensor and check if the IR lights will come on. If the IR lights come on, then the issue may not be caused by power. You may reset the camera and check the above steps again to double confirm it.



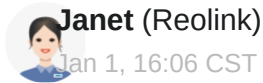
We don't have server in South Africa. So the connection in south Africa may not as good as in the US.

Please also provide us the camera's firmware information. Thanks.

[Find out Firmware Version on Reolink App](#)

Best regards

Reolink Support Team - Janet



Dear Alanopi,

Thanks for contacting us and this is Janet from Reolink Support Team.

I have received your concern. I will be more than glad to assist you with this case.

Could you please help to check if the camera's antennas are installed tightly? Please make sure the antennas are well installed.

How many cameras have the connection issue? Only the camera which are working on wifi have the issue or the wired cameras also have the issue? When you have connection issue, did you connect the PC or phone to the same router as the camera? In other words, do you have LAN connection issue or WAN connection issue?

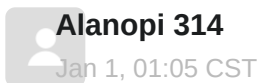
[Find out Firmware Version on Reolink App](#)

Thanks.

Happy holidays!

Best regards

Reolink Support Team - Janet



Camera drops connectivity. I have tested the Camera connection on different wifi channels (set by router) and tested different distances from wifi (Under 1 meter - 10 meters). I have days where I get no disconnects and then days where I cannot access the camera at all. The camera is plugged in to a Universal Adapter plug for South Africa (240v ~ 110V) and some of the cameras are connected via ethernet CAT 6.

Attachment(s)

[20181231_190103.jpg](#)

[20181231_190046.jpg](#)

[20181231_190040.jpg](#)



Reolink Support Team

<https://reolink.com>



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