

Reolink Home Hub Series FAQ

Welcome to our comprehensive guide for the Reolink Home Hub series. This article aims to provide you with detailed information about the features, advantages, and solutions to common issues related to our Reolink Home Hubs. Whether you are a new user or a returning one, you will find valuable insights here.

Applies to: Reolink Home Hub Pro, Hub P1, Reolink Home Hub, Hub 1.

1. Network Requirements and Camera Compatibility

Q: Can cameras not on the same LAN as the Reolink Home Hub be added to it?

A: No. Cameras must be on the same local network as the Reolink Home Hub to be added.

Q: Can the Reolink Home Hub connect to the router wirelessly?

A: No, the Reolink Home Hub only supports wired connections. It must be connected to the router via Ethernet cable.

Q: Which cameras can be used with Reolink Home Hub?

A: The Reolink Home Hub series supports various PoE, Wi-Fi, and battery-powered cameras. Ensure your model is compatible and has the necessary firmware updates. Notable models include Argus Eco Pro, Argus Eco Ultra, and Argus PT series. Please refer to our [Compatibility Guide](#) for a list of compatible cameras and the corresponding firmware.

Q: Can I use the Reolink Home Hub without internet access?

A: Yes, the Reolink Home Hub can function without internet access. There are two methods to connect:

- Connect the camera and the Hub to the same router (the Hub should use a wired connection). Even if the router is not connected to the internet, cameras added to the Hub can still record to the Hub's SD card or hard drive. If a mobile device is connected to the same router's Wi-Fi, configurations of the Hub are possible.
- Connect the camera directly to the Hub's AP. In this case, the Hub does not need a wired connection to the router. Cameras added to the Hub can still record to the Hub's SD card or hard drive. If a mobile device is connected to the Hub's AP, configurations of the Hub are also accessible. Please note: Remote access is not possible in these configurations.

2. Camera Management and Passwords

Q: Can cameras added to the Reolink Home Hub still be accessed individually?

A: Once a camera is added to the Reolink Home Hub device, it must be managed through the Hub and cannot be accessed individually.

Q: What is the password for cameras after being removed from the Reolink Home Hub? Is it the same as before or does the Reolink Home Hub assign a new password?

A: When the Reolink Home Hub firmware is version v3.3.0.352_240926 or newer, and the Reolink Home Hub Pro firmware is version v3.3.0.339_24080758 or newer, removing a camera from the Hub will revert it to the camera's original password set during the initial configuration. For versions prior to the above firmware, removing a camera from the Hub will result in the camera having an unseen, randomly generated password. In this case, customers will need to hard reset the camera to use it independently again.

3. Home Hub V.S. Reolink NVR

Q: What is the difference between Reolink Home Hub and Reolink NVR?

A: Choose the Reolink Home Hub for simple, small-scale setups (homes, small businesses) with smart home integration. Opt for the Reolink NVR for scalable, robust solutions suitable for larger areas and high-capacity storage needs. You can refer to [Difference between Reolink Home Hub and Reolink NVR](#) for more details.

Q: Can cameras be added to the Reolink Home Hub and Reolink NVR at the same time?

A: No, cameras cannot be added to both the Reolink Home Hub and Reolink NVR at the same time.

Q: Does the camera still support smart home features after being added to the Home Hub?

A: Yes, the camera still support smart home features after being added to the Home Hub. You can add multiple devices to the smart home in batches with one click. After the Hub is added to the smart home, it will not display the Home Hub itself but will show all devices managed by the Home Hub. For detailed instructions, please refer to:

[How to Add Reolink Cameras to Amazon Alexa](#)
[How to Add Reolink Cameras to Google Home](#)

4. Scheduled Recording

Q: Can the camera still follow the previously configured schedule for time-lapse capture and SD card recording after being added to the Home Hub?

A:

- **Recording:** The alarm recording schedule will remain effective. Continuous recording will be disabled. Recordings will be saved to both the SD card and the Home Hub.
- **Time-lapse:** The original time-lapse schedule set on the camera will be cleared. You will need to reconfigure time-lapse after the camera is added to the Home Hub.

5. Overwrite Strategy

Q: What is the camera overwrite strategy?

A:

- For the Home Hub: microSD1 is overwritten first, then MicroSD2.
- For the Home Hub Pro: The HDD is overwritten first, then the SD card.

For further information and troubleshooting tips, please visit our [Support Center](#).
If you have any questions that are not covered in this article, feel free to contact our [support team](#).

We hope this guide helps you get the most out of your Reolink Home Hub devices. Enjoy your enhanced home security experience!