

Reolink Cameras Connection Issues

Encountering Reolink cameras connection issues? This article is designed to provide users with practical troubleshooting steps and effective tips to resolve these Reolink camera offline problems promptly.

Applies to: All Reolink cameras

Symptoms for Reolink Slow Connection

Reolink camera lost connection frequently, often necessitating multiple attempts to regain access. Or it may require manual restarting or resetting of the camera to restore connectivity.

General Troubleshooting Steps for Reolink Connection Issues

1. Please switch the camera live stream mode to Low (Fluent) for a try.

Refer to [How to Change Live Stream Mode on Reolink App](#)

2. Please try switching your mobile phone's network connection (from Wi-Fi to cellular data, and vice versa) to see if it makes a difference.

Or please check if you can access this camera normally on another phone App or computer Client.

3. For cameras with antenna, ensure that the antenna is installed correctly and securely tightened.

4. Please restore the camera via the phone App or reset it manually to see if this resolves the issue.

Refer to [How to Restore Reolink Device via Reolink App](#) or [How to Hard](#)

[Reset Device by Pressing the Reset Button](#)

5. Please ensure that the camera is updated to the latest firmware version.

Updating the firmware can help improve the Reolink camera slow connection issue. So if possible, please review the following instructions to see if they help optimize the situation for you.

[Reolink Firmware Update Guide](#)

Specific Troubleshooting Tips for Reolink PoE Camera

1. Please try using a known good PoE port (or other power supplies) and a different network cable to connect this camera.

2. Please reboot the camera and the router for a try.

If possible, it's recommended to reset the router (rather than just rebooting it).

3. Please double-check your router settings.

Temporarily turn off any anti-virus software, firewall, Mac filtering, or VPN running on your router, as it might cause the trouble that Reolink device keeps disconnecting.

4. Please disconnect the network from other devices and only connect your camera to see if it can make any difference

If the above suggestions don't work, please contact Support and provide the following information for further guidance:

1. Details of the troubleshooting steps you've already taken and their results.

2. The system information page of your camera.
3. The brand and model of your router.

By following these specific troubleshooting tips tailored to Reolink camera models, you can effectively diagnose and resolve Reolink camera offline issues.

If problems persist despite these efforts, consult Reolink's support resources or contact the customer service for further assistance.