

Power Adapter Not Working: Easy Troubleshooting Tips

If your Reolink RLA-PAN2 power adapter malfunctions, here are some common troubleshooting tips to help you quickly diagnose and resolve the problem:

1. Check the power connection

- Make sure the power adapter is properly plugged into the power outlet and that the outlet itself is receiving power. You can test the outlet with another device.
- Make sure the adapter is not loose when connected to the device, especially between the power cord and the adapter connector.

2. Check the power adapter output

Check that the power adapter's output voltage and current match the requirements of your Reolink device (53V 3.77A). Incorrect voltage or current may prevent the device from powering on.

3. Check the power cord and plug

- Check the power cord for any obvious damage (such as rips, frays, etc.). If the power cord is damaged, replace it.
- If you have a spare power cord, try replacing it to see if that resolves the issue.

4. Check the device port

- Check the port on the device (such as a camera) to see if it is clean or damaged.
- If there is corrosion or foreign matter on the device port, try cleaning it or replacing the cable.

5. Restart the device

Sometimes, temporary device or adapter problems can be resolved by power cycling. Unplug the power adapter, wait a few minutes, then plug it back in to see if the problem improves.

6. Check the indicator light

If your Reolink device has an indicator light, check if it's on or blinking to determine if the device has power or is experiencing a malfunction.

7. Try replacing the power adapter

If you have a power adapter of the same specifications, try replacing it with the original adapter to rule out a power adapter problem.

If the adapter or device still doesn't work properly, contact Reolink technical support and provide the device's serial number and the problem symptoms for further assistance.