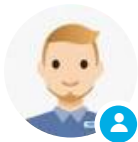


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# Reolink Go Failed to Connect to the Network



Reolink Pre-sale Team

5 months ago · Updated

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Applies to: Reolink Go

When you installed the SIM card and battery to the Reolink Go, the blue LED under the lens will keep turned on for about 5s and then you will hear a voice prompt **Network Connection Succeeded**. If it fails to perform the exact same way, you may follow the table below to troubleshoot the issue.

- Check according to the LED status:

	Voice Prompt	LED Status	Camera Status	Solution
1	"SIM card cannot be recognized!"	Red LED is solid on for some seconds and then start to flash	Camera cannot recognize this SIM card	1.Check whether you made a reverse direction of SIM card 2.Check if the SIM card is not fully inserted, please insert it again
2	" The SIM card is locked with a PIN. Please disable it"		Your SIM card has a PIN	Put the SIM card into your mobile phone and disable the PIN
3	"Network connection failed"	Red LED is solid on for some time and then go off completely	Camera fails to be registered to the operator network	1.Check whether your card is activated or not, if not please call your operator to activate it 2.Your current location may have a weak signal, please move the camera to a location with better signal
4		Blue LED will not go solid and just go off	Camera fails to connect to the Reolink server	Device will go into Standby mode and try to reconnect later

- If the LED won't turn on, please reinstall the battery or try to charge the battery for one hour and try again.

If all above still doesn't work, please provide the camera's [UID](#) and your test result to [support team](#) for further assistance.



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