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ANNKE C500

ANNKE C500-5MP Outdoor PoE Security IP Camera User Manual

Model: C500 | Brand: ANNKE

INTRODUCTION

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your ANNKE C500-5MP Outdoor PoE Security IP Camera. Please read this manual thoroughly before using the product to ensure proper setup and optimal performance.



The ANNKE C500-5MP Outdoor PoE Security IP Camera, a robust solution for outdoor surveillance.

WHAT'S IN THE BOX

Verify that all components are present in the package:

- 1 x 5MP Super HD PoE Camera
- 1 x Mounting Screw Bag
- 1 x Quick Instruction Guide
- 1 x 1m/3.2ft Ethernet Cable
- 1 x Waterproof Lid
- 1 x Surveillance Sign

What's in the Box?



ANNKE Camera x1



1M Ethernet Cable x 1



Surveillance Sign x 1



User's Manual For Camera x 1



Mounting Screws Bag x 1

Flexible Installation



Ceiling Mount



Wall Mount



115°
Angle of View

Illustration of the items included in the product packaging.

SETUP

Physical Installation

The ANNKE C500-5MP camera supports flexible installation options, including ceiling mount and wall mount. Choose a location that provides optimal viewing coverage and is within reach of your Ethernet cable for Power over Ethernet (PoE) connectivity.

5MP Sharpens Details



Diagram showing ceiling mount and wall mount installation methods.

Connectivity (PoE Setup)

This camera utilizes Power over Ethernet (PoE) technology, requiring only a single Ethernet cable for both power and data transmission. Connect the camera directly to a PoE NVR or a PoE switch. Ensure your NVR or switch supports PoE to power the camera.



Simplified diagram illustrating the single-cable PoE connection for power and data.

Initial Configuration & Remote Access

To access and manage your camera remotely, download the ANNKE Vision APP from the Google Play Store for Android devices or the Apple App Store for iOS devices. The app allows for live viewing, recording, snapshots, and playback.



Screenshot of the ANNKE Vision mobile application for remote monitoring.

For integration with Amazon Alexa, please note the following important setup requirements:

- Video encoding format of the device must be set to H.264, not H.265.
- The image and video encryption function of the device must be turned off.



Important notes for configuring Alexa integration with your camera.

OPERATION

Key Features

High Definition Video & Night Vision

The C500-5MP camera captures video in 5-megapixel Super HD resolution, providing clear and detailed images. It features advanced 120 dB true WDR (Wide Dynamic Range) and 3D DNR (Digital Noise Reduction) for optimal image quality in varying lighting conditions. With 100 ft night vision, the camera ensures clear surveillance even in complete darkness.



Wider Real Scene Restoration

2.8mm lens, 1/3" Progressive Scan CMOS image sensor, Covers wide-range areas with up to 91° diagonal FoV.



Comparison of day and night video quality, highlighting the camera's 5MP Super HD capability.

Wide Angle Lens

Equipped with a 2.8mm lens, the camera offers a wide viewing angle of 116°, minimizing blind spots and covering larger areas effectively.

C500

Outdoor IP Security Camera

Reliable 5MP Guards
Your Home and Business

5MP Super HD **24/7** Recording

Visual representation of the wide field of view provided by the 2.8mm lens.

Intelligent Motion Detection

The camera features smart motion alerts, sending notifications to your ANNKE Vision APP when real threats are detected. You can define specific motion detection zones to focus on critical areas and reduce false alarms.



Vivid Details by Optimized WDR

Equipped with WDR (wide dynamic range), the PoE camera captures every detail regardless of lighting conditions, promising you no missing frames.



Wide Dynamic

Example of motion detection zones configured for targeted surveillance.

Built-in Microphone

A built-in noise-canceling microphone picks up ambient voice up to 20 feet away, ensuring crisp audio recording alongside video footage.



Visual representation of the camera's integrated microphone for audio capture.

Recording and Storage

The camera supports continuous recording via a Micro SD card (up to 256GB, not included). It utilizes H.265+ video coding, which enables longer recording times and consumes less bandwidth compared to H.264, all without compromising 5MP quality. The camera is also compatible with ANNKE NVRs for centralized recording.

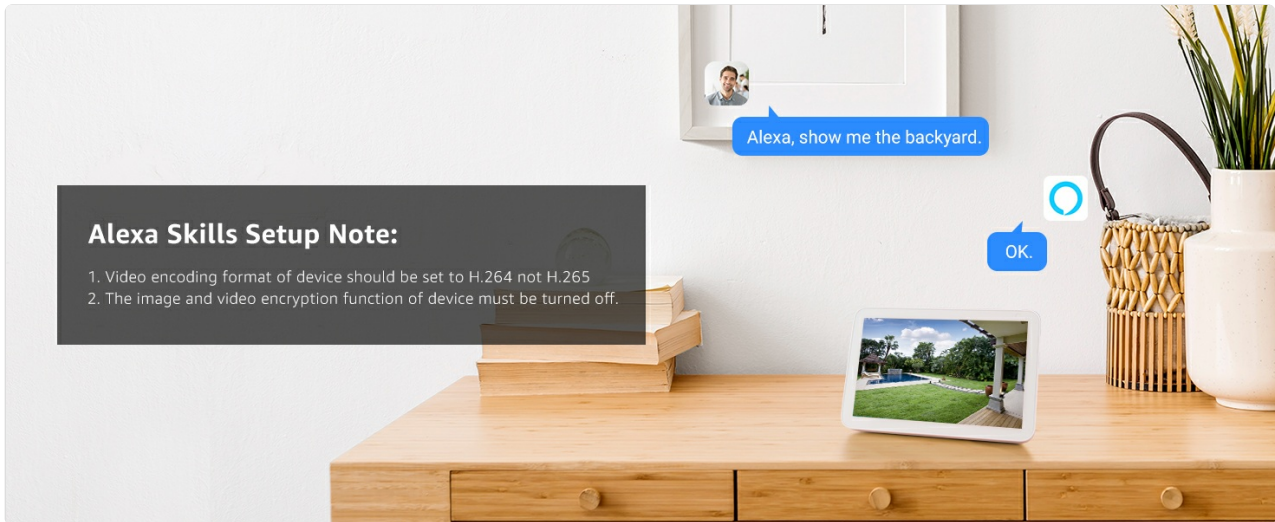


Information on H.265+ compression efficiency and Micro SD card slot for local storage.

MAINTENANCE

Weather Resistance

The ANNKE C500-5MP camera boasts an IP67 weatherproof rating, ensuring it can withstand severe outdoor weather conditions, including rain, snow, and extreme temperatures ranging from -22°F (-30°C) to 140°F (60°C).



The camera demonstrating its IP67 weatherproof capability under simulated rain.

General Care

To ensure the longevity and optimal performance of your camera, regularly clean the lens with a soft, lint-free cloth. Avoid using harsh chemicals or abrasive materials. Periodically check the mounting screws to ensure they remain secure, especially after extreme weather events.

TROUBLESHOOTING

Common Issues

- **No Video Feed / Offline Camera:**

Ensure the Ethernet cable is securely connected to both the camera and the PoE NVR/switch. Verify that the PoE device is powered on and functioning correctly. Check network settings in the ANNKE Vision app or NVR interface.

- **Poor Image Quality:**

Clean the camera lens. Ensure there are no obstructions in the camera's field of view. Check network bandwidth if streaming quality is low. Adjust image settings (e.g., brightness, contrast) in the camera's configuration.

- **Motion Detection Not Triggering:**

Verify that motion detection is enabled in the camera settings. Adjust sensitivity levels and ensure detection zones are correctly configured. Check for any physical obstructions blocking the sensor.

- **Alexa Integration Issues:**

As noted in the setup section, ensure the camera's video encoding format is set to H.264 (not H.265) and that image/video encryption is disabled. These are critical for Alexa compatibility.

SPECIFICATIONS

Feature	Specification
Model Number	C500
Video Capture Resolution	5 MP (2560 x 1920)
Lens	2.8mm
Field of View (FOV)	116° (diagonal)
Night Vision Range	Up to 100 ft (30m)
Weatherproof Rating	IP67
Operating Temperature	-22°F to 140°F (-30°C to 60°C)
Connectivity	Wired (PoE Ethernet)
Storage Support	Micro SD Card (up to 256GB, not included)
Video Compression	H.265+, H.264
Audio	Built-in Microphone
Dimensions (L x W x H)	8.5 x 4.7 x 4.6 inches
Weight	0.634 ounces

WARRANTY AND SUPPORT

Warranty Information

ANNKE products typically come with a manufacturer's warranty. Please refer to the official ANNKE website or your purchase documentation for specific warranty terms and conditions. Protection plans are also available for extended coverage.

Technical Support

For technical assistance, troubleshooting, or any questions regarding your ANNKE C500-5MP camera, please contact ANNKE customer support. You can also refer to the official User Guide PDF for more detailed information:

[Download User Guide \(PDF\)](#)

ANNKE also provides lifetime technical support for its products.

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