ANNKE NC400

ANNKE NC400 4MP PoE IP Bullet Security Camera User Manual

Model: NC400 | Brand: ANNKE

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your ANNKE NC400 4MP PoE IP Bullet Security Camera. The NC400 series cameras are designed for outdoor surveillance, featuring 4MP QHD resolution, True Full Color Night Vision, H.265+ video compression, 120dB WDR, 3D DNR, audio recording, and an IP67 weatherproof rating.



Figure 1.1: ANNKE NC400 4MP PoE IP Bullet Security Cameras. These cameras provide high-resolution surveillance with advanced night vision capabilities.

2. Key Features

- **World's Only NightChroma Color Night Vision:** Equipped with an f/1.0 super aperture, 1/2.7" sensor, ISP technology, unique active alignment technology, and a 100 ft supplement light, the camera captures 4MP QHD 24/7 colorful images day or night.
- **120 dB True WDR & 3D DNR:** Ensures even lighting in all areas of an image in high-contrast lighting conditions, preventing overexposed or underexposed issues. 3D DNR removes image noise at night for sharper images and saves storage space.
- **Customized Motion Areas & Instant Alerts:** Configure specific motion detection zones for more accurate alerts. Receive instant app pushes and email alerts with snapshots only when motion events occur in the defined areas.
- **Unlimited P2P Remote Access:** Utilize the free and intuitive ANNKE Vision App and Client to access and control the camera remotely via iOS or Android smartphones, tablets, Windows PCs, Mac computers, and laptops without additional fees.
- **IP67 Weatherproof & Full-Metal Housing:** Constructed from durable metal, the housing is vandal-proof. The IP67 weatherproof rating allows the camera to withstand torrential downpours, freezing, or boiling temperatures.

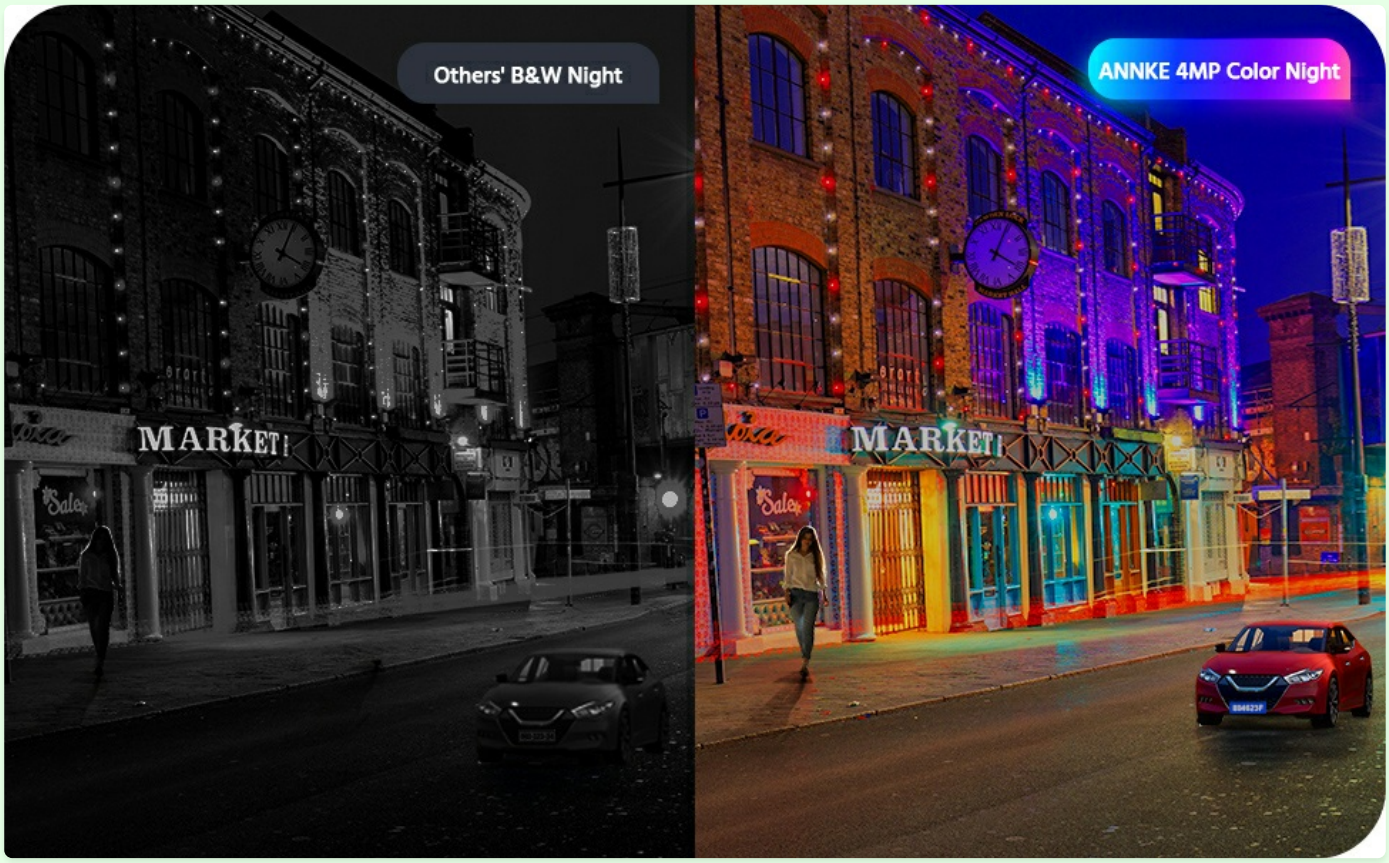


Figure 2.1: NightChroma Color Night Vision. Demonstrates the superior clarity and color reproduction of ANNKE's 4MP color night vision compared to traditional black and white night vision.

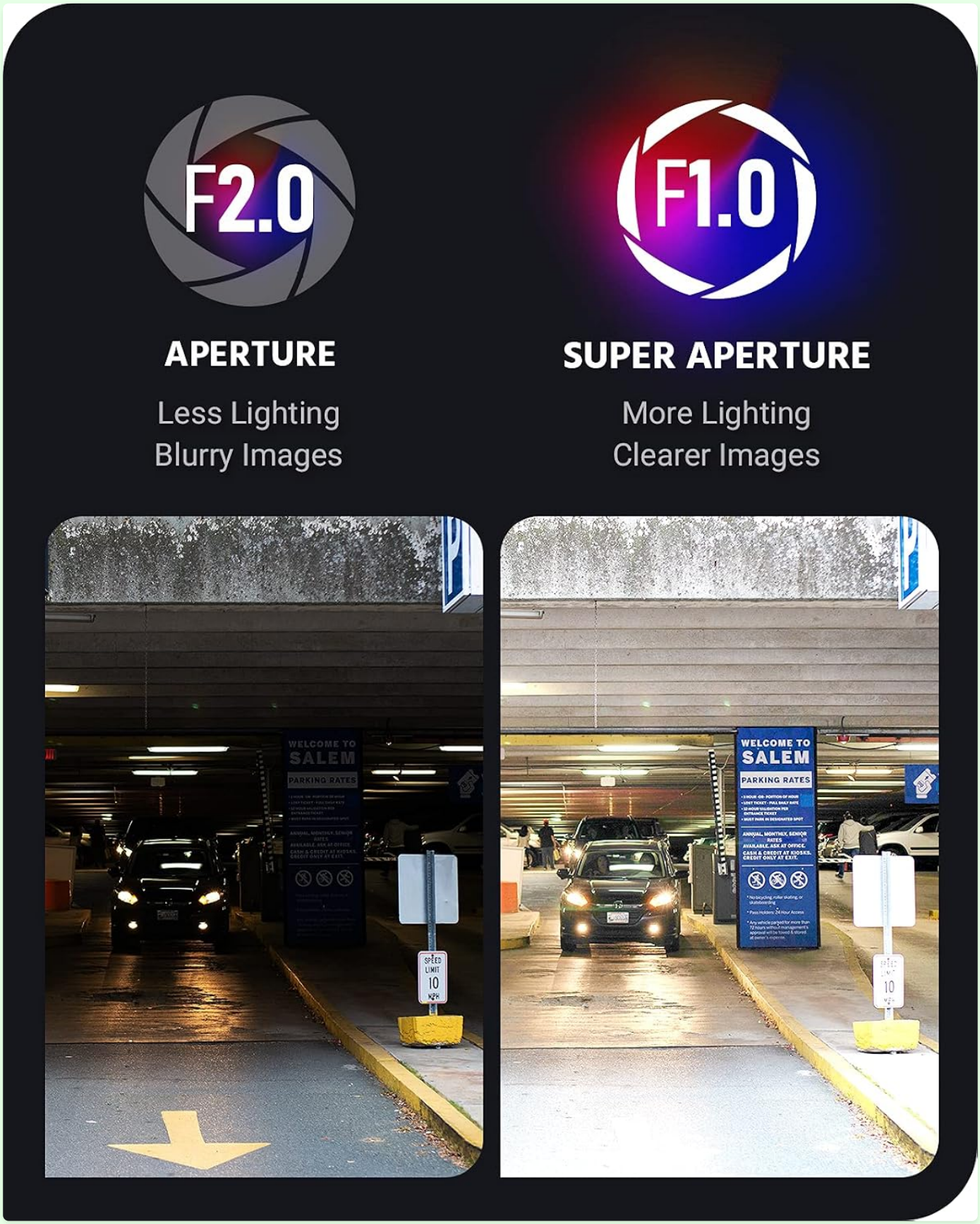


Figure 2.2: Aperture Comparison. Illustrates how the F1.0 super aperture captures significantly more light for clearer images than a standard F2.0 aperture.

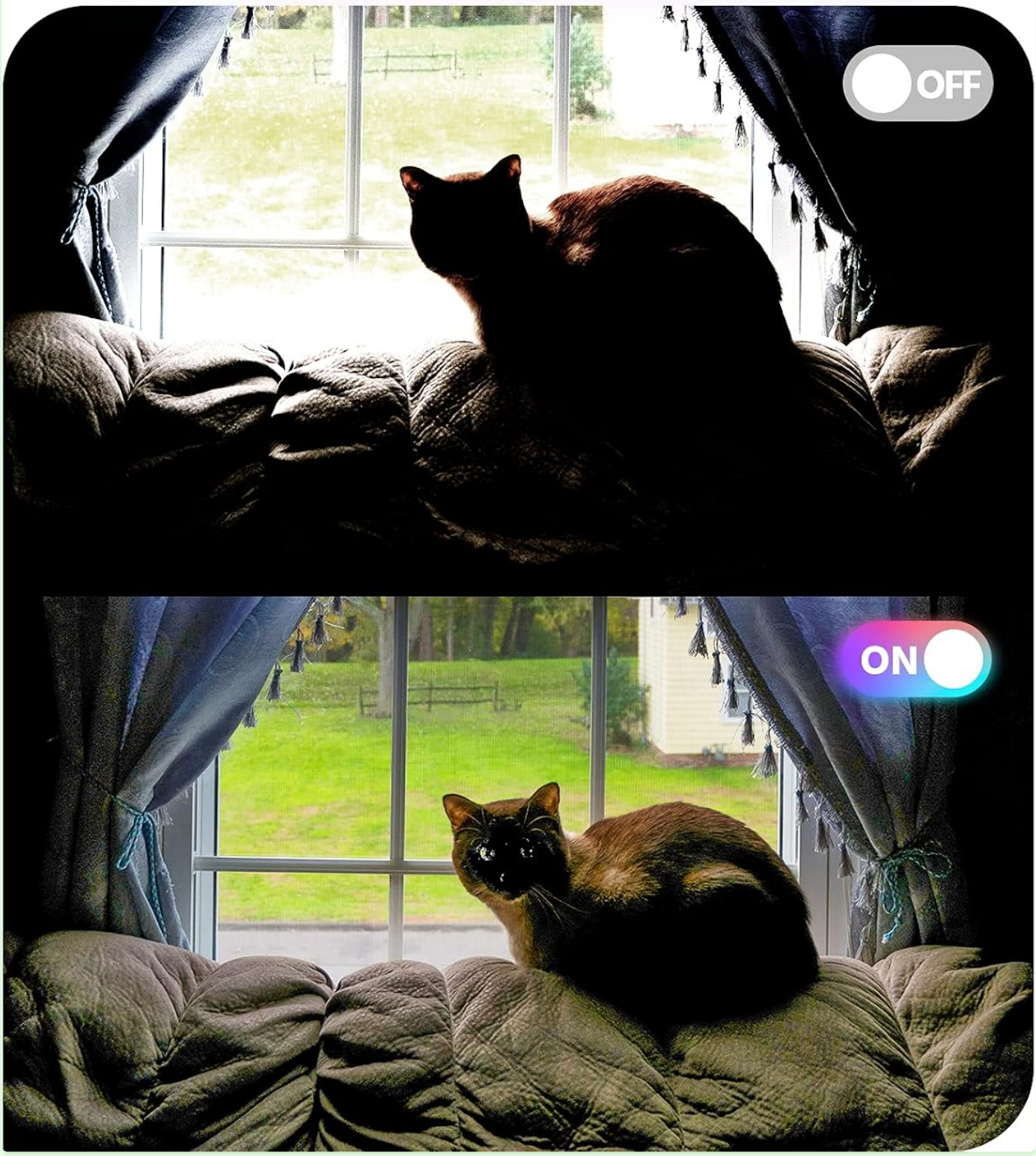


Figure 2.3: WDR & 3D DNR in Action. Shows the dramatic improvement in image quality and detail when 120 dB True WDR and 3D DNR are enabled, especially in challenging lighting conditions.

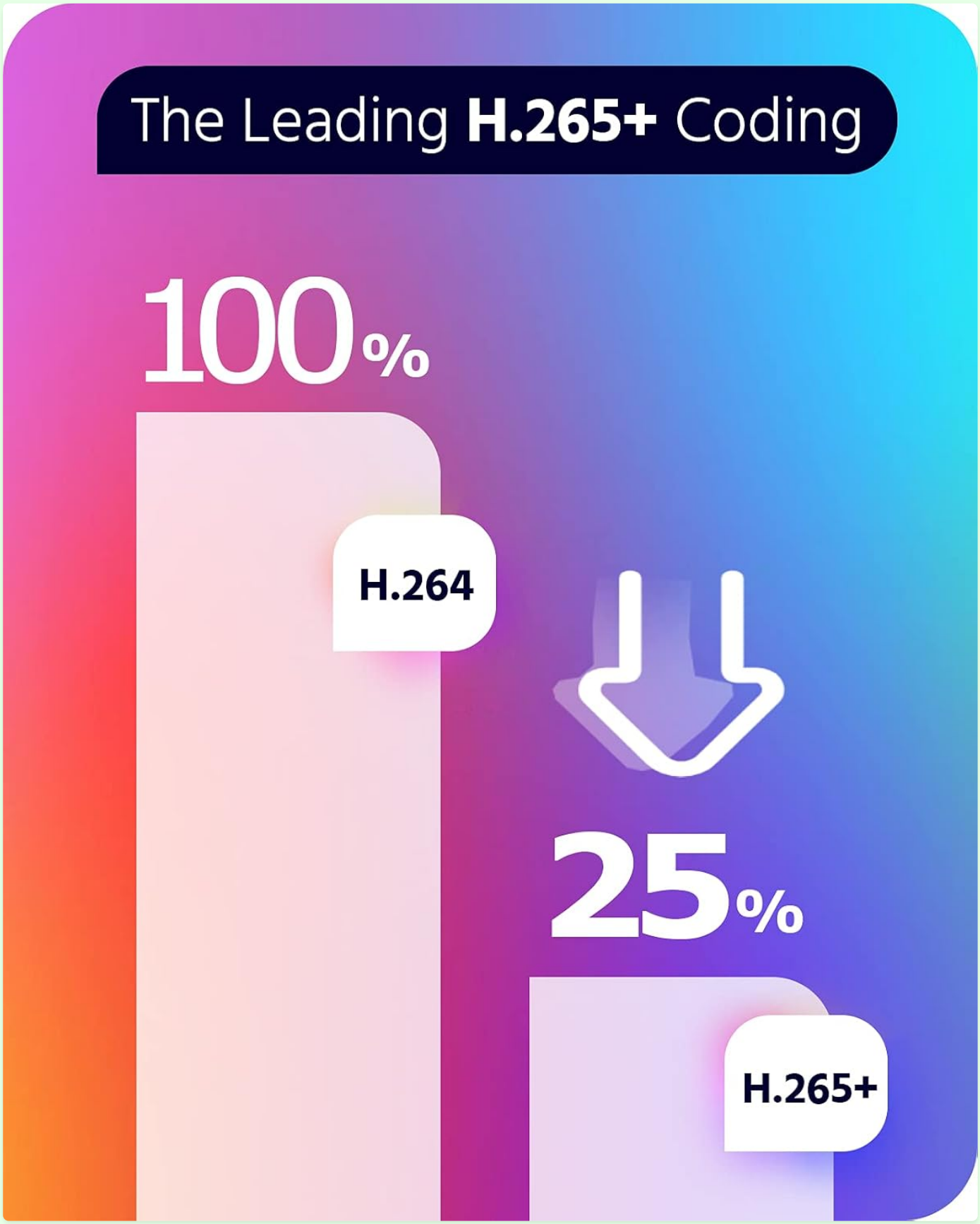


Figure 2.4: H.265+ Coding Efficiency. Demonstrates that H.265+ video compression significantly reduces storage requirements, using only 25% of the space compared to H.264.

3. Setup & Installation

3.1 Powering the Camera

The ANNKE NC400 camera offers flexible power options:

- **Power over Ethernet (PoE):** If you have a PoE NVR or a PoE injector (not included), you can power the camera and transmit video data using a single Ethernet cable. This simplifies wiring.
- **DC 12V Power Adapter:** Alternatively, you can power the camera by plugging it into a standard electrical outlet using a DC 12V power adapter (not included).

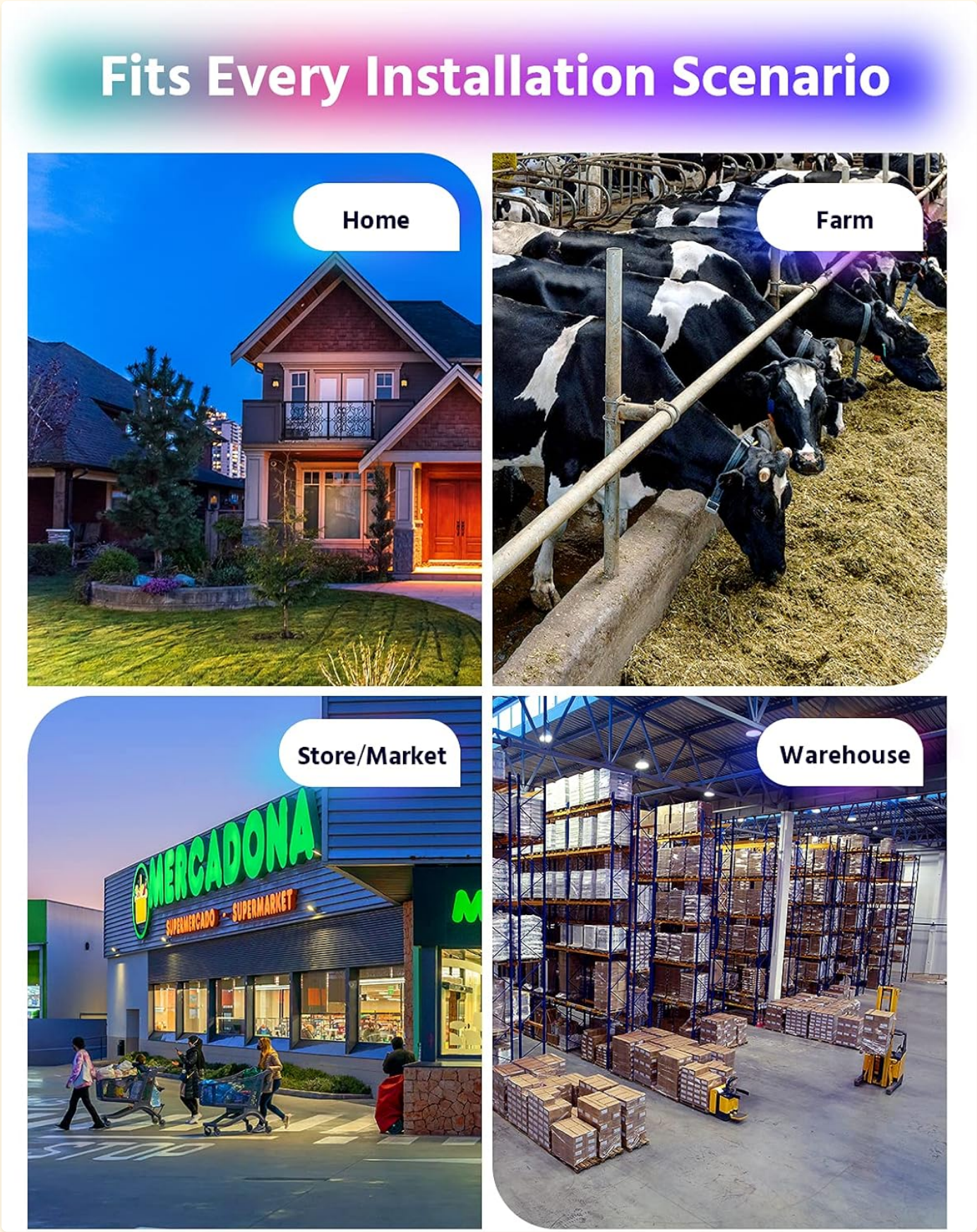


Figure 3.1: PoE & DC 12V Power Supply Options. Illustrates the two methods for powering the camera: using a DC adapter or a single Ethernet cable for Power over Ethernet (PoE).

3.2 Mounting the Camera

The camera is designed for wall mounting and is suitable for various outdoor environments due to its robust construction.

1. Choose a suitable mounting location that provides the desired field of view and is within reach of your power and network connections.
2. Use the provided mounting template (if applicable) to mark drill holes on the wall.
3. Drill the necessary holes and insert wall anchors if mounting on masonry.
4. Secure the camera base to the wall using the screws.
5. Adjust the camera angle for optimal coverage.

The camera's IP67 weatherproof rating ensures reliable operation in harsh weather conditions, including rain, snow, and extreme temperatures.



Figure 3.2: IP67 Weatherproof & Metal Housing. The camera's durable construction allows it to withstand challenging outdoor environments, as shown in snowy conditions.

4. Operating Instructions

4.1 Remote Access via ANNKE Vision App/Client

To access and control your camera remotely, download and install the ANNKE Vision App on your iOS or Android smartphone/tablet, or the ANNKE Client software on your Windows PC or Mac laptop.

1. Download the ANNKE Vision App from the App Store (iOS) or Google Play Store (Android). For PC/Mac, download the client software from the official ANNKE website.
2. Create an account and log in.
3. Add your camera by scanning the QR code on the camera or manually entering its details.
4. Once added, you can view live footage, playback recordings, configure settings, and receive alerts from anywhere with an internet connection.



Figure 4.1: Unlimited Remote Access. The ANNKE Vision app provides a user-friendly interface for live viewing, receiving notifications, and managing your security camera from a smartphone.

4.2 Motion Detection & Alerts

The camera supports customizable motion detection zones to minimize false alarms.

1. In the ANNKE Vision App/Client, navigate to the camera settings.

2. Locate the 'Motion Detection' or 'Event' settings.
3. Define specific areas within the camera's view where motion should trigger an alert. Exclude areas with constant movement (e.g., busy roads, swaying trees) to reduce unwanted notifications.
4. Configure alert actions, such as app push notifications, email alerts with snapshots, or DVR buzzer warnings.

4.3 Night Vision

The ANNKE NC400 features NightChroma Full Color Night Vision, providing clear, colorful images even in extremely low light conditions.

- The f/1.0 super aperture gathers maximum available light.
- The integrated 100 ft supplement light activates automatically in dark environments to illuminate the scene, enabling full-color capture.
- No manual configuration is typically required for night vision operation; it functions automatically based on ambient light levels.

5. Maintenance

5.1 Cleaning

Regular cleaning helps maintain optimal image quality.

- Gently wipe the camera lens and housing with a soft, damp cloth.
- Avoid using harsh chemicals or abrasive cleaners, as these can damage the lens coating or housing.
- Ensure the camera is powered off before cleaning.

5.2 Firmware Updates

Periodically check the ANNKE official website or the ANNKE Vision App/Client for available firmware updates. Firmware updates can provide new features, improve performance, and enhance security.

- Follow the instructions provided with the firmware update carefully.
- Ensure a stable power supply during the update process to prevent interruption.

6. Troubleshooting

If you encounter issues with your ANNKE NC400 camera, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No Power	Loose power connection; Faulty power adapter/PoE switch; No power from outlet/PoE.	Check all power connections. Ensure the power adapter or PoE switch is functioning correctly. Test the outlet or PoE port with another device.

Problem	Possible Cause	Solution
No Video Feed	Network cable issue; Incorrect network settings; Camera not added to NVR/App; Firewall blocking connection.	Verify Ethernet cable connection. Check camera's IP address and network settings. Ensure the camera is properly added to your NVR or the ANNKE Vision App. Temporarily disable firewall to test.
Poor Image Quality	Dirty lens; Insufficient lighting; Network bandwidth issues; Incorrect resolution settings.	Clean the camera lens. Ensure adequate lighting for optimal color night vision. Check network bandwidth. Adjust resolution settings in the app/client.
Motion Detection Not Working	Motion detection disabled; Incorrect sensitivity settings; Detection zones not configured; Alert notifications disabled.	Enable motion detection in settings. Adjust sensitivity. Configure detection zones correctly. Ensure app notifications and email alerts are enabled.
Cannot Access Remotely	No internet connection; Incorrect P2P settings; Router firewall blocking.	Verify internet connectivity on both camera and viewing device. Check P2P status in camera settings. Ensure router settings allow P2P connections.

7. Technical Specifications

Feature	Specification
Model	NC400
Video Capture Resolution	4MP QHD
Connectivity Technology	Wired (PoE)
Connectivity Protocol	Ethernet
Wireless Communication Technology	Wi-Fi (for app connection, not primary data)
Power Source	Battery Powered (DC 12V adapter or PoE)
Night Vision Range	100 Feet (with supplement light)
Low Light Technology	Night Chroma (Full Color)
International Protection Rating	IP67
Material	Metal
Frame Rate	20 fps
Upper Temperature Rating	60 Degrees Celsius
Mounting Type	Wall Mount

Feature	Specification
Special Feature	Motion Sensor, Night Vision, Portable
Indoor/Outdoor Usage	Outdoor

8. Warranty & Support

ANNKE products are backed by a manufacturer's warranty. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official ANNKE website.
For technical support, troubleshooting assistance, or further inquiries, please contact ANNKE customer service through their official website or the support channels provided in the ANNKE Vision App/Client.
You can also visit the ANNKE Store on Amazon for more product information and resources.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question