

ANNKE I51DL0102

ANNKE C500 5MP PoE Security Bullet Camera User Manual

Model: I51DL0102

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your ANNKE C500 5MP PoE Security Bullet Camera. Please read this manual thoroughly before using the product to ensure proper setup and optimal performance. This camera is designed for reliable surveillance with advanced features such as 5MP Super HD resolution, EXIR 2.0 color night vision, built-in microphone for audio recording, H.265+ video compression, and IP67 weatherproof rating.

PACKAGE CONTENTS

Verify that all items are present in the package:

- 3 x 5MP IP PoE Camera
- 1 x User Manual (this document)
- 1 x Mounting Screws Kit



Image: Three ANNKE C500 5MP PoE Security Bullet Cameras, showing the product as packaged.

SETUP AND INSTALLATION

The ANNKE C500 camera supports Power over Ethernet (PoE) for simplified installation, requiring only a single network cable for both power and data transmission. It can be mounted on ceilings or walls.

Mounting Options

Flexible Installation



Image: Diagram illustrating the flexible installation options for the camera, including ceiling and wall mounting, and highlighting key features like the 115° field of view and IP67 weatherproof housing.

1. **Choose a Location:** Select a suitable location for installation, considering the desired field of view (115° diagonal FOV) and network cable accessibility. The camera is IP67 weatherproof, suitable for both indoor and outdoor use.
2. **Drill Holes:** Use the provided mounting screws kit to mark and drill holes for the camera base.
3. **Secure the Camera:** Attach the camera securely to the mounting surface using the screws.

4. **Connect PoE Cable:** Connect a standard Ethernet cable from your PoE NVR or PoE switch to the camera's RJ45 port. Ensure the waterproof lid is properly used for outdoor installations.
5. **(Optional) DC 12V Power:** If not using PoE, connect a DC 12V power adapter (not included) to the camera's power input.

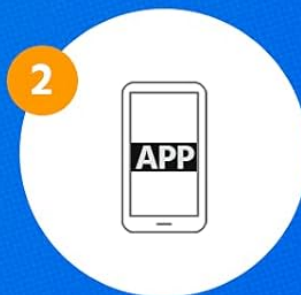
Initial Setup with ANNKE Vision App

The ANNKE Vision app facilitates easy setup and live viewing.

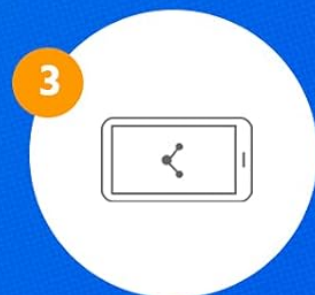
Easiest Plug & Play Setup



Simple Connection



ANNKE Vision App



Get Instant Live View

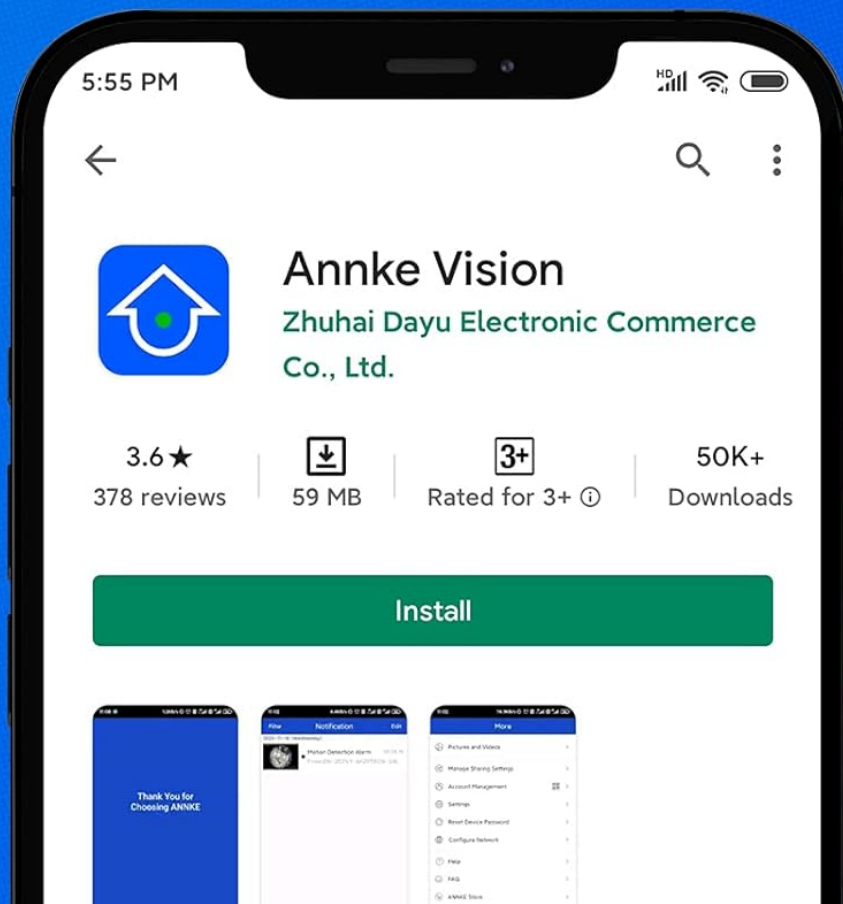


Image: Visual guide for the easiest plug-and-play setup, showing the ANNKE Vision app download and the three steps: Simple Connection, ANNKE Vision App, and Get Instant Live View.

1. **Download App:** Download the "ANNKE Vision" app from the Google Play Store or Apple App Store.
2. **Add Device:** Open the app and follow the on-screen instructions to add your camera. This typically involves scanning a QR code on the camera or manually entering its details.
3. **Configure Settings:** Adjust camera settings such as motion detection zones, recording schedules, and notification preferences within the app.

OPERATING THE CAMERA

Live View and Playback

Access live video feeds and recorded footage through the ANNKE Vision app or compatible NVR/software.

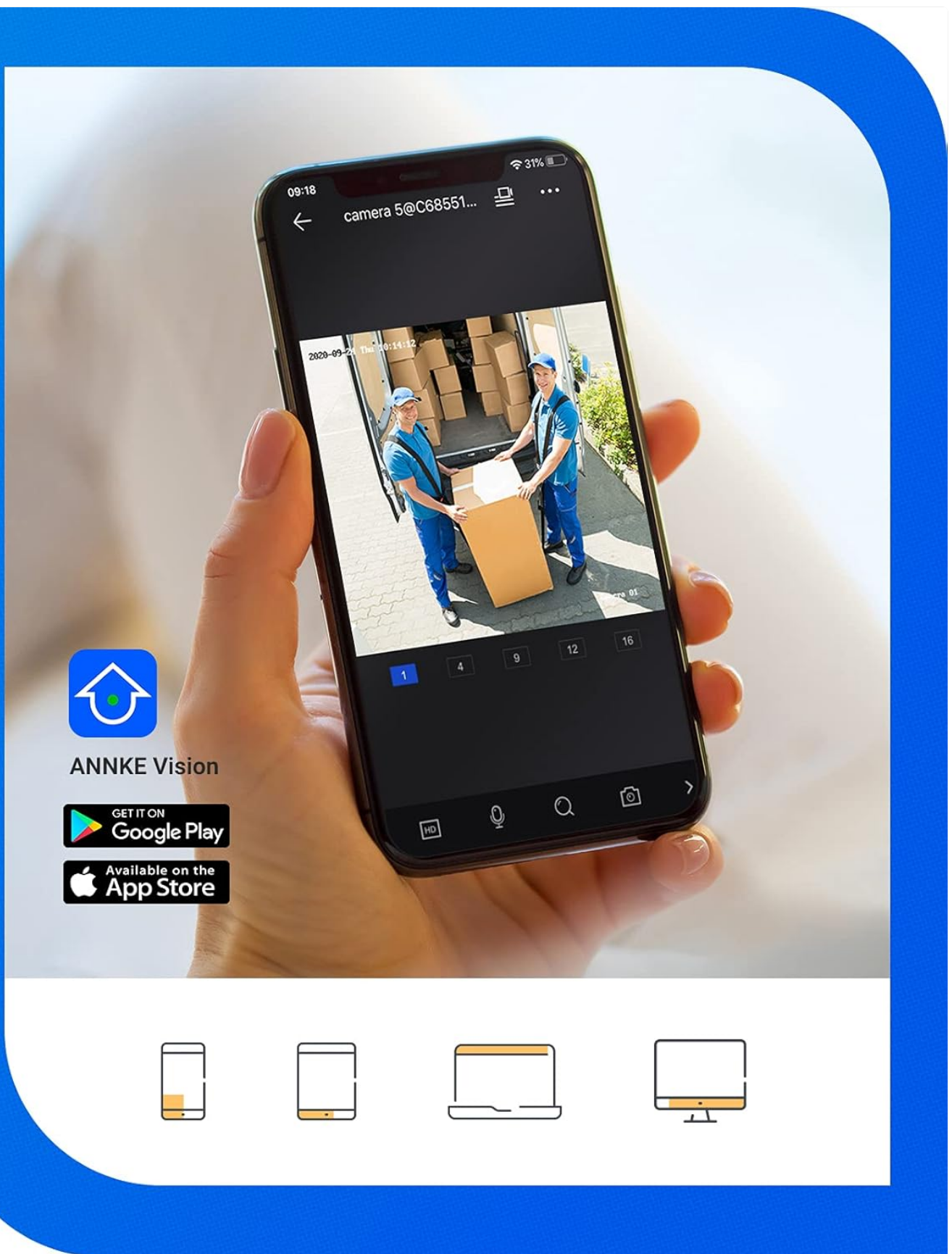


Image: The ANNKE Vision app interface on a smartphone, demonstrating remote access to live video streams and playback from various devices.

- **Remote Access:** View live streams and recorded video from your smartphone, tablet, computer, or laptop.
- **Audio Recording:** The built-in noise-cancelling microphone captures clear audio, enhancing surveillance capabilities.

Night Vision Capabilities

The camera features advanced night vision for clear imaging in low-light conditions.

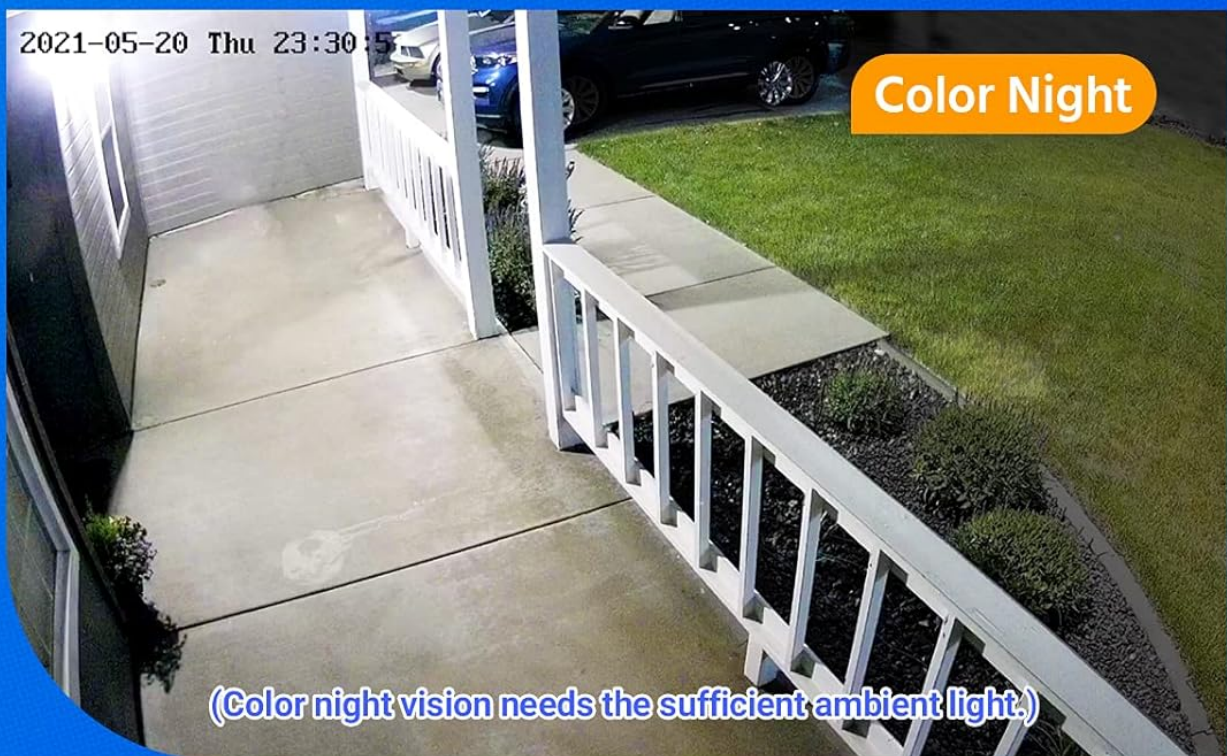


Image: Comparison of daytime 5MP footage and color night vision footage, demonstrating the camera's ability to capture color images in low-light conditions when sufficient ambient light is available.

- **EXIR 2.0 Night Vision:** Provides up to 100 ft (30 m) of clear night vision.
- **Color Night Vision:** With sufficient ambient lighting, the camera can produce color images at night.

Video Recording and Storage

The camera utilizes efficient video compression for optimal storage.

H.265+ Video Format

H.265+ saves up to 80% of storage compared with H.264.

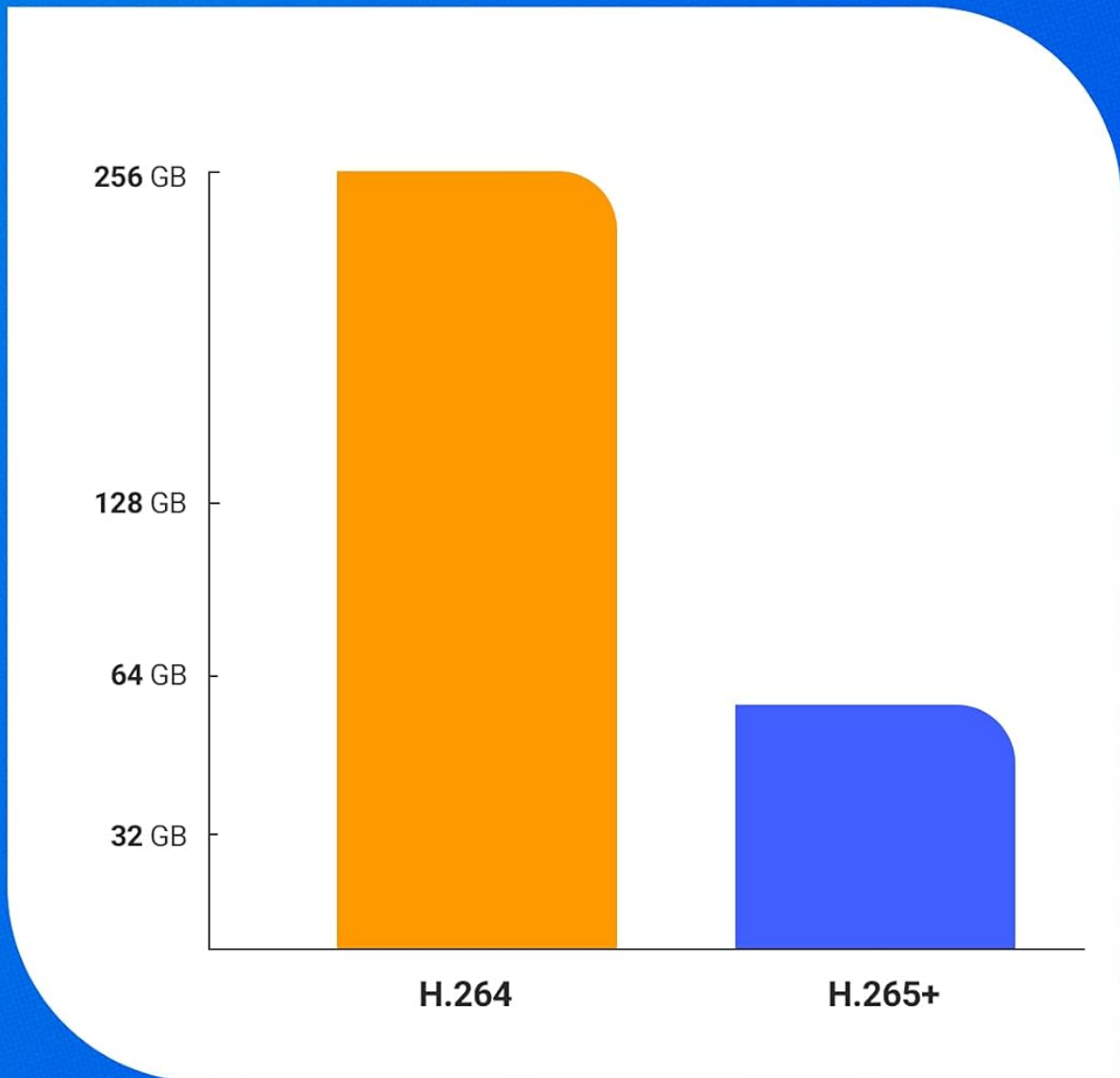


Image: Bar chart illustrating the storage efficiency of H.265+ video format compared to H.264, showing H.265+ can save up to 80% of storage space.

- **H.265+ Video Format:** Reduces storage consumption by up to 80% compared to H.264, while maintaining 5MP Super HD quality.
- **Continuous Recording:** The camera supports 24/7 continuous recording when connected to a compatible NVR or storage solution.

- **Local Storage:** Features a built-in microSD/SDHC/SDXC slot, supporting up to 256 GB for local recording.



Image: Graphic representing the camera's 24/7 continuous recording capability for constant surveillance.

Smart Motion Alerts

Receive notifications for detected motion events.

- Configure motion detection zones and sensitivity settings within the ANNKE Vision app or NVR interface to minimize

false alerts.

- Receive instant notifications on your connected devices when motion is detected.

MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your camera.

- **Lens Cleaning:** Periodically clean the camera lens with a soft, dry cloth to ensure clear image quality. Avoid abrasive cleaners.
- **Housing Inspection:** Inspect the camera housing and mounting bracket for any signs of damage or loosening, especially after severe weather conditions.
- **Firmware Updates:** Check for and install any available firmware updates through the ANNKE Vision app or ANNKE's official website to ensure your camera has the latest features and security enhancements.
- **Environmental Protection:** The camera is IP67 weatherproof, designed to withstand temperatures from -22 °F to 140 °F (-30 °C to 60 °C). Ensure proper sealing of connections for outdoor use.



Image: The camera demonstrating its IP67 weatherproof rating and wide operating temperature range, highlighting its durability in various environmental conditions.

TROUBLESHOOTING

This section addresses common issues you might encounter.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
No video feed	No power; Network cable disconnected or faulty; NVR/router issue.	Check PoE connection or 12V power supply. Ensure Ethernet cable is securely connected. Verify NVR/router status.
Poor image quality	Dirty lens; Insufficient lighting; Network bandwidth issues.	Clean the camera lens. Ensure adequate ambient light for color night vision. Check network connection speed.
Motion alerts not working	Motion detection disabled; Incorrect sensitivity settings; Network connectivity issues.	Enable motion detection in app/NVR. Adjust sensitivity and detection zones. Check network connection.
Cannot connect to app	Incorrect network settings; App version outdated; Firewall blocking connection.	Verify network settings (IP address, gateway). Update ANNKE Vision app. Check firewall rules on your network.

For further assistance, please refer to the support section.

SPECIFICATIONS

Feature	Detail
Model Name	I51DL (C500 Series)
Image Sensor	1/3" Progressive Scan CMOS
Video Resolution	5MP (2K Super HD)
Lens	2.8 mm
Angle of View	Horizontal FOV 98°, Vertical FOV 53°, Diagonal FOV 115°
Night Vision Distance	Up to 100 ft (30 m) with EXIR 2.0
Video Compression	H.265+/H.265/H.264+/H.264
Audio Input	Built-in Microphone (Noise-Cancelling)
Wide Dynamic Range (WDR)	120 dB WDR
Digital Noise Reduction (DNR)	3D DNR
Storage	Built-in microSD/SDHC/SDXC Slot, up to 256 GB
Connectivity	RJ45 Ethernet (10 M/100 M), PoE (Power over Ethernet)
Power Supply	DC 12 V; PoE
Operating Temperature	-22 °F to 140 °F (-30 °C to 60 °C)
Weatherproof Rating	IP67
Housing Material	Metal & Plastic
Dimensions	8.5 x 4.72 x 4.65 inches

ANNKE provides customer support and warranty services for its products.

- **Warranty Information:** For detailed warranty terms and conditions, please refer to the official ANNKE website or contact ANNKE customer service.
- **Technical Support:** If you encounter issues not covered in the troubleshooting section, or require further assistance, please visit the ANNKE support page or contact their technical support team.
- **Online Resources:** Additional resources, FAQs, and software downloads may be available on the official ANNKE website.

Note: Protection plans may be available for purchase separately to extend coverage.

