ANNKE AN-I51EL0102-V1#US

ANNKE AC500 IP PoE Camera User Manual

3K Ultra HD, Color Night Vision with Spotlight, IP67 Outdoor Bullet Surveillance Camera

1. Introduction

Thank you for choosing the ANNKE AC500 IP PoE Camera. This manual provides essential information for the proper installation, operation, and maintenance of your security camera. The ANNKE AC500 is designed to provide reliable and high-quality surveillance for both home and business environments, featuring advanced capabilities such as 3K Ultra HD resolution, intelligent color night vision, and precise human and vehicle detection.
Please read this manual thoroughly before using the product to ensure optimal performance and safety. Keep this manual for future reference.



Figure 1.1: ANNKE AC500 IP PoE Camera Overview

2. What's in the Box

Upon opening the package, please verify that all the following components are included and in good condition:

- 1 x 3K PoE Security Camera
- 1 x User Manual
- 1 x Mounting Screw Bag
- 1 x 3.28 ft/1 m Ethernet Cable

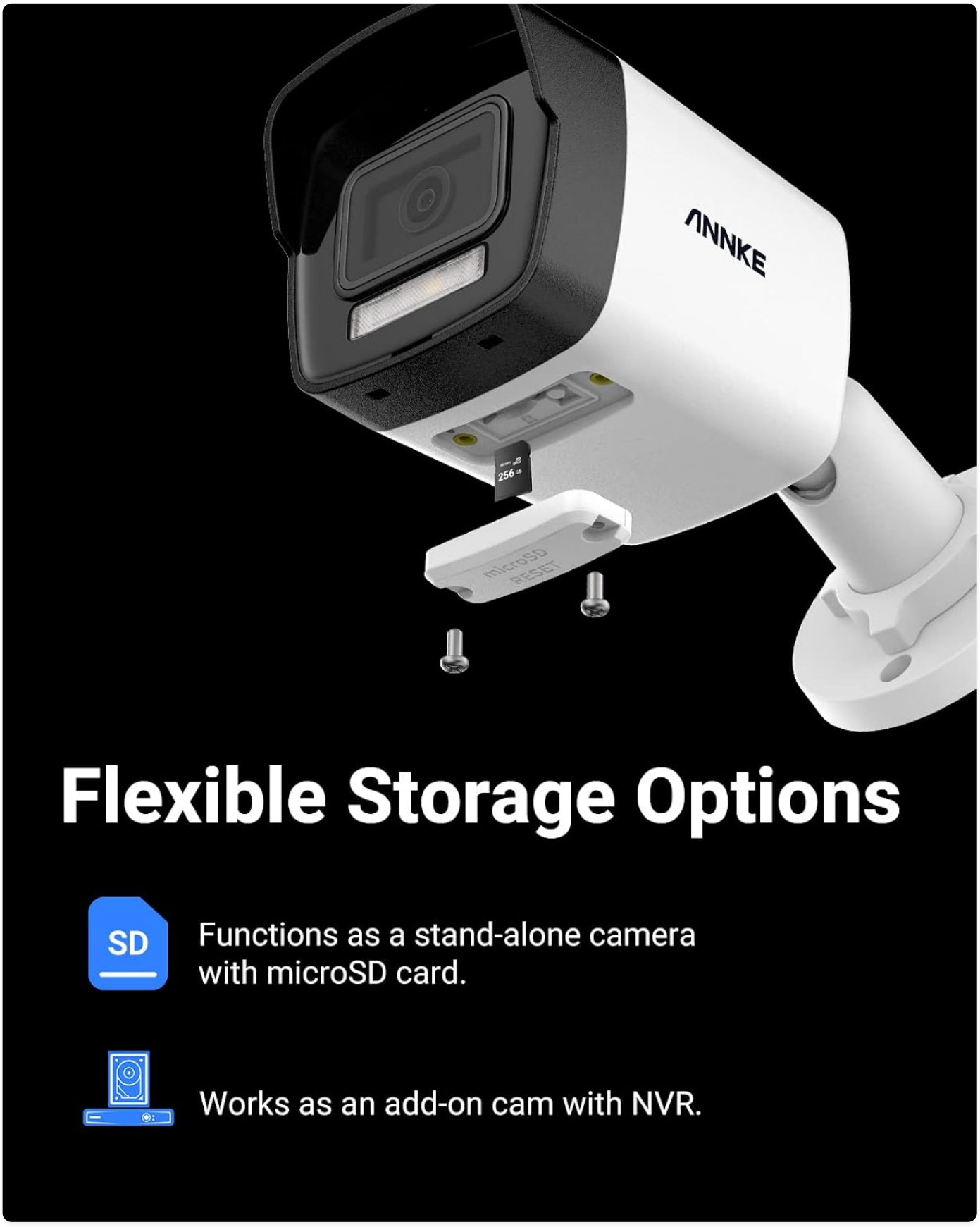


Figure 2.1: All components included in the ANNKE AC500 package.

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Video 2.1: Unboxing and initial overview of the ANNKE C500 (AC500) PoE Camera. This video demonstrates the contents of the package and provides a first look at the camera and its accessories.

3. Setup

3.1. MicroSD Card Installation (Optional for Standalone Use)

If you plan to use the camera as a standalone unit without an NVR, you will need to install a microSD card (up to 256GB, not included) for local storage. Locate the microSD card slot on the camera, usually protected by a cover secured with screws. Carefully remove the cover, insert the microSD card, and then re-secure the cover to maintain the camera's IP67 waterproof rating.



Figure 3.1: Flexible storage options, including microSD card slot for standalone operation.

3.2. Physical Installation and Mounting

The ANNKE AC500 is designed for outdoor use with an IP67 waterproof housing. Choose a suitable mounting location that provides the desired viewing angle and is within reach of your network cable. The camera supports wall mount installation.

1. Use the provided drill template to mark the screw holes on the mounting surface.
2. Drill pilot holes as marked.
3. Secure the camera's mounting base to the surface using the included screws and wall plugs.
4. Adjust the camera angle as needed.



Figure 3.2: Example of camera mounting.

3.3. Network and Power Connection

The camera supports Power over Ethernet (PoE), allowing both power and data transmission over a single Ethernet cable. Connect the Ethernet cable from your PoE switch or NVR to the camera's Ethernet port. If not using PoE, you will need a separate 12V DC power adapter (not included) and connect it to the camera's power input.
Ensure all connections are secure and, for outdoor installations, utilize the waterproof lid for the Ethernet connection to protect against environmental elements.



Figure 3.3: Camera connections and features.

3.4. App Setup (ANNKE Vision)

To access and manage your camera remotely, download the ANNKE Vision app from Google Play or the Apple App Store. Follow the in-app instructions to register an account, add your device by scanning the QR code on the camera, and complete the network configuration. Ensure your smartphone and the camera are on the same network during the initial setup process.



Figure 3.4: ANNKE Vision App for remote access.

4. Operating the Camera

4.1. Live View and Recording

Once set up, you can view the live feed from your camera via the ANNKE Vision app or a compatible NVR/DVR system. The camera captures video in stunning 3K Ultra HD resolution, ensuring clear and detailed footage.



Figure 4.1: Experience superior 3K clarity with the ANNKE AC500.

4.2. Intelligent Night Vision

The ANNKE AC500 features intelligent color night vision and traditional IR night vision. The color night vision activates automatically when human motion is detected, providing clear, full-color images even in low-light conditions up to 66ft. IR night vision extends visibility up to 100ft in complete darkness.

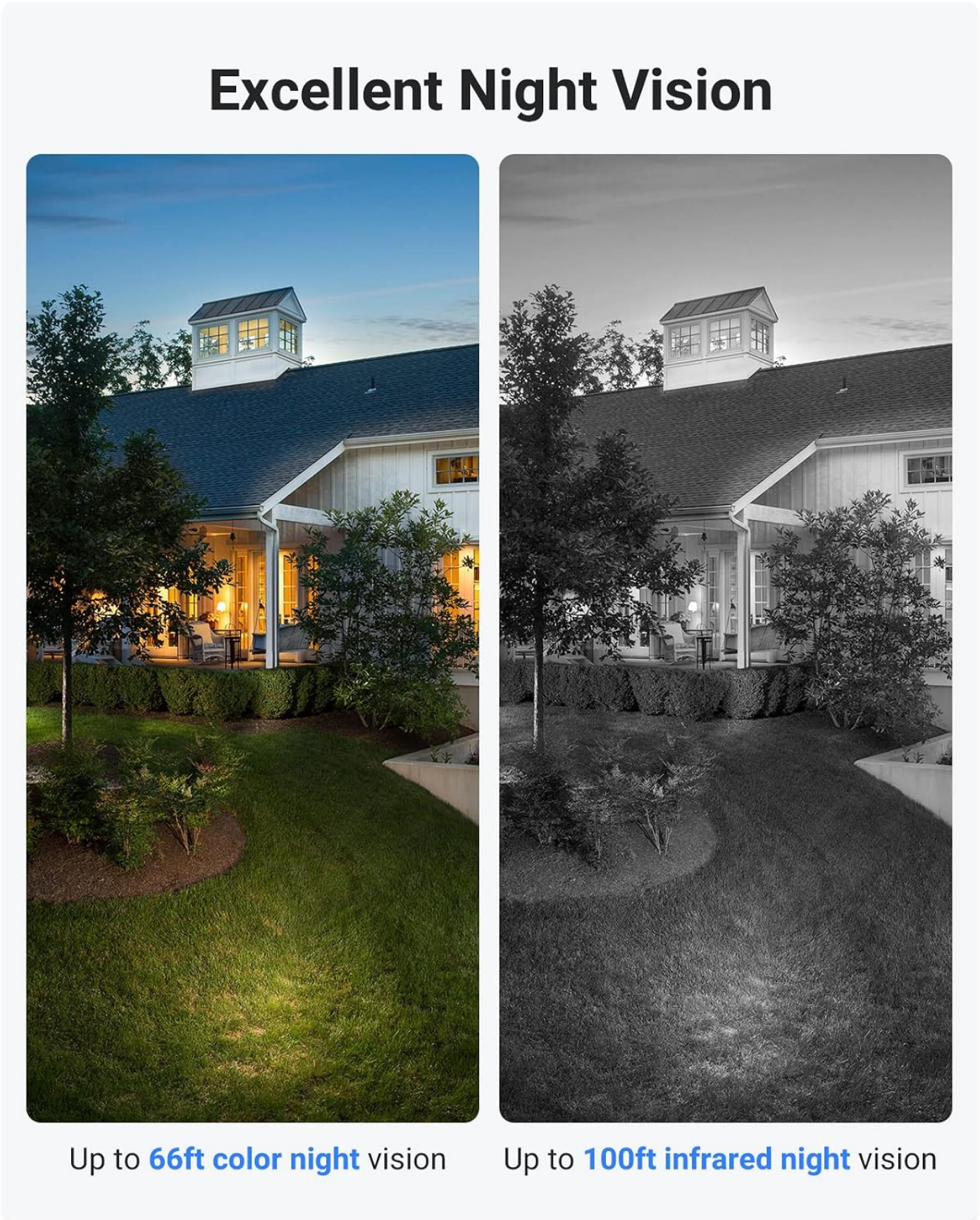


Figure 4.2: Comparison of color night vision and infrared night vision.

4.3. Human & Vehicle Detection

Leveraging advanced Motion Detection 2.0 technology, the camera accurately identifies and tracks people and vehicles, minimizing false alarms. You will receive real-time notifications and email alerts for detected events.

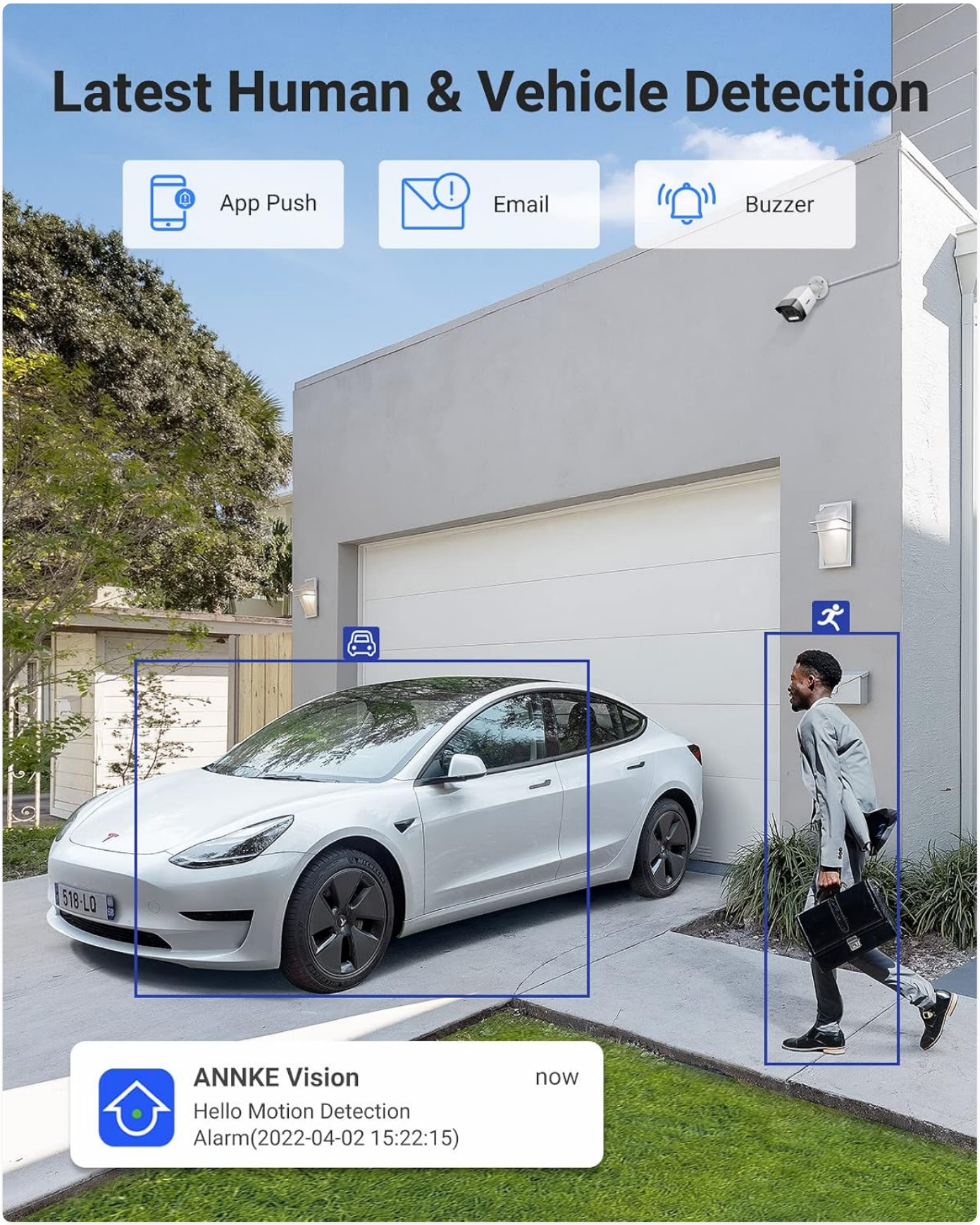


Figure 4.3: Visual representation of human and vehicle detection.

4.4. Audio Recording

The built-in noise-canceling microphone allows for clear audio recording up to 20ft, providing comprehensive surveillance with both video and audio.

5. Maintenance

Regular maintenance ensures the longevity and optimal performance of your ANNKE AC500 camera.

- **Cleaning:** Periodically clean the camera lens and housing with a soft, damp cloth. Avoid abrasive cleaners that could scratch the lens.
- **Firmware Updates:** Check the ANNKE Vision app or ANNKE's official website for any available firmware updates. Keeping your camera's firmware up-to-date ensures you have the latest features and security enhancements.
- **Cable Inspection:** Regularly inspect all cables and connections for any signs of wear, damage, or corrosion, especially for outdoor installations. Ensure waterproof seals are intact.

6. Troubleshooting

If you encounter issues with your ANNKE AC500 camera, refer to the following common troubleshooting tips:

- **No Power/No Image:** Ensure the camera is properly connected to a PoE switch/NVR or a 12V DC power adapter. Check the Ethernet cable for damage.
- **Poor Image Quality:** Clean the camera lens. Check for obstructions in the camera's field of view. Ensure sufficient lighting for optimal night vision performance. Verify the resolution settings in the app/NVR.
- **No Motion Detection:** Verify that motion detection is enabled in the camera settings via the ANNKE Vision app. Adjust sensitivity and detection zones as needed.
- **Network Connectivity Issues:** Ensure your router/NVR is functioning correctly. Restart the camera and your network equipment. Check network cable connections.
- **MicroSD Card Not Recording:** Ensure the microSD card is properly inserted and initialized through the camera's settings in the ANNKE Vision app. Check if the card is full or corrupted.

For more detailed troubleshooting or technical support, please refer to the fullUser Manual (PDF) or visit the ANNKE support website.

7. Specifications

Below are the key technical specifications for the ANNKE AC500 IP PoE Camera:

Feature	Specification
Model Name	AN-I51EL0102-V1#US
Indoor/Outdoor Usage	Outdoor
Connectivity Technology	Wired (PoE)
Video Capture Resolution	3K Ultra HD (5MP Max Webcam Image Resolution)
Night Vision Range	100 Feet (IR), 66 Feet (Color)
Special Feature	Portable, Night Vision, Motion Sensor (Human & Vehicle Detection)
Power Source	Corded Electric (12 Volts, 12 watts)
International Protection Rating	IP67
Included Components	1 x 3K PoE Security Camera, 1 x User Manual, 1 x Mounting Screw Bag, 1 x 3.28 ft/1 m Ethernet Cable
Product Dimensions	8.5 x 4.7 x 4.6 inches
Item Weight	1.01 pounds

8. Warranty and Support

ANNKE products typically come with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty information provided in the full user manual or on the official ANNKE website. Protection plans are also available for extended coverage.

For technical support, product inquiries, or warranty claims, please contact ANNKE customer service through their official website or the contact information provided in your product documentation. You can also refer to the User Manual (PDF) for additional details.

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For more information, visit www.annke.com

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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.

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