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ANNKE AU-N48PBB6-V2-58DN-V3

ANNKE H500 8-Channel PoE Security Camera System User Manual

Model: AU-N48PBB6-V2-58DN-V3

1. Introduction and System Overview

The ANNKE H500 is an 8-channel Power over Ethernet (PoE) security camera system designed for comprehensive surveillance. This system includes an 8-channel Network Video Recorder (NVR) with a pre-installed 6TB Hard Disk Drive (HDD) and eight 5MP IP outdoor dome cameras. It features advanced capabilities such as 5MP Super HD resolution, EXIR 2.0 color night vision, audio recording, smart motion detection, and IP67 weatherproofing for reliable outdoor use. The system utilizes H.265+ video compression for efficient storage and bandwidth usage.

2. What's in the Box

Please verify that all components are present and in good condition upon opening the package:

- 1 x 8-Channel PoE NVR (with 6TB HDD pre-installed)
- 8 x 5MP PoE Dome Cameras
- 4 x 100ft Network Cables
- 4 x 66ft Network Cables
- 1 x DC48V Power Supply for NVR
- 1 x USB Mouse
- 1 x User Manual (this document)

3. System Setup and Installation

The ANNKE H500 system is designed for straightforward DIY installation. Follow these steps to set up your security system:

1. **Unpack Components:** Carefully remove all items from the packaging.
2. **NVR Placement:** Place the NVR in a secure, well-ventilated location near your internet router and a power outlet.
3. **Connect NVR:**

- Connect the DC48V power supply to the NVR and plug it into a power outlet.
- Connect the NVR to your router using an Ethernet cable for network access.
- Connect a monitor to the NVR's HDMI or VGA port.
- Connect the USB mouse to the NVR's USB port for navigation.

4. **Camera Installation:**
   - Select appropriate outdoor locations for your 5MP PoE dome cameras, ensuring optimal coverage and clear line of sight.
   - Mount each camera securely using the provided hardware.
   - Connect each PoE camera to an available PoE port on the NVR using the provided network cables (60 ft/100 ft Cat5e). The PoE connection provides both power and data transmission.
5. **Initial Configuration:** Follow the on-screen prompts on the connected monitor to complete the initial NVR setup, including setting a password, time zone, and network settings.

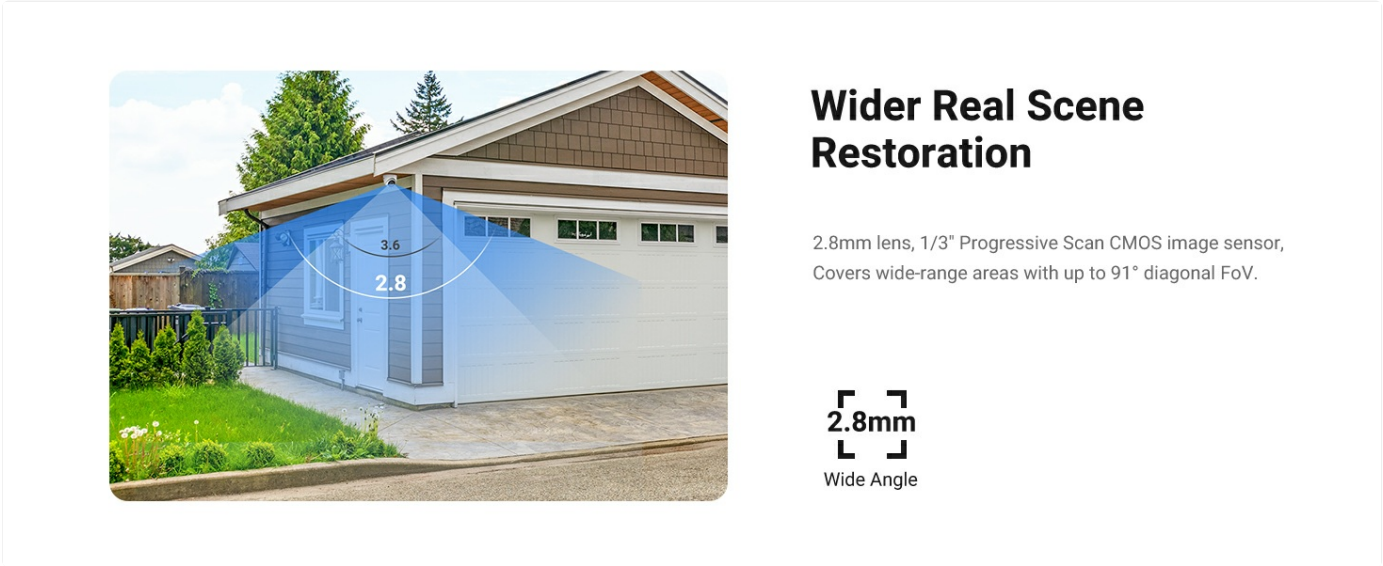


Figure 3.1: Plug & Play Installation. A technician installs an ANNKE PoE dome camera, highlighting the ease of setup.



Figure 3.2: Unstoppable 24/7 Recording. The NVR is connected to a television, showing live feeds from four cameras, indicating continuous surveillance.

4. Operating Instructions

Once the system is set up, you can begin monitoring and managing your security feeds.

4.1 Remote Access

Access your security system remotely via the ANNKE mobile application (available for iOS and Android) or through a web browser on your PC or tablet. This allows you to view live feeds, playback recordings, and receive alerts from anywhere with an internet connection.

4.2 Smart Motion Detection

The system features smart motion detection. You can customize specific detection areas within each camera's view to minimize false alarms and receive accurate notifications. When motion is detected in a marked area, the system can trigger recordings and send push notifications to your connected devices.



Figure 4.1: Customize Motion Zone. An image showing a driveway with a car, overlaid with a blue boundary indicating a user-defined motion detection zone.

4.3 Video Recording and Playback

The NVR continuously records footage to the pre-installed 6TB HDD. The advanced H.265+ video format optimizes storage space, allowing for extended recording periods while maintaining 5MP Super HD image quality. You can access recorded footage through the NVR interface or the remote access applications.

4.4 Color Night Vision and EXIR 2.0

The 5MP cameras provide clear 2K Super HD images during the day and utilize EXIR 2.0 technology for enhanced night vision up to 100 ft. With sufficient ambient lighting, the cameras can also deliver color night vision, providing more detailed visual information than traditional IR night vision.

Figure 4.2: 5MP Super HD Image Quality. A scene of a backyard with people, illustrating the high-resolution video capture.

4.5 Audio Recording

Each 5MP dome camera is equipped with a built-in noise-canceling microphone, capable of picking up ambient sound up to 20 feet away. This feature allows for simultaneous video and audio recording, providing a more comprehensive surveillance record.



Figure 4.3: Built-In Microphone. A detailed view of the camera, emphasizing its audio recording capability.

4.6 Wide Dynamic Range (WDR)

The cameras feature Wide Dynamic Range (WDR) technology, which helps capture clear images in scenes with both very bright and very dark areas. This ensures that details are not lost due to extreme lighting conditions.

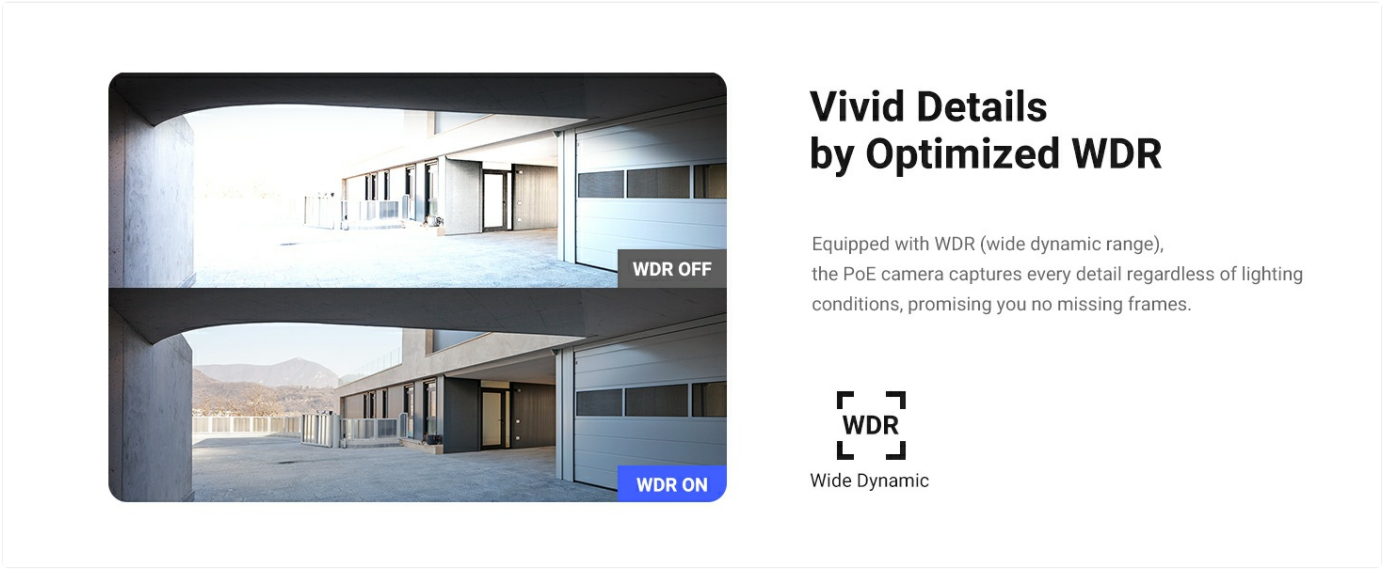


Figure 4.4: Vivid Details by Optimized WDR. A side-by-side comparison demonstrating the improved image clarity with Wide Dynamic Range enabled.

4.7 Alexa Integration

The system supports integration with Alexa for voice control and viewing camera feeds on compatible Alexa devices. Refer to the Alexa Skills Setup Note for important configuration details.

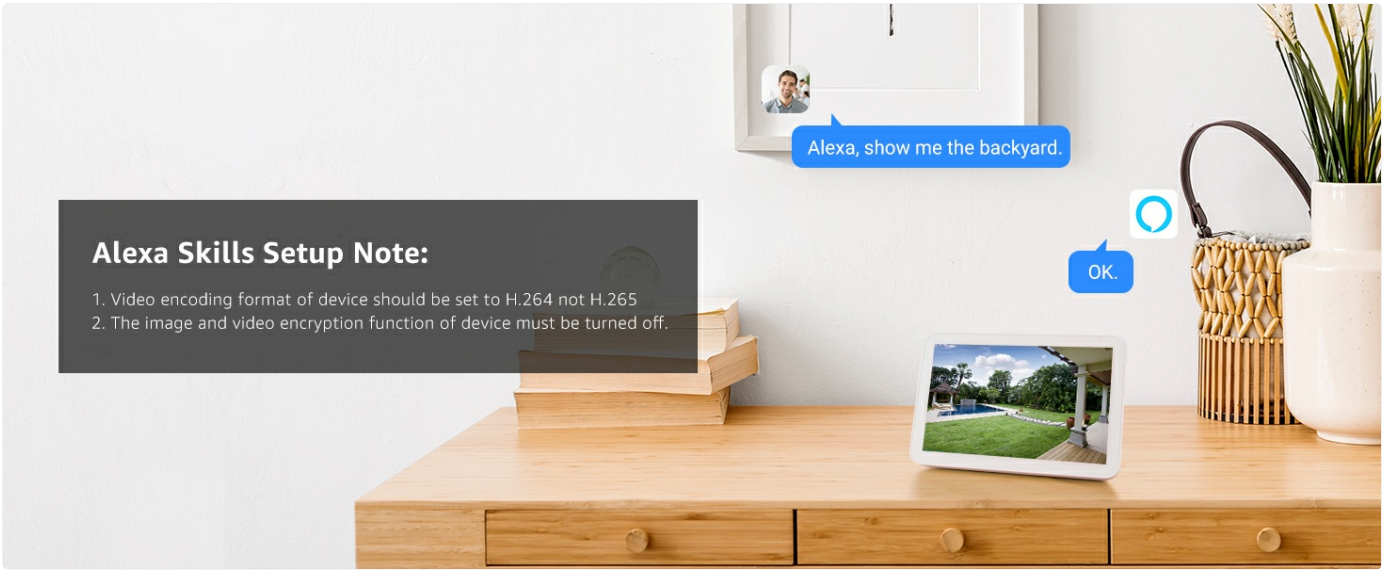


Figure 4.5: Alexa Skills Setup Note. An image showing an Alexa device displaying a camera feed, accompanied by important setup instructions for Alexa integration.

Alexa Skills Setup Note:

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

5. Maintenance

Regular maintenance ensures optimal performance and longevity of your ANNKE H500 security system.

- **Camera Cleaning:** Periodically clean the camera lenses with a soft, damp cloth to remove dust, dirt, or water spots that may obstruct the view. Avoid abrasive cleaners.
- **Cable Inspection:** Routinely check all network cables for any signs of wear, damage, or loose connections. Ensure cables are securely fastened and protected from environmental elements.
- **NVR Ventilation:** Ensure the NVR is placed in a well-ventilated area to prevent overheating. Keep vents clear of obstructions.
- **Software Updates:** Check the ANNKE official website or your NVR's system settings for available firmware updates. Keeping your system updated can improve performance and security.
- **Data Backup:** Regularly back up important video footage to an external storage device if needed, especially before performing major system changes or updates.



Figure 5.1: IP67 Weatherproof Camera. A camera shown in water, demonstrating its robust design for outdoor conditions.

6. Troubleshooting

This section addresses common issues you might encounter with your ANNKE H500 system.

- **No Video Display:**
  - Ensure the NVR is powered on and connected to a monitor.
  - Check all HDMI/VGA cable connections.
  - Verify that cameras are properly connected to the NVR's PoE ports and that network cables are not damaged.
  - Restart the NVR.
- **No Remote Access:**
  - Confirm the NVR is connected to your router and has internet access.
  - Check your network settings on the NVR and ensure the mobile app/PC client is configured correctly.
  - Ensure your mobile device or PC has a stable internet connection.
  - Temporarily disable any VPNs or firewalls that might be blocking access.
- **Motion Detection Not Working:**
  - Verify that motion detection is enabled in the NVR settings for the specific camera.
  - Check the configured motion detection zones and sensitivity levels. Adjust as necessary.
  - Ensure there are no physical obstructions blocking the camera's view.
- **Poor Image Quality:**
  - Clean the camera lens.
  - Check for strong light sources directly facing the camera, which can cause glare. Adjust camera angle if possible.
  - Ensure the camera's resolution settings are configured to 5MP.
- **No Audio Recording:**
  - Verify that audio recording is enabled in the camera settings on the NVR.
  - Ensure the microphone is not physically obstructed.

7. Specifications

Feature	Specification
Brand	ANNKE
Model Number	AU-N48PBB6-V2-58DN-V3
Connectivity Technology	Wired (PoE)
Number of Channels	8
Camera Resolution	5MP (2K Super HD)
Night Vision	EXIR 2.0, Color Night Vision (with ambient lighting)
Memory Storage Capacity	6 TB HDD (pre-installed)
Power Source	Corded Electric (DC48V for NVR)
Recording Mode	24/7 Continuous, Motion Detection
Weatherproof Rating	IP67 (Cameras)
Video Compression	H.265+
Audio	Built-in Microphone (on cameras)
Product Dimensions	22.83 x 16.93 x 13.39 inches (NVR)
Compatible Devices	Cameras, Tablets, PCs

8. Warranty and Support

ANNKE provides a **2-year limited warranty** for the H500 PoE Security Camera System. This warranty covers manufacturing defects and ensures your product functions as intended under normal use.

Additionally, ANNKE offers **lifetime technical support** for this product. If you encounter any issues or have questions regarding installation, operation, or troubleshooting, please contact ANNKE customer support through their official website or the contact information provided in your product packaging.

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Details

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