ANNKE NCPT500

ANNKE 3K PT Security PoE Camera (Model: NCPT500) User Manual

This manual provides detailed instructions for the installation, operation, and maintenance of your ANNKE NCPT500 security camera.

1. Introduction

The ANNKE NCPT500 is a high-performance 3K Pan-Tilt (PT) security camera designed for both outdoor and indoor surveillance. It features advanced color night vision, two-way audio, motion detection, and remote access capabilities, providing comprehensive monitoring for your property.

Key Features

- **Every-Angle Covered PT:** 0° to 340° panning and -5° to 105° tilting for extensive field of view control via mobile application.
- **Cutting-Edge Color Night Vision:** F/1.0 super aperture lens and 1/1.8" ultra-size BSI COMS sensor for bright, true-color images in low-light conditions, supported by soft supplement light.
- **3K HD Video:** Delivers 3072x1728@20fps 3K HD images with a 16:9 aspect ratio, optimized for monitor screens.
- **Real-Time 2-Way Audio:** High-sensitivity microphone and internal speaker for clear listen-in audio and communication.
- **Hassle-Free Installation:** Supports Power over Ethernet (PoE) for simplified wiring or optional DC 12V connection. Includes a microSD card slot for up to 256GB local storage.

2. Package Contents

What's in the Box

- 1x 3K Wired PT CCTV PoE Camera
- 1x Waterproof Lid
- 1x Allen Wrench
- 1x Mounting Screw Bag

- 1x Mounting Hole Template

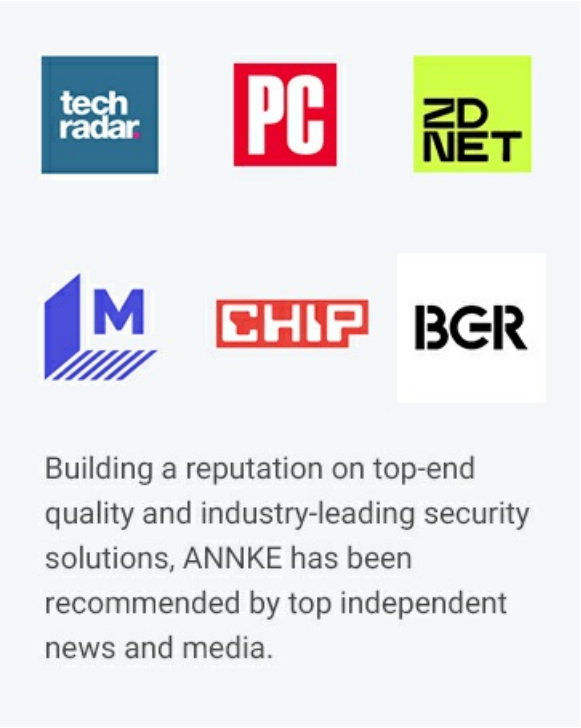


Image: Diagram illustrating the camera's components and the items included in the package, such as the camera unit, waterproof lid, Allen wrench, mounting screw bag, and mounting template.

3. Product Overview

Camera Components



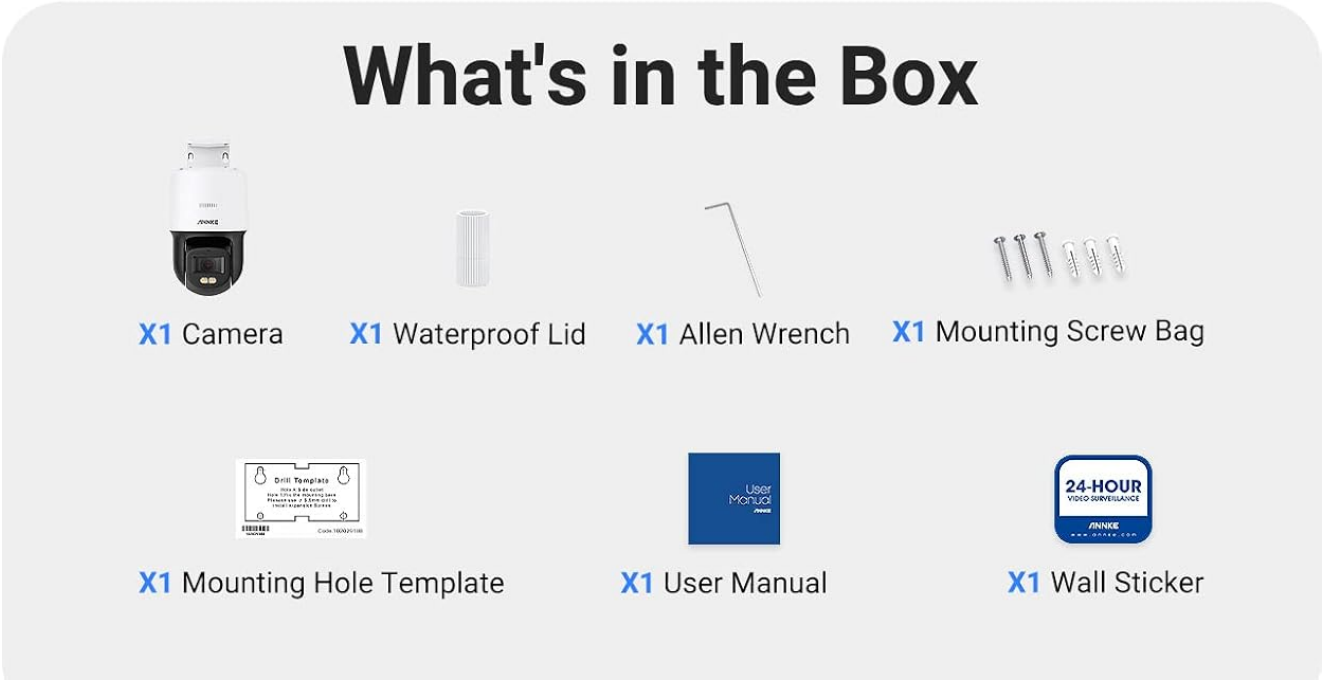


Image: A detailed view of the ANNKE NCPT500 camera, pointing out key components such as the lens, white lights, built-in microphone, speaker, network cable port, and optional power port.

- **2.8mm@F1.0 Lens:** Captures high-resolution video with a wide field of view.
- **Built-in Mic:** For audio input and two-way communication.
- **White Lights:** Provide illumination for color night vision in dark environments.
- **Speaker:** For audio output and two-way communication.
- **Network Cable Port:** For Power over Ethernet (PoE) and data connection.
- **Power Port (Optional):** For DC 12V power supply if PoE is not used.
- **MicroSD Card Slot:** Supports up to 256GB for local video storage.
- **Reset Button:** Used to restore factory settings (typically located near the microSD slot).

4. Setup & Installation

Mounting the Camera

The camera supports both wall and ceiling mounting. Ensure the mounting surface is strong enough to support the camera's weight and that the installation location provides optimal coverage.

1. **Prepare the Mounting Surface:** Use the provided mounting hole template to mark the drilling positions on the wall or ceiling.
2. **Drill Holes:** Drill pilot holes at the marked positions. Insert wall anchors if necessary for drywall or masonry.
3. **Secure the Mount:** Attach the camera's mounting bracket to the surface using the provided screws.
4. **Attach the Camera:** Secure the camera unit to the mounting bracket. Adjust the camera's orientation as needed before final tightening.
5. **Waterproof Connections:** For outdoor installations, use the waterproof lid for the network cable connection to prevent water ingress and ensure long-term reliability.



Image: The ANNKE NCPT500 camera securely mounted on an exterior wall, demonstrating a typical installation scenario.

Power and Network Connection

The NCPT500 camera can be powered and connected to your network in two primary ways:

1. **Power over Ethernet (PoE):** Connect an Ethernet cable from a PoE-enabled Network Video Recorder (NVR) or PoE switch to the camera's network cable port. This single cable provides both power and data, simplifying installation.
2. **DC 12V Power Adapter (Optional) & Ethernet Cable:**If PoE is not available, connect a DC 12V power adapter (not included) to the camera's power port and an Ethernet cable from your router/switch to the network cable port.

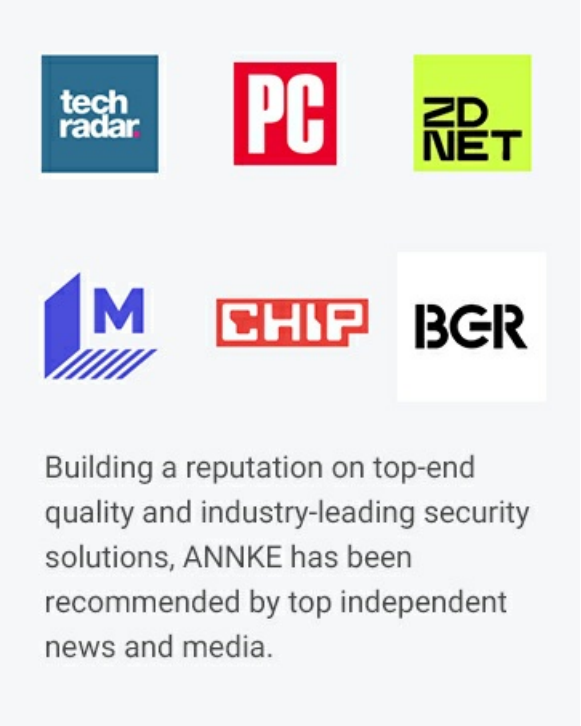


Image: A diagram illustrating the simple connection of the camera to a network video recorder (NVR) via a single Ethernet cable for both data and power (PoE).

MicroSD Card Installation

The camera supports a microSD card up to 256GB for local video storage. This provides a convenient backup or primary recording solution without needing an NVR.

1. Locate the microSD card slot on the camera body, usually protected by a cover.
2. Gently open the cover and insert the microSD card into the slot until it clicks into place. Ensure the card is oriented correctly.
3. Securely close the cover to maintain the camera's weather resistance (IP66 rating).

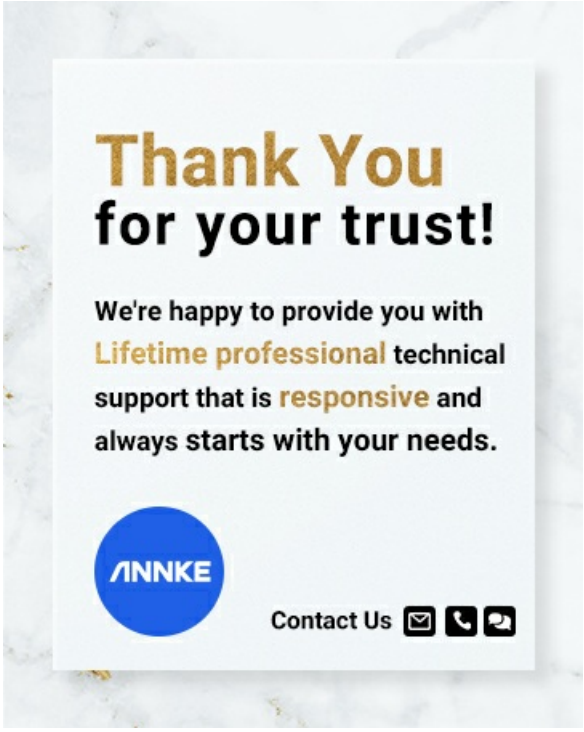


Image: A close-up view of the camera's microSD card slot, showing how to insert a microSD card for local storage.

5. Operation

Initial Setup and Remote Access

To access and control your camera, download the ANNKE Vision app from the App Store or Google Play. This app allows for remote viewing, configuration, and interaction.

1. **Download the App:** Search for "ANNKE Vision" on your smartphone's app store (App Store or Google Play) and install it.
2. **Create an Account:** Follow the in-app instructions to create a new ANNKE account or log in if you already have one.
3. **Add Camera:** Use the app to scan the QR code on your camera or manually enter its serial number to add it to your account.
4. **Configure Settings:** Once added, you can configure various settings such as Wi-Fi (if applicable), motion detection zones, recording schedules, and notification preferences.



Image: A smartphone screen showing the ANNKE application interface with a live view from the security camera, demonstrating remote access and control.

Pan and Tilt Control

The camera features 340° pan and 110° tilt capabilities, allowing you to adjust the viewing angle remotely to cover a wide area.

- Open the ANNKE Vision app and select your NCPT500 camera from the device list.
- Use the on-screen joystick or directional controls to pan (rotate horizontally) and tilt (rotate vertically) the camera lens to your desired position.
- You can set preset positions for quick navigation to frequently monitored areas, enhancing efficiency.



Image: An illustration demonstrating the 340-degree pan and 110-degree tilt movement range of the ANNKE NCPT500 camera, controlled via a mobile application.

Two-Way Audio

The built-in microphone and speaker enable clear two-way audio communication, allowing you to listen in and speak through the camera.

- In the live view of the ANNKE Vision app, tap the microphone icon to activate the speaking function and transmit your voice through the camera's speaker.
- The camera's microphone will capture audio from its surroundings, which you can hear through the app on your smartphone.



Image: A scenario showing a person interacting with a delivery driver via the camera's two-way audio feature, with speech bubbles indicating communication.

Color Night Vision

The NCPT500 features an F1.0 super aperture lens and integrated white lights to provide true color night vision, even in extremely low-light conditions.

- The camera automatically activates its white lights when ambient light is insufficient, ensuring clear, full-color images at night.
- This feature significantly enhances detail and identification capabilities compared to traditional black and white infrared night vision.



Image: A side-by-side comparison demonstrating the superior clarity and color reproduction of ANNKE's true color night vision compared to standard night vision in a dark environment.

Motion Detection and Alerts

Configure motion detection to receive timely alerts and record events, ensuring you are informed of any activity.

- In the app settings, define specific motion detection zones to focus on critical areas and reduce false alarms from irrelevant movements.
- Adjust motion sensitivity settings to suit your environment and minimize unwanted triggers.
- Enable push notifications to receive instant alerts on your smartphone when motion is detected within the defined zones.



Image: An overhead view of a house and yard with highlighted "Zone" areas, illustrating how users can customize motion detection zones within the camera's field of view.

6. Maintenance

Cleaning the Camera

- Regularly clean the camera lens with a soft, dry microfiber cloth to ensure clear image quality.
- For stubborn dirt or smudges, use a lens cleaning solution specifically designed for optical surfaces. Apply the solution to the cloth, not directly to the lens.
- Do not use harsh chemicals, abrasive materials, or excessive force, as these can damage the lens coating or camera housing.

Firmware Updates

- Periodically check for firmware updates through the ANNKE Vision app or the official ANNKE website.
- Firmware updates can improve performance, add new features, and enhance security.
- Follow the update instructions carefully and ensure a stable power supply during the process to avoid interruptions.

Storage Management

- If using a microSD card, regularly review recorded footage and delete unnecessary files to free up space.
- For continuous recording or extended storage, ensure your microSD card has sufficient capacity or consider integrating the camera with a compatible NVR system.

7. Troubleshooting

Common Issues and Solutions

No Power / Camera Not Turning On:

- Ensure the Ethernet cable is securely connected to a PoE-enabled port or switch.
- If using a DC 12V adapter, verify it is properly connected and the power outlet is functional.
- Check if the PoE switch or NVR is powered on and functioning correctly.

No Video Feed:

- Verify network connectivity. Ensure the camera is connected to the network and your viewing device (smartphone, computer) is also connected to the same network or has internet access.
- Restart the camera by disconnecting and reconnecting its power source.
- Check the network cable for any physical damage or loose connections.
- Ensure the camera has been correctly added and configured within the ANNKE Vision app or NVR system.

Poor Image Quality:

- Clean the camera lens for any dirt, dust, or smudges.
- Ensure there are no physical obstructions in the camera's field of view.
- Check network bandwidth. Low bandwidth can affect streaming quality, especially for high-resolution video.
- Adjust video resolution settings in the app or NVR to match your network capabilities.

Motion Detection Not Working / False Alarms:

- Verify that motion detection is enabled and properly configured in the camera settings via the app or NVR.
- Adjust motion detection zones to exclude areas with constant, non-threatening movement (e.g., swaying trees, busy roads).
- Modify motion sensitivity settings to find an optimal balance for your environment.
- Ensure the camera's firmware is up to date, as updates often include improvements to detection algorithms.

Two-Way Audio Issues:

- Ensure the microphone and speaker are enabled in the camera settings within the app.
- Check the volume levels on both the camera (if adjustable) and your viewing device.
- Reduce background noise near the camera for clearer audio transmission and reception.

If you continue to experience issues after attempting these solutions, please refer to the Warranty & Support section

for further assistance.

8. Specifications

Technical Specifications

Feature	Specification
Model	NCPT500
Video Capture Resolution	3K (3072x1728) @ 20fps
Pan Range	0° to 340°
Tilt Range	-5° to 105°
Lens	2.8mm with F/1.0 Super Aperture
Night Vision	True Color Night Vision (F1.0, BSI COMS sensor, soft supplement light)
Audio	2-Way Audio (Built-in microphone & speaker)
Storage	MicroSD Card Slot (up to 256GB)
Connectivity	Wired (PoE), Wi-Fi (for app control, not primary connection)
Power Source	PoE (Power over Ethernet) or DC 12V (Optional)
Indoor/Outdoor Usage	Outdoor (IP66 Weatherproof)
Alert Type	Motion Only
Compatible Devices	Smartphone
Item Weight	2.48 pounds

9. Warranty & Support

Technical Support

ANNKE provides professional technical support for its products. If you encounter any issues or have questions regarding your NCPT500 camera, please contact ANNKE customer service.

For support, visit the official ANNKE website or use the contact information provided in your product packaging.

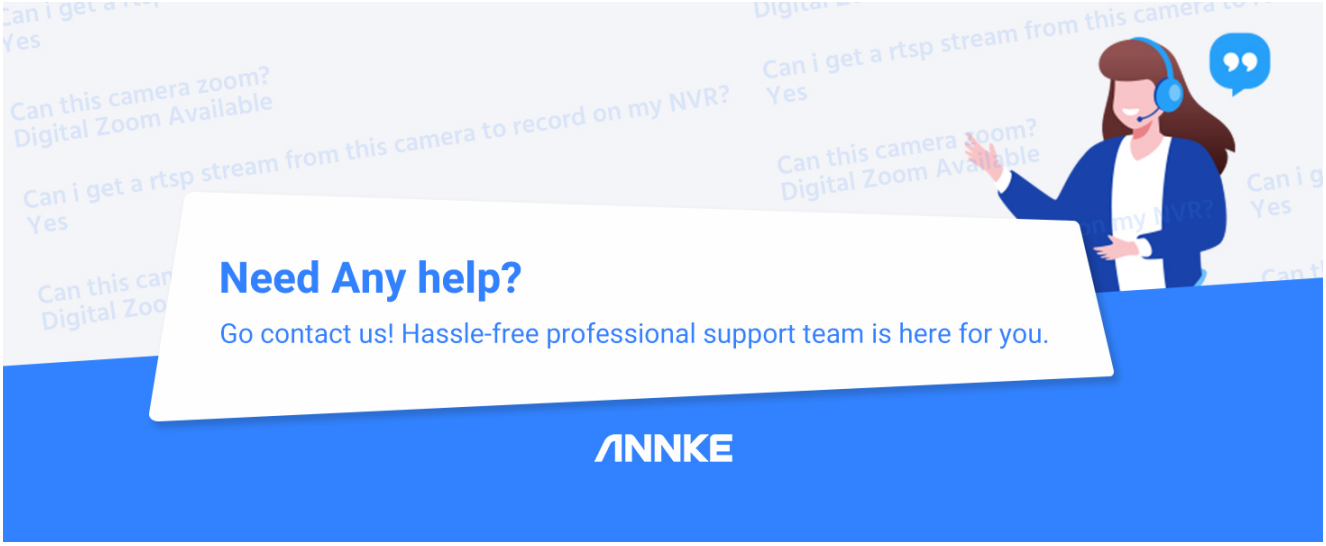


Image: A graphic indicating ANNKE's commitment to professional technical support, with contact icons for email, phone, and chat.

Warranty Information

Please refer to the warranty card included with your product or visit the official ANNKE website for detailed warranty terms and conditions applicable to your region.

10. Important Safety Information

- Use only approved power adapters and accessories provided or recommended by ANNKE.
- Do not expose the camera to extreme temperatures, high humidity, or corrosive environments.
- Avoid placing the camera near strong electromagnetic fields, which can interfere with its operation.
- Ensure proper ventilation around the camera to prevent overheating, especially during continuous operation.
- Do not attempt to disassemble or modify the camera, as this will void the warranty and may cause damage.
- Keep the camera and its accessories out of reach of children and pets.
- Dispose of electronic products responsibly according to local regulations.

11. Video Demonstrations

Product Overview

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Video: A general overview of the ANNKE 3K PT Security PoE Camera, highlighting its main features and design. (Duration: 1:55)

Detailed Features and Setup

Your browser does not support the video tag.

Video: A more in-depth look at the camera's functionalities and a guide through the setup process. (Duration: 5:19)

Quick Feature Highlights

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Video: A brief demonstration of key features such as pan/tilt or night vision. (Duration: 0:32)

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Video: Another short clip showcasing a specific aspect of the camera's performance. (Duration: 0:43)