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ANNKE N44PAM-91DD

ANNKE 12MP PoE Security Camera System User Manual

Model: N44PAM-91DD

1. Introduction to Your Security System

This manual provides detailed instructions for the installation, operation, and maintenance of your ANNKE 12MP PoE Security Camera System. This system includes an 8-channel Network Video Recorder (NVR) and four 12-megapixel Ultra HD PoE IP cameras, designed for comprehensive surveillance with advanced detection capabilities.



Figure 1.1: ANNKE 12MP PoE Security Camera System Overview

This image displays the main components of the ANNKE 12MP PoE Security Camera System, featuring the central Network Video Recorder (NVR) unit and four 12-megapixel bullet-style PoE cameras. The NVR is a black rectangular device, and the cameras are white with black fronts, designed for outdoor installation.

Key Features:

- **12MP Ultra HD Resolution:** Captures video at 4096x3072 pixels, providing exceptional detail and clarity.
- **Smart Dual Light Technology:** Offers both infrared (IR) and white light for flexible night vision, including full-color night vision under specific conditions.
- **Human & Vehicle Detection:** Advanced AI-powered detection minimizes false alarms by accurately identifying human and vehicle movements.
- **PoE (Power over Ethernet):** Simplifies installation by providing power and data through a single Ethernet cable.
- **4TB HDD Included:** Pre-installed hard disk drive for immediate video storage.
- **Remote Access:** Monitor your property from anywhere using the ANNKE mobile application.

2. What's in the Box

Please verify that all items listed below are included in your package. If any items are missing or damaged, contact ANNKE support.

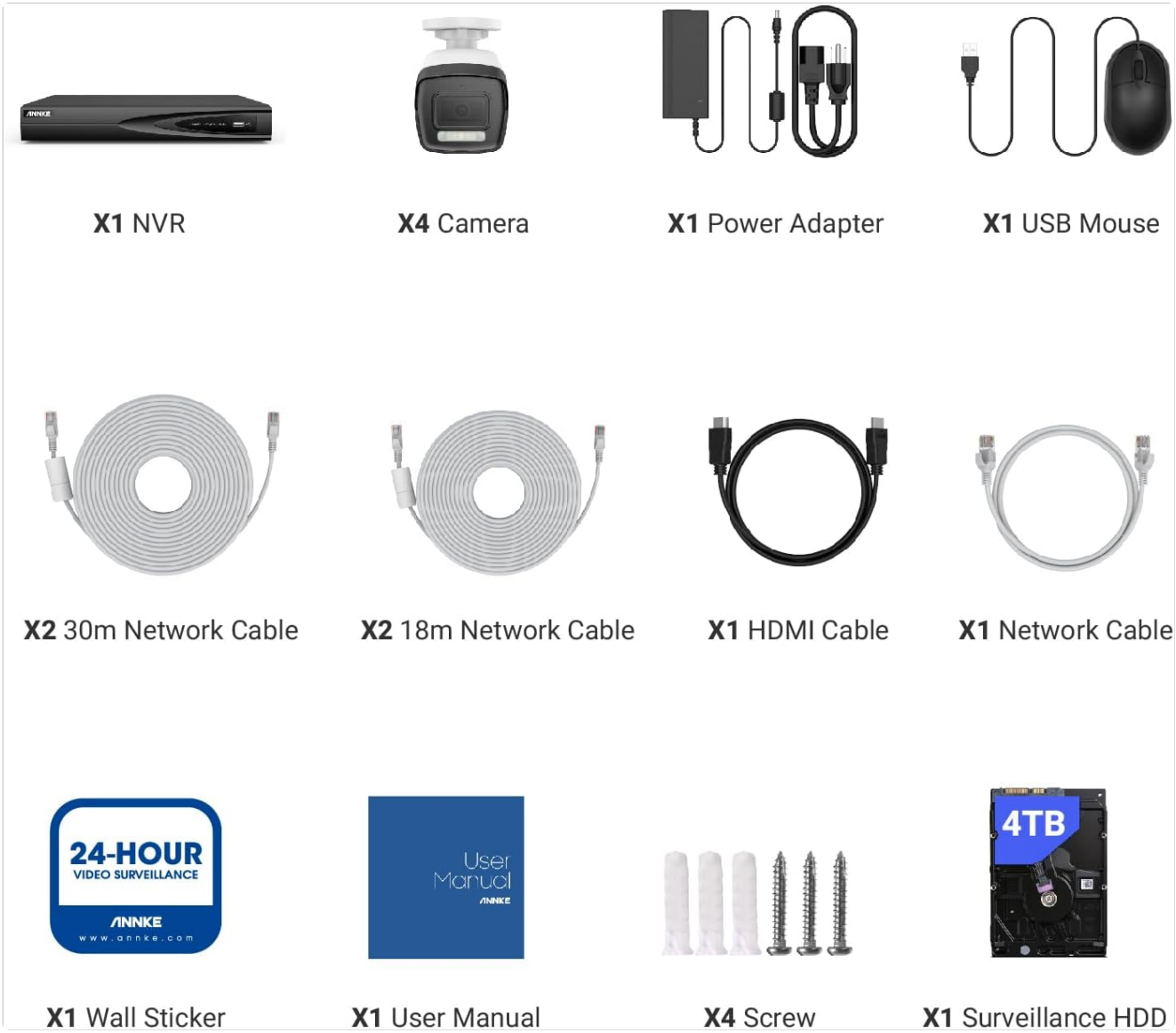


Figure 2.1: Package Contents

This image displays all the items included in the ANNKE 12MP PoE Security Camera System package. It shows the NVR, four cameras, power adapter, USB mouse, two 30m Ethernet cables, two 18m Ethernet cables, one 1m network cable, one 1.8m HDMI cable, a wall sticker, user manual, mounting screws, and a 4TB HDD.

- 1x 8-Channel 12MP NVR with 4TB HDD

- 4x 12MP PoE Camera with Mounting Screw Bags
- 1x USB Mouse
- 1x Power Adapter (for NVR)
- 2x 30m Ethernet Cable
- 2x 18m Ethernet Cable
- 1x 1m Network Cable
- 1x 1.8m HDMI Cable
- 1x User Manual
- 1x Wall Sticker

3. System Components Overview

3.1 Network Video Recorder (NVR)

The NVR is the central recording and management unit for your security system. It processes video feeds, stores recordings, and provides an interface for system configuration.



Figure 3.1: NVR Rear Panel Introduction

This image illustrates the rear panel of the ANNKE NVR, highlighting its various ports and connections. These include audio input/output, VGA and HDMI video outputs, USB ports for mouse and backup, LAN port for network connection, PoE ports for cameras, and the power input.

- **PoE Ports (RJ-45):** Connect PoE cameras directly to these ports. They provide both power and data.
- **LAN Port (RJ-45):** Connects the NVR to your local network/router for internet access and remote viewing.
- **HDMI/VGA Output:** Connects the NVR to a monitor or TV for local viewing and system configuration.
- **USB Ports:** For connecting the included USB mouse and for external storage/backup.
- **Audio Input/Output:** For connecting external audio devices if needed.
- **Power Input:** Connects to the provided power adapter.

3.2 12MP PoE IP Camera

The cameras capture high-resolution video and transmit it to the NVR via PoE. They feature built-in microphones and smart dual light for enhanced surveillance.



Figure 3.2: Camera Component Details

This image provides a detailed view of the ANNKE 12MP PoE IP camera, labeling its key components. These include the mounting bracket, built-in microphone, 2.8mm lens, spotlight, waterproof lid, waterproof network cable, power cable, reset button, and microSD card slot (supporting up to 512GB, card not included).

- **2.8mm Lens:** Provides a wide field of view (Horizontal FOV 113°, vertical FOV 62°, diagonal FOV 134°).
- **Built-in Microphone:** Records audio along with video.
- **Spotlight:** Activates for color night vision or as a deterrent.
- **Waterproof Network Cable:** Ensures reliable outdoor connectivity.
- **Reset Button:** Used for factory reset or troubleshooting.
- **MicroSD Card Slot:** Supports up to 512GB for local storage (card not included).

4. System Setup

4.1 Initial Connection

1. **Connect Monitor:** Connect the NVR to a monitor or TV using the HDMI or VGA cable.
2. **Connect Mouse:** Plug the USB mouse into one of the NVR's USB ports.
3. **Connect Cameras:** Connect each PoE camera to an available PoE port on the NVR using the provided Ethernet cables.
4. **Connect to Network (Optional but Recommended):** Connect the NVR's LAN port to your router using an Ethernet cable for remote access and firmware updates.
5. **Power On:** Connect the NVR power adapter to the NVR and then to a power outlet. The system will boot up.

4.2 First-Time Setup Wizard

Upon first boot, the NVR will guide you through a setup wizard. Follow the on-screen prompts to:

- Create a strong password for the NVR administrator account.
- Configure date and time settings.
- Set up network parameters (DHCP is usually sufficient).
- Initialize the hard disk drive (if prompted, though 4TB HDD is included and usually pre-initialized).

4.3 Camera Installation

Choose suitable locations for your cameras, considering coverage area, lighting conditions, and proximity to the NVR (within cable length). Ensure the cameras are mounted securely.

- Use the provided mounting screws and templates.
- Adjust the camera angle for optimal viewing.
- Ensure the waterproof lid is securely closed after any adjustments to the camera's internal components (e.g., microSD card).

5. Operating Your System

5.1 Live View and Playback

Access live camera feeds and review recorded footage through the NVR's local interface or the ANNKE mobile application.

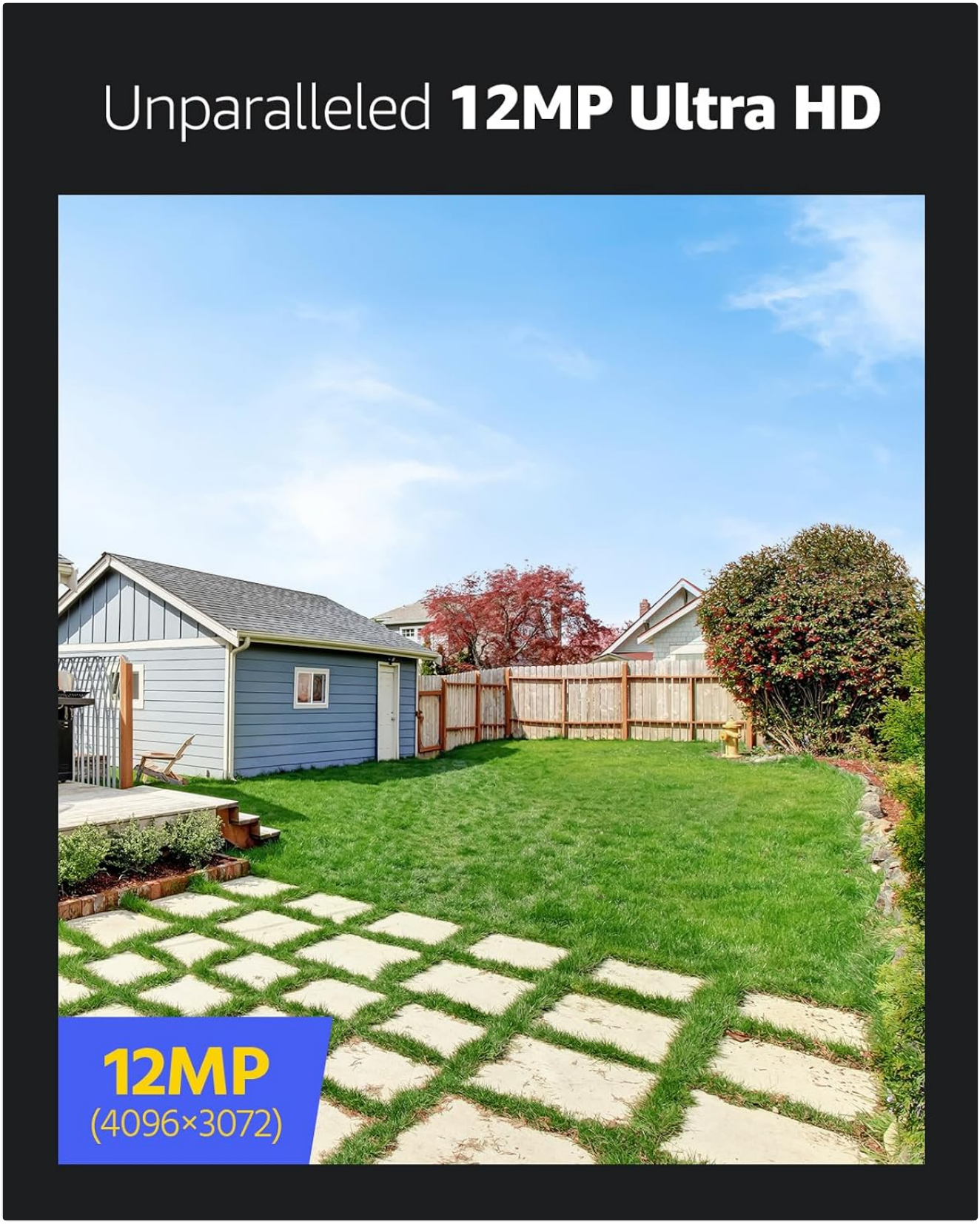


Figure 5.1: 12MP Ultra HD Visual Experience

This image demonstrates the high-resolution output of the 12MP camera, showing a clear and detailed view of a backyard scene. The text '12MP (4096x3072)' highlights the exceptional clarity provided by the system.

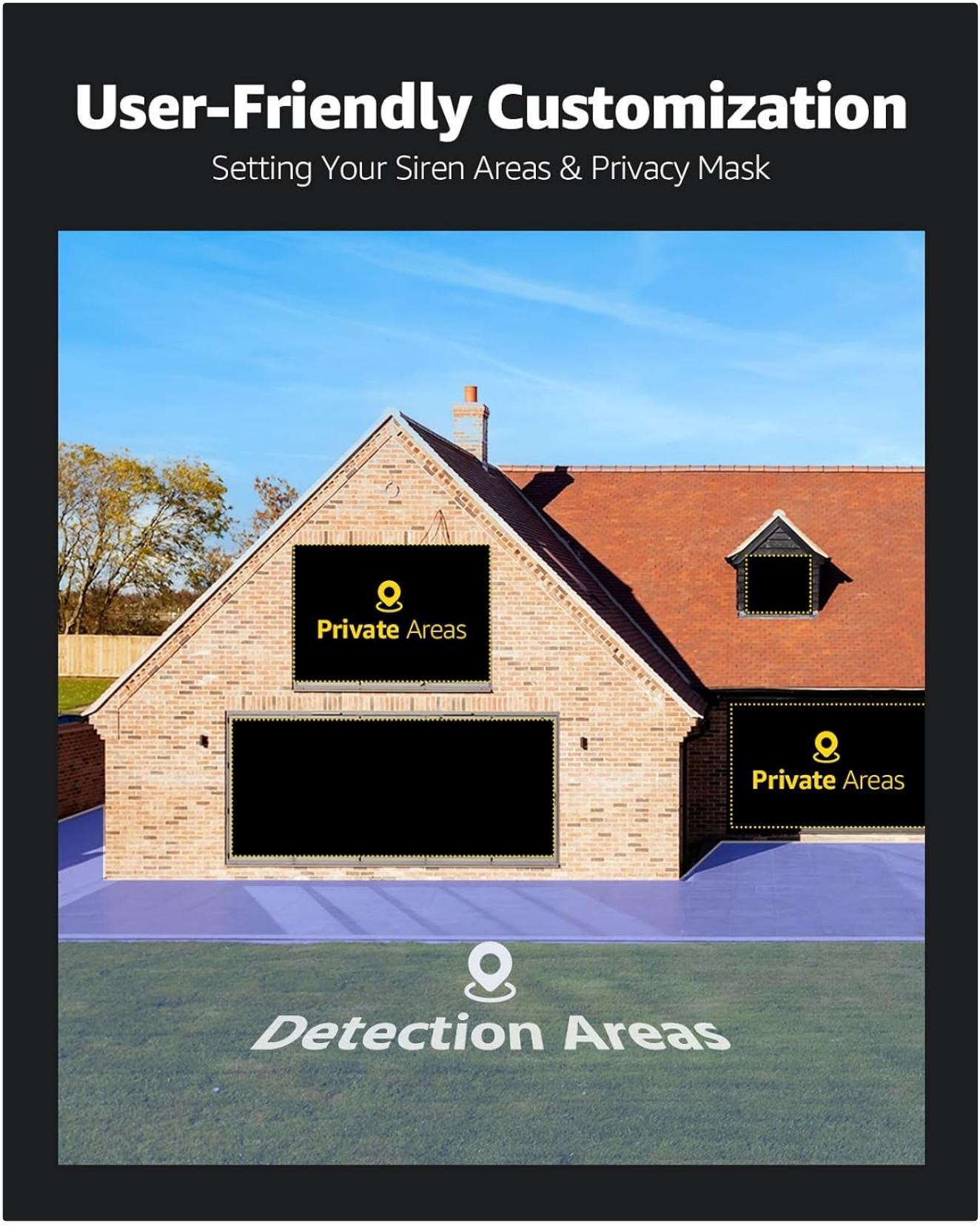


Figure 5.2: Smart Search & Playback Interface

This image illustrates the Smart Search & Playback features, showing options for Continuous, Cyclical, Scheduled, and Motion Detection Recording. A timeline at the bottom allows users to quickly navigate and find specific events in recorded footage.

- **Local Access:** Use the NVR's interface with the connected monitor and mouse. Navigate through menus to view live feeds, access playback, and configure settings.
- **Remote Access (ANNKE APP):** Download the ANNKE APP from your mobile device's app store. Register an account, add your NVR by scanning the QR code or manually entering details, and then you can view live feeds, play back recordings, and receive notifications remotely.

5.2 Smart Detection Features

The system utilizes advanced AI for accurate event detection.

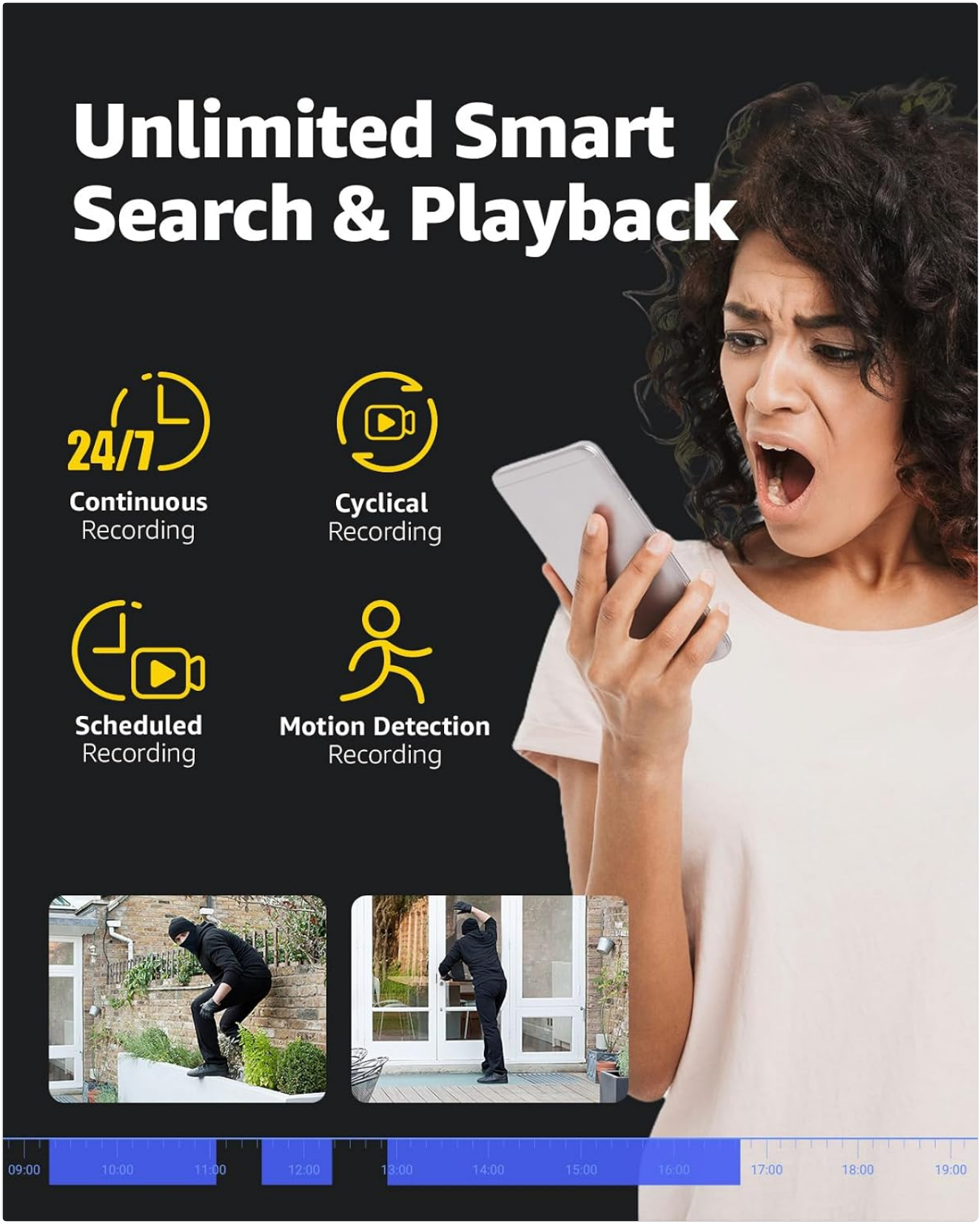


Figure 5.3: Human & Vehicle Detection

This image demonstrates the system's Human & Vehicle Detection capability, showing a person and a car with detection boxes and a notification indicating that a human and vehicle have been detected by the security camera.

- **Human & Vehicle Detection:** Configure detection zones and sensitivity in the NVR settings. The system will send alerts only when human or vehicle shapes are detected, significantly reducing false alarms from animals or environmental changes.

- **Smart Dual Light & Color Night Vision:** The cameras can operate in IR night vision (black and white) by default. When a human or vehicle is detected, the smart dual light can activate the spotlight to switch to full-color night vision. This setting can be configured in the camera's image settings via the NVR.

5.3 Privacy Masking

Protect sensitive areas within the camera's view by applying privacy masks.



Figure 5.4: User-Friendly Customization (Privacy Mask)

This image illustrates the customization options for privacy masking and detection areas. Blacked-out 'Private Areas' are shown within the camera's field of view, ensuring sensitive regions are not recorded, while 'Detection Areas' define where motion events are

- Access the camera settings through the NVR interface.
- Draw rectangular zones over areas you wish to exclude from recording or live view. These areas will appear black.

6. Maintenance

6.1 General Cleaning

- **Camera Lenses:** Periodically clean camera lenses with a soft, lint-free cloth to ensure clear image quality. Avoid abrasive materials.
- **NVR Unit:** Keep the NVR free from dust. Ensure ventilation openings are not blocked to prevent overheating.

6.2 Firmware Updates

Regularly check for and install firmware updates for both the NVR and cameras. Firmware updates can improve system performance, add new features, and enhance security.

- Connect the NVR to the internet.
- Navigate to the system settings on the NVR interface to check for updates.
- Follow the on-screen instructions carefully during the update process. Do not power off the NVR during an update.

6.3 Hard Disk Drive (HDD) Management

The 4TB HDD provides ample storage. The system is configured for cyclical recording, meaning older footage is automatically overwritten by new recordings once the disk is full.

- Monitor HDD status in the NVR settings to ensure it is functioning correctly.
- If you need to retain specific footage, back it up to an external USB drive before it is overwritten.

7. Troubleshooting

7.1 No Video Display on Monitor

- Ensure the HDMI/VGA cable is securely connected to both the NVR and the monitor.
- Verify the monitor is powered on and set to the correct input source (HDMI/VGA).
- Restart the NVR.

7.2 Camera Not Showing Video

- Check the Ethernet cable connection between the camera and the NVR's PoE port. Ensure it is secure.
- Try connecting the camera to a different PoE port on the NVR.
- Ensure the camera's power indicator (if any) is on.
- If the camera has a reset button (refer to Figure 3.2), press and hold it for 10 seconds to factory reset the camera, then allow it to reconnect.

7.3 No Remote Access via App

- Verify the NVR is connected to your router and has internet access. Check the network status in the NVR settings.
- Ensure your mobile device has a stable internet connection.
- Confirm that the NVR is correctly added to your ANNKE APP account.
- Check for any firewall settings on your router that might be blocking the NVR's connection.

7.4 Excessive False Alarms

- Adjust the sensitivity of the human/vehicle detection in the NVR's camera settings.
- Refine the detection zones to exclude areas with frequent irrelevant motion (e.g., swaying trees, busy roads).

8. Specifications

8.1 NVR Specifications

- **Video Input:** 8-Channel PoE
- **Video Output:** HDMI (up to 4K/4096x2160), VGA (up to 1080p/1920x1080)
- **Recording Resolution:** Up to 12MP
- **Decoding Format:** H.264+/H.264/H.265/H.265+
- **HDD:** 1 SATA Interface, up to 8TB capacity (4TB HDD included)
- **Network Interface:** 1x RJ-45 10/100Mbps self-adaptive Ethernet
- **PoE Ports:** 4x RJ-45 10/100 Mbps, IEEE 802.3 af/at (Max 25.5 W per port)
- **USB Interface:** 2x USB 2.0
- **Audio Input/Output:** 1/1 RCA
- **Operating Power:** DC 48 V
- **Power Consumption:** ≤10 W (Without HDD and PoE)
- **Operating Temperature:** 14 °F ~ 131 °F (-10 °C ~ +55 °C)
- **Dimensions:** 16.93 x 12.2 x 3.86 inches

8.2 Camera Specifications

- **Image Sensor:** 1/2.7" Progressive Scan CMOS
- **Max Resolution:** 4096x3072 (12MP)
- **Lens:** 2.8 mm
- **Angle of View:** Horizontal FOV 113°, vertical FOV 62°, diagonal FOV 134°
- **Wide Dynamic Range:** 120 dB WDR
- **Supplement Light Type:** Smart Dual-Light (IR, White Light)
- **Supplement Light Range:** Up to 30 m (100 ft)
- **Video Bitrate:** 32 Kbps - 16 Mbps
- **Audio Input:** Built-in Microphone
- **Ethernet:** 1x RJ45 10 M/100 M self-adaptive Ethernet port
- **Storage:** Built-in microSD/SDHC/SDXC Slot, up to 512 GB (card not included)
- **Interface Protection:** IP67 (Weatherproof)

- **Operating Temperature:** -22 °F – 140 °F (-30 °C – 60 °C)
- **General Functions:** Rotate mode, mirror, password protection, remote access

9. Warranty and Support

9.1 Product Warranty

ANNKE products typically come with a limited warranty covering defects in materials and workmanship. Please refer to the warranty card included in your package or visit the official ANNKE website for specific warranty terms and duration for your model.

9.2 Technical Support

For technical assistance, troubleshooting, or any questions regarding your ANNKE security system, please contact ANNKE customer support through their official website. Support resources often include:

- Online FAQs and knowledge base.
- Email support.
- Live chat (if available).
- Downloadable software and firmware.

When contacting support, please have your product model number (N44PAM-91DD) and purchase information readily available.

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