**ANNKE AU-N98WHR2-74GK-V4-OP**

# ANNKE Wireless Camera System User Manual

Model: AU-N98WHR2-74GK-V4-OP

Brand: ANNKE

## 1. Product Overview

The ANNKE Wireless Camera System provides comprehensive security surveillance for your home or business. This 16-channel expandable system features 4K NVR capabilities and includes four 3MP outdoor cameras. Key features include two-way audio, dual-band WiFi connectivity, advanced human detection, and IP66 waterproof rating for reliable outdoor performance. The system comes with a pre-installed 2TB HDD for continuous 24/7 recording and is compatible with Alexa for smart home integration.




Figure 1.1: ANNKE Wireless Camera System Overview

## 2. What's in the Box

Carefully unpack all components and verify that all items are present. If any items are missing or damaged, please contact ANNKE customer support.

- 1 x 16CH 8MP/4K NVR (with pre-installed 2TB Professional Surveillance Grade Hard Drive)
- 4 x 3MP Camera
- 4 x Antenna
- 4 x Surveillance Sign
- 5 x Power Adapter (4 for cameras, 1 for NVR)
- 4 x Mounting Screws Bag
- 1 x HDMI Cable
- 1 x Network Cable

- 1 x USB Mouse
- 1 x Quick Start Guide

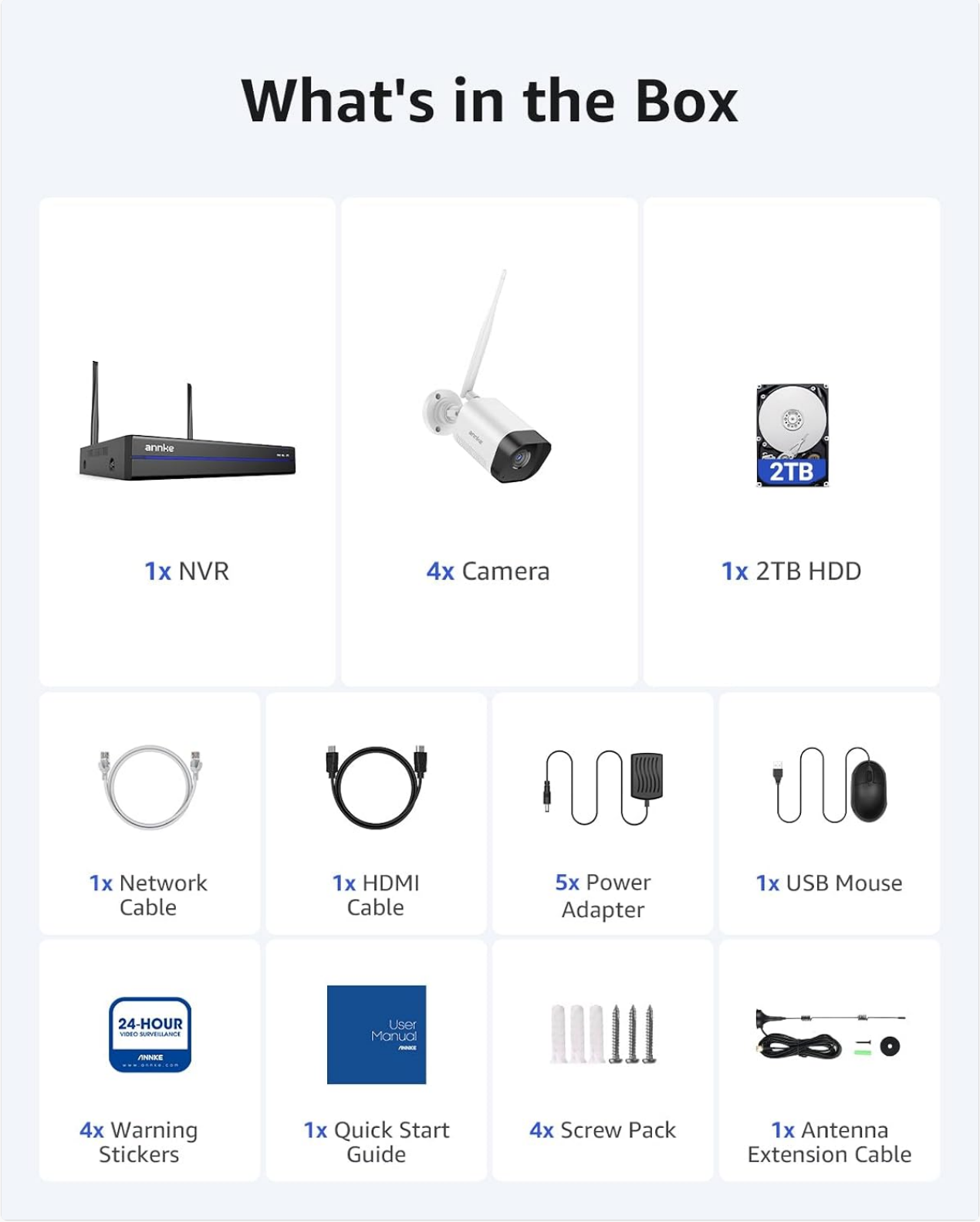



Figure 2.1: Contents of the Product Box

## Unboxing Video

Your browser does not support the video tag.

Video 2.1: Official unboxing guide for the ANNKE 16CH Wireless Camera System, demonstrating how to unpack and identify all included components.

## 3. Setup Guide

Follow these steps to set up your ANNKE Wireless Camera System:

1. **Connect the NVR**

   Place the NVR in a central location to ensure optimal wireless signal strength for all cameras. Connect the NVR to a power outlet using the provided NVR power adapter. Connect the NVR to your router using the included Ethernet cable for initial setup and remote access.
   Connect a monitor to the NVR via HDMI or VGA, and connect the USB mouse for navigation.

2. **Install Cameras**

   Mount the 3MP WLAN surveillance cameras in desired outdoor locations. Ensure each camera is within range of the NVR's dual-band WiFi signal. Each camera requires a power connection using the provided camera power adapters. While the video transmission is wireless, power cables are essential for continuous operation.




Figure 3.1: IP66 Weatherproof Camera Installation

The cameras are IP66-rated, making them suitable for various weather conditions, including cold and hot temperatures (-4°F to 140°F / -20°C to 60°C).

3. **Initial Configuration**

   Follow the on-screen prompts on the connected monitor to complete the initial NVR setup, including setting up network parameters and hard drive formatting if necessary. The system supports 2.4GHz for wider coverage and 5.8GHz for faster speeds, providing flexible network choices.




Figure 3.2: NVR Interface with Multiple Camera Views

## 4. Operating Instructions

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

### 4.1 Remote Access and Monitoring

Download the "Annke Sight" app on your smartphone (iOS or Android) or use the client software on your PC/laptop. Connect to your NVR using the app for live views and playback from anywhere with an internet connection.

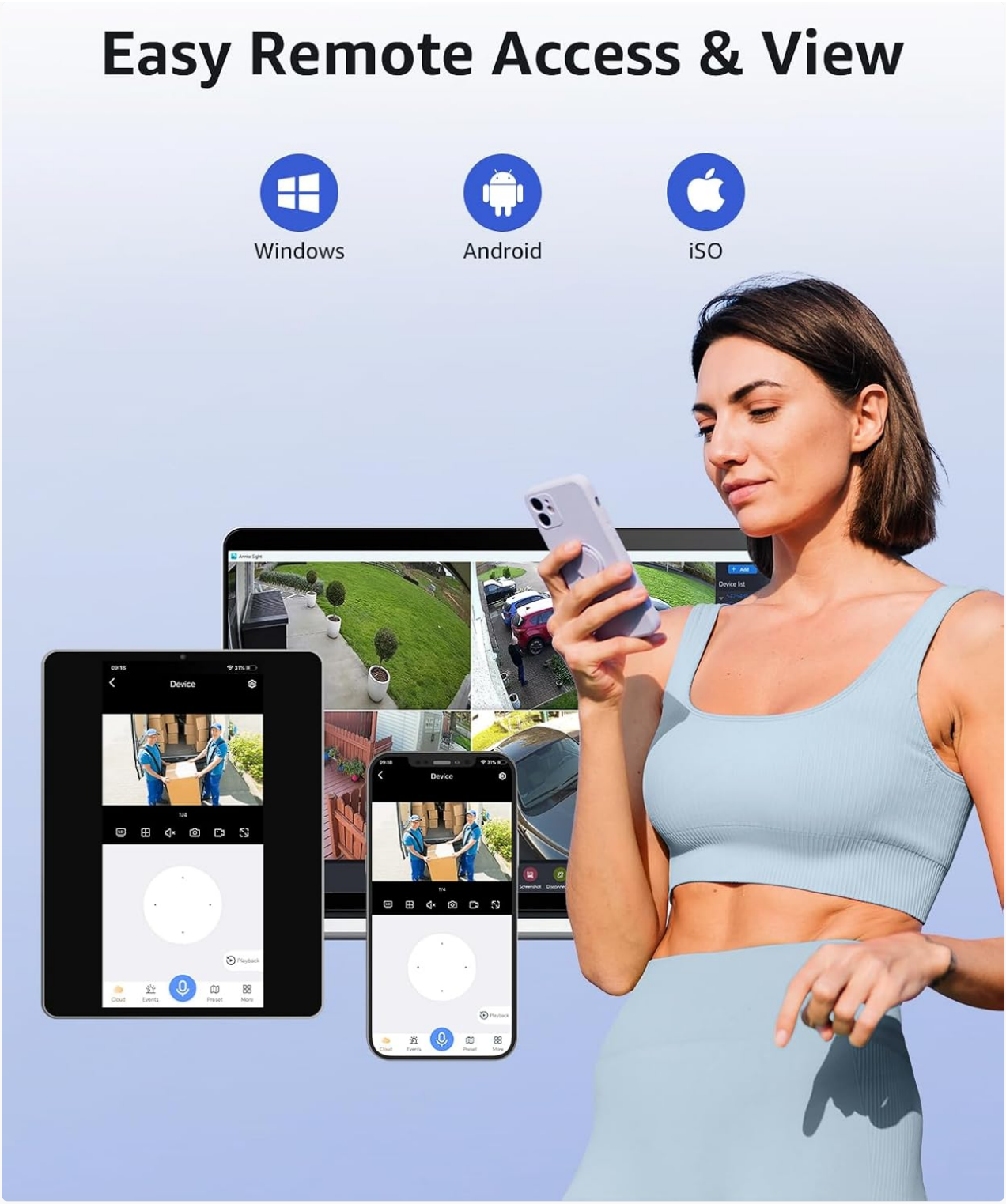



Figure 4.1: Remote Access via Annke Sight App

## 4.2 Two-Way Audio

The cameras feature built-in microphones and speakers, enabling two-way audio communication. You can talk to visitors or deter intruders directly through the Annke Sight app on your phone.

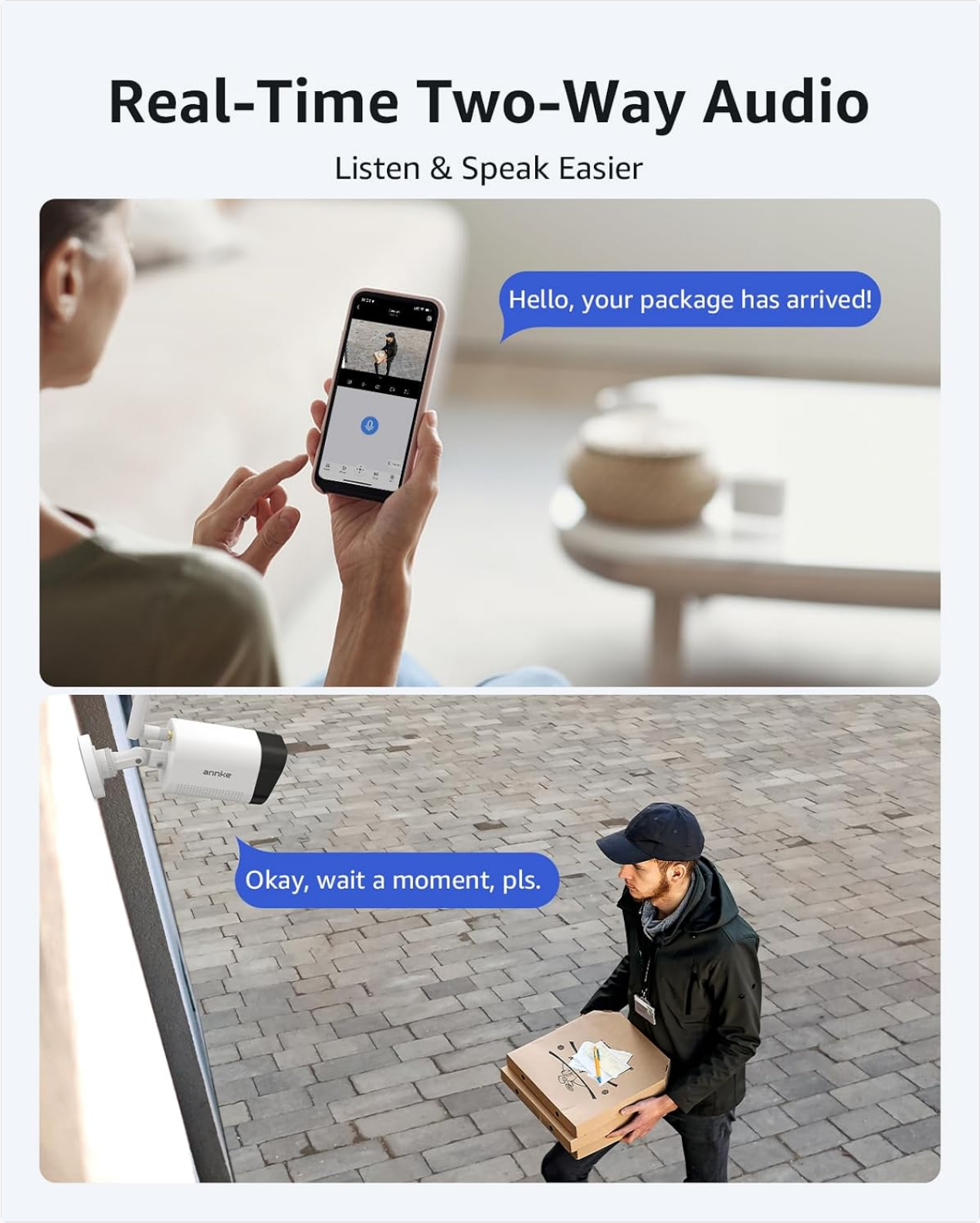



Figure 4.2: Using Two-Way Audio

## 4.3 AI Human Detection and Alerts

The system utilizes AI human detection to accurately identify human movement within the camera's field of view, significantly reducing false alarms triggered by animals or environmental factors. When a person is detected, you will receive instant alerts via the app or email, often with accompanying screenshots.

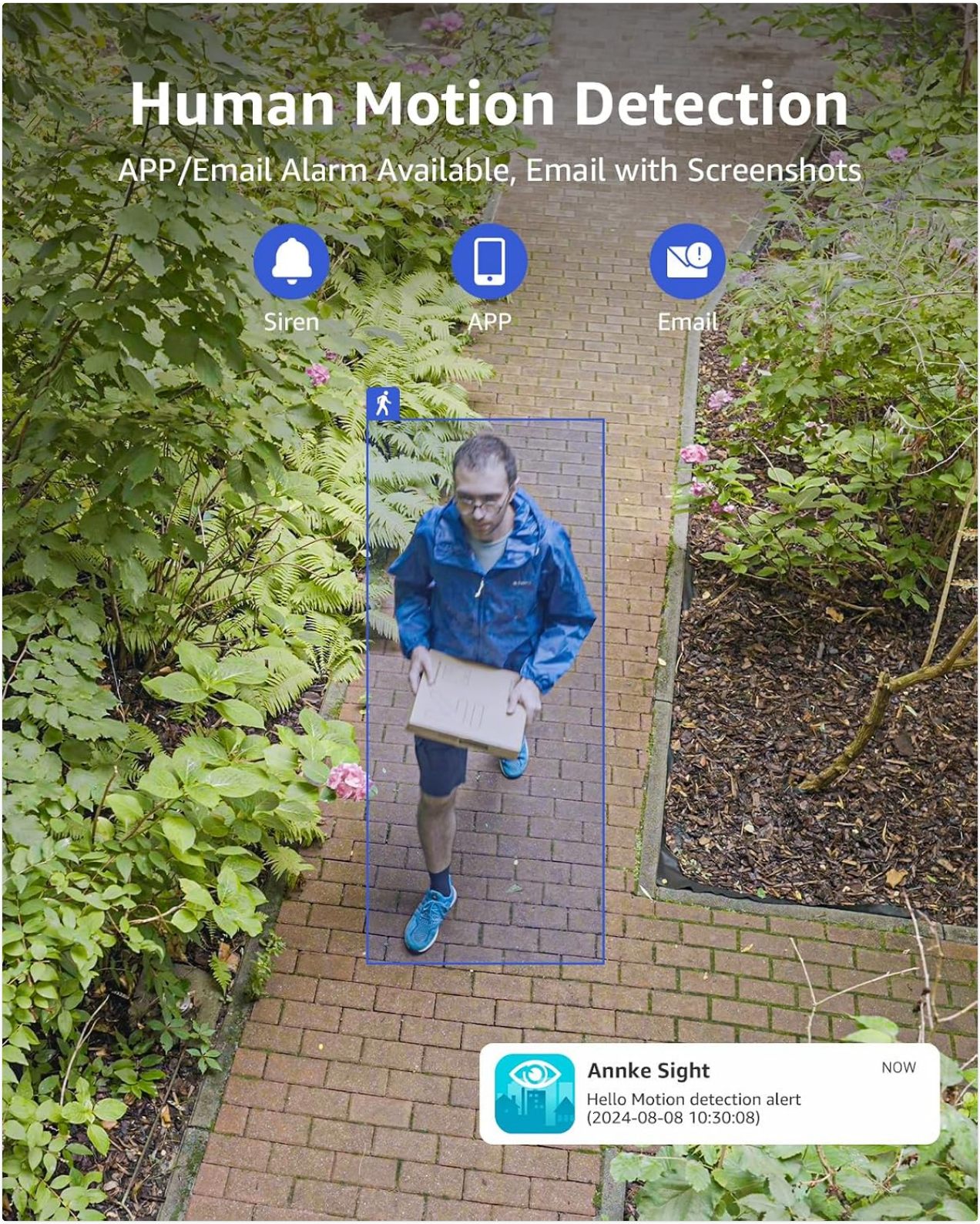



Figure 4.3: AI Human Detection in Action

## 4.4 Continuous Recording and Night Vision

The NVR continuously records footage 24/7 to the pre-installed 2TB hard drive, ensuring constant surveillance. The 3MP cameras provide clear 2K images during the day and feature built-in IR lights for up to 100ft of night vision, even in complete darkness.

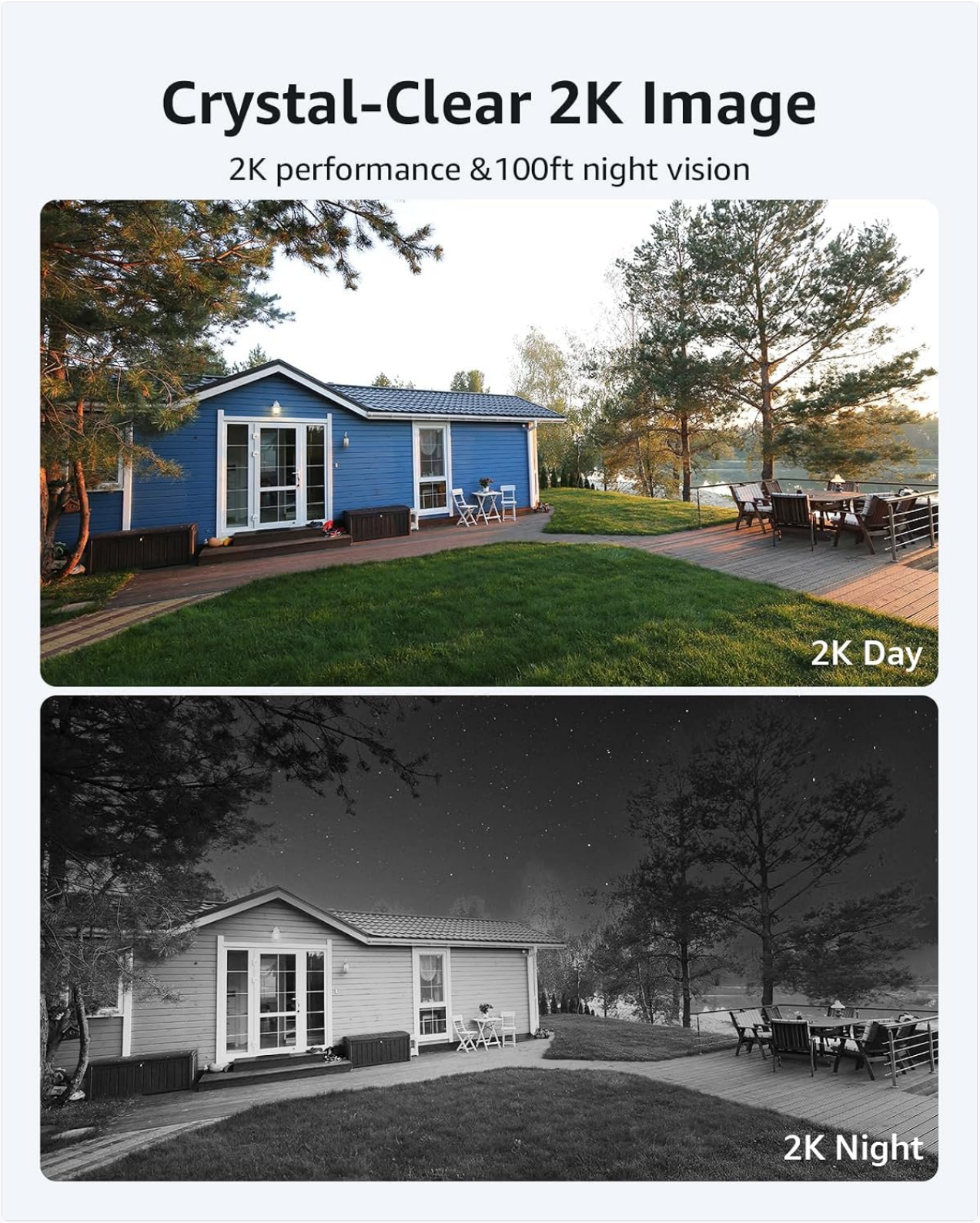



Figure 4.4: Day and Night Vision Clarity




Figure 4.5: 24/7 All Day Recording

### Operation Overview Video

Your browser does not support the video tag.

Video 4.1: An overview of the ANNKE 16CH Wireless Security Camera System's operational features for home safety.

## 5. Maintenance

Regular maintenance ensures the longevity and optimal performance of your ANNKE Wireless Camera System.

### 5.1 Camera Care

Periodically clean the camera lenses with a soft, damp cloth to remove dust, dirt, or water spots that may obstruct the view. Avoid using harsh chemicals or abrasive materials. Ensure the camera mounts are secure, especially after severe weather conditions.

### 5.2 NVR Hard Drive Management

The NVR comes with a 2TB hard drive for continuous recording. The system supports up to an 8TB HDD, allowing for extended recording retention. You can configure recording schedules and overwrite old footage as needed through the NVR interface or the Annke Sight app.

### 5.3 Firmware Updates

Check the ANNKE official website or the Annke Sight app regularly for firmware updates. Keeping your system's firmware up-to-date ensures you have the latest features, security enhancements, and bug fixes.

## 6. Troubleshooting

This section addresses common issues you might encounter with your ANNKE Wireless Camera System.

### 6.1 No Video Feed from Camera

- **Check Power:** Ensure the camera is properly connected to its power adapter and the adapter is plugged into a working outlet. Remember, cameras require power cables for operation.
- **Signal Strength:** Verify the camera is within the NVR's WiFi range. Obstacles like thick walls or metal structures can interfere with the wireless signal. Consider relocating the camera or NVR, or using the included 3M extension antenna if needed.
- **Re-pair Camera:** If the camera was previously connected, try re-pairing it with the NVR according to the Quick Start Guide.

### 6.2 Frequent False Alarms

- **Adjust AI Human Detection Sensitivity:** Access the camera settings via the NVR interface or Annke Sight app and adjust the sensitivity level for human detection.
- **Define Detection Zones:** Utilize the customizable detection zones to exclude areas with frequent non-human movement (e.g., swaying trees, busy roads) from triggering alerts.

### 6.3 Remote Access Issues

- **Network Connection:** Ensure both your NVR and your mobile device have a stable internet connection.
- **App Version:** Make sure your Annke Sight app is updated to the latest version.
- **NVR Status:** Check the NVR's network status on the connected monitor to ensure it's properly connected to your router and the internet.

### 6.4 Hard Drive Not Recording

- **Check Hard Drive Status:** Verify the hard drive status in the NVR settings. Ensure it is recognized and healthy.
- **Recording Schedule:** Confirm that continuous recording or motion-triggered recording is enabled and configured correctly.

- **Storage Capacity:** While the 2TB HDD provides ample storage, ensure it hasn't reached its capacity if overwriting is not enabled.

## 7. Specifications

| Feature | Detail |
|---|---|
| Brand | ANNKE |
| Connectivity Technology | Wireless |
| Video Capture Resolution | 4K |
| Special Feature | Siren Alarm, App Control, Weatherproof, Human Detection, Two-Way Audio |
| Number of Channels | 16 |
| Memory Storage Capacity | 2 TB |
| Color | White |
| Power Source | Corded Electric |
| Item dimensions L x W x H | 12.6 x 7.09 x 10.63 inches |
| Compatible Devices | Smartphones, Personal Computers, TV, Laptops, Tablets, Cameras |
| Signal Format | Digital |
| Other camera features | 3MP Super HD, 100ft Night Vision, IP66 Waterproof, 70° Angle of View |
| Night Vision Range | 100 Feet |
| Frame Rate | 30 fps |
| Recording Mode | continuous |
| Optical Sensor Technology | CMOS |
| Hardware Interface | 802.11 ac/b/g/n |
| Lens Type | Wide Angle |
| Video Input | RJ45 |
| Manufacturer | ANNKE |
| Product Dimensions | 12.6 x 7.09 x 10.63 inches |
| Item Weight | 7.59 pounds |
| ASIN | B0DQXCPJR1 |
| Item model number | AU-N98WHR2-74GK-V4-OP |

| Feature | Detail |
| --- | --- |
| Date First Available | December 19, 2024 |

## 8. Warranty and Support

ANNKE is committed to providing high-quality products and excellent customer service.

### 8.1 Warranty Information

For detailed warranty information, please refer to the official ANNKE website or the documentation included with your product. Protection plans are also available for extended coverage.

- 2-Year Protection Plan
- 3-Year Protection Plan
- Complete Protect (monthly plan)

### 8.2 Customer Support

ANNKE offers comprehensive customer support, including after-sale support, quick responses, and lifetime technical help. For assistance, you can:

- Refer to the User Manual (PDF) for detailed instructions.
- Visit the official ANNKE Store on Amazon for FAQs and additional resources.
- Contact ANNKE directly through their official website for technical support or service inquiries.

© 2024 ANNKE. All rights reserved.