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> [ANNKE AC500 3K PoE Security Camera User Manual](#)

ANNKE AC500

ANNKE AC500 3K PoE Security Camera User Manual

Model: AC500

1. PRODUCT OVERVIEW

The ANNKE AC500 3K PoE Security Camera is designed for surveillance, offering advanced features such as 3K resolution, spotlight color night vision, and AI-powered human and vehicle detection. It supports H.265+ video compression and is rated IP67 for outdoor use. The camera includes a built-in microphone and a Micro SD card slot for local storage.

Key Features

- **3K Resolution (16:9 Aspect Ratio):** The 1/3" BSI CMOS sensor provides 3K clarity with a 16:9 image scale, ensuring detailed and undistorted video. Features 120db WDR, BLC/3D DNR/HLC for enhanced image quality.
- **Smart Night Mode:** Offers both 66ft color night vision and 100ft IR night vision. The intelligent night mode activates color night vision upon human detection.
- **AI Human & Vehicle Detection:** Motion detection 2.0 accurately identifies people and vehicles, sending prompt notifications and email alerts.
- **H.265+ Video Compression:** Utilizes H.265+ technology to reduce bandwidth and storage requirements by half compared to H.264, without compromising video quality. Supports up to 512GB Micro SD card storage.
- **Built-in Noise-Cancelling Microphone:** Captures ambient audio from up to 20ft away with clear quality, suitable for both indoor and outdoor environments.
- **IP67 Waterproof Rating:** Ensures durability and reliable performance in various weather conditions.

Package Contents

Verify that all items are present in the package:

- 1x ANNKE 3K PoE Camera
- 1x 1m Ethernet Cable
- 1x Mounting Screw Bag
- 1x User Manual for Camera
- 1x Waterproof Lid
- 1x Wall Sticker

Smart Dual-Light

Spotlight the importance of the dark.



**Human/Vehicle
motion-triggered spotlight**

Image: Contents of the ANNKE 3K PoE Security Camera package, including the camera, cables, mounting hardware, and user manual.

2. SETUP AND INSTALLATION

This section guides you through the physical installation and initial setup of your ANNKE AC500 camera.

2.1 Before You Begin

- Ensure all components listed in the "Package Contents" section are present and in good condition.

- The camera supports Power over Ethernet (PoE) or a 12V DC power supply. If using DC power, a 12V power adapter (sold separately) is required.
- Verify the installation surface is strong enough to support the camera's weight.
- Avoid placing the camera where infrared light might reflect back into the lens, which can affect image quality.

2.2 Mounting the Camera

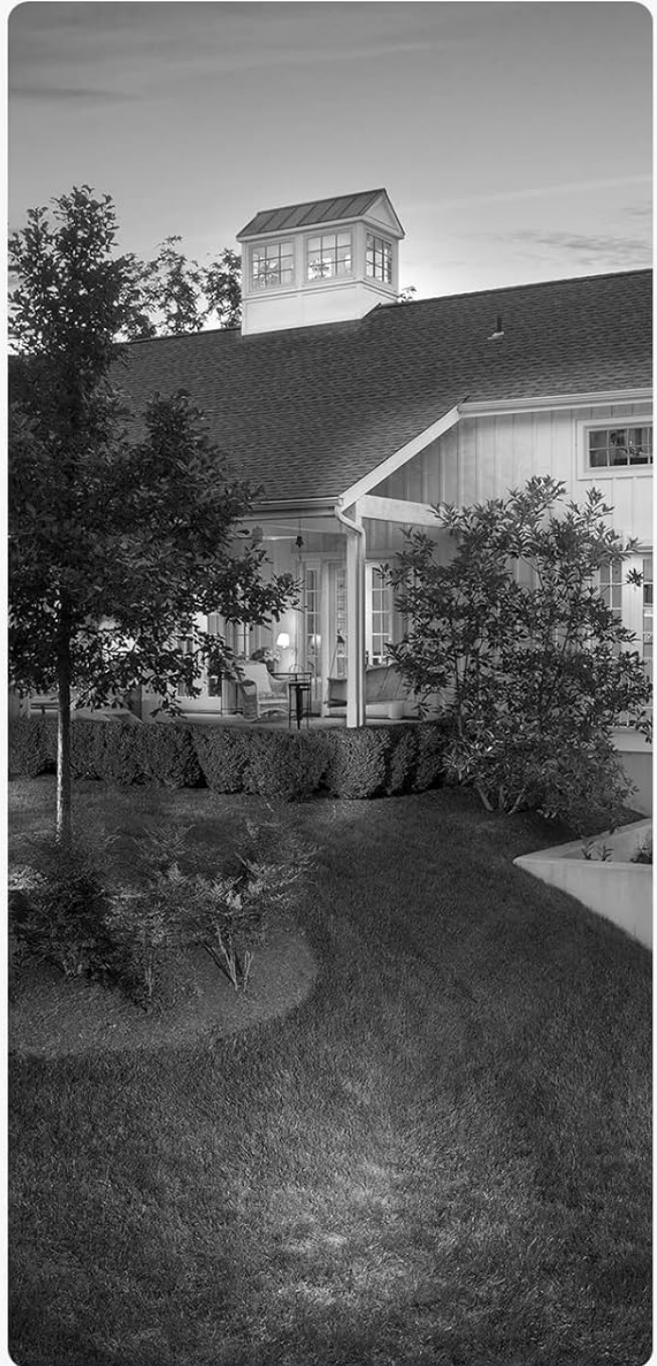
The camera can be mounted on a ceiling or wall. Use the provided drill template for accurate hole placement.

1. Attach the drill template to the desired mounting location.
2. Drill holes for screws and the cable as indicated on the template.
3. Route the network cable through the cable hole.
4. Secure the mounting base to the surface using the provided screws.
5. Align the camera with the mounting base and twist clockwise to secure it.

Excellent Night Vision



Up to **66ft color night** vision



Up to **100ft infrared night** vision

Image: Diagram showing the camera components and mounting instructions, including the IP67 waterproof housing, lens, IR LEDs, and network cable connection.

2.3 Micro SD Card Installation (for Standalone Use)

If using the camera as a standalone unit for local recording, install a Micro SD card (up to 512GB, not included).

1. Unscrew the cover on the camera body to access the Micro SD card slot.
2. Insert the Micro SD card into the slot until it clicks into place.

3. Replace the cover and secure it with the screws to maintain the IP67 rating.



IP67 Waterproof Housing

1/3" Progressive Scan CMOS

2.8 mm Lens

2pcs IR LEDs
1pcs White Light

Waterproof Lid

DC 12 V Power (Optional)

Network Cable

Package Includes

 X1 Camera	 X1 Network Cable	 X1 Waterproof Lid
 X1 User Manual	 X1 Wall Sticker	 X1 Mounting Screw Bag

Image: Close-up of the ANNKE 3K PoE Security Camera showing the Micro SD card slot and flexible storage options.

2.4 Network Connection

Connect the camera to your network using the provided Ethernet cable. Ensure the waterproof lid is used for outdoor installations.

- For PoE setup, connect the Ethernet cable directly to a PoE-enabled NVR or PoE switch.
- For non-PoE setup, connect the Ethernet cable to your router and use a 12V DC power adapter (sold separately) to

power the camera.

3. OPERATING THE CAMERA

After physical installation, configure and operate your camera using the ANNKE Vision app or an NVR system.

3.1 ANNKE Vision App Setup

1. Download the "ANNKE Vision" app from your mobile device's app store (Google Play or Apple App Store).
2. Register for an ANNKE account or log in if you already have one.
3. In the app, tap "Add Device" and scan the QR code on the camera or manually enter the device's serial number.
4. Follow the on-screen instructions to activate the camera and set a login password.
5. Ensure your mobile device and the camera are on the same network during the initial setup.
6. **Important:** If you installed a Micro SD card, navigate to the camera settings in the app and initialize the memory card to enable recording.

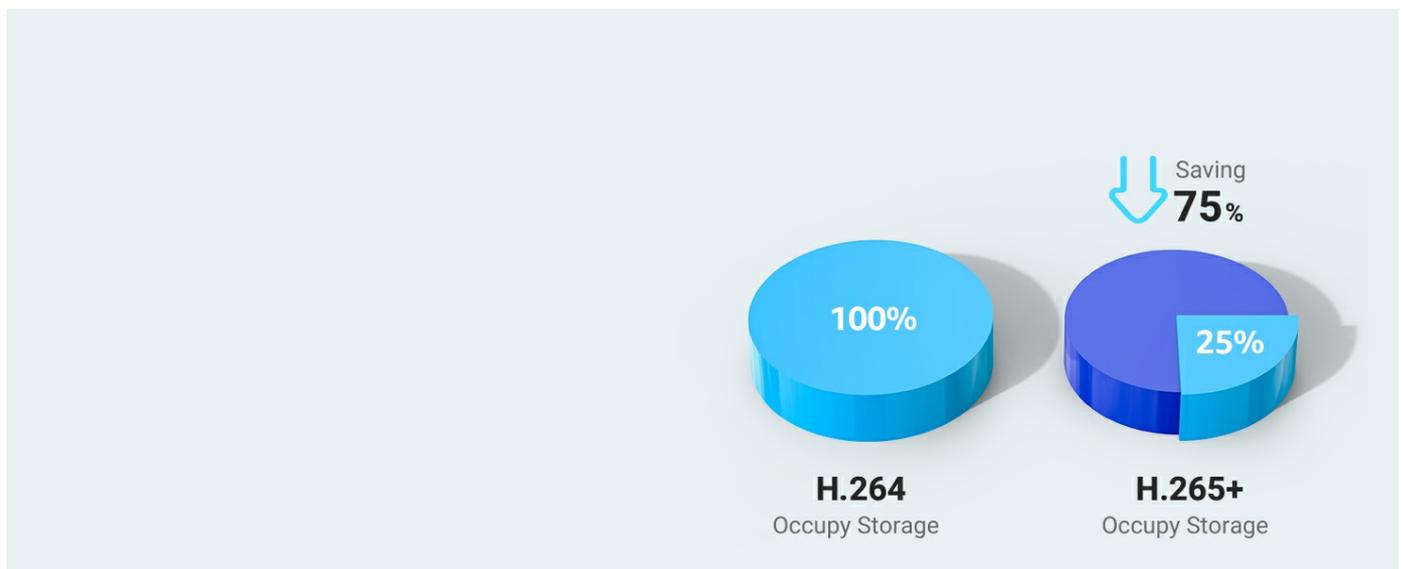


Image: Multiple mobile devices displaying the ANNKE Vision app interface, showing live camera feeds.

3.2 NVR System Integration

The camera can be integrated with a compatible NVR system for centralized management and recording.

1. Connect the camera to the NVR's PoE port or to a network switch connected to the NVR.
2. Access the NVR's menu, typically under "Camera Management" or "IP Camera".
3. The NVR should automatically detect the camera. If not, use the "Refresh" function.
4. Activate the camera if prompted and set a strong password.
5. Add the camera to the NVR channels for live viewing and recording.

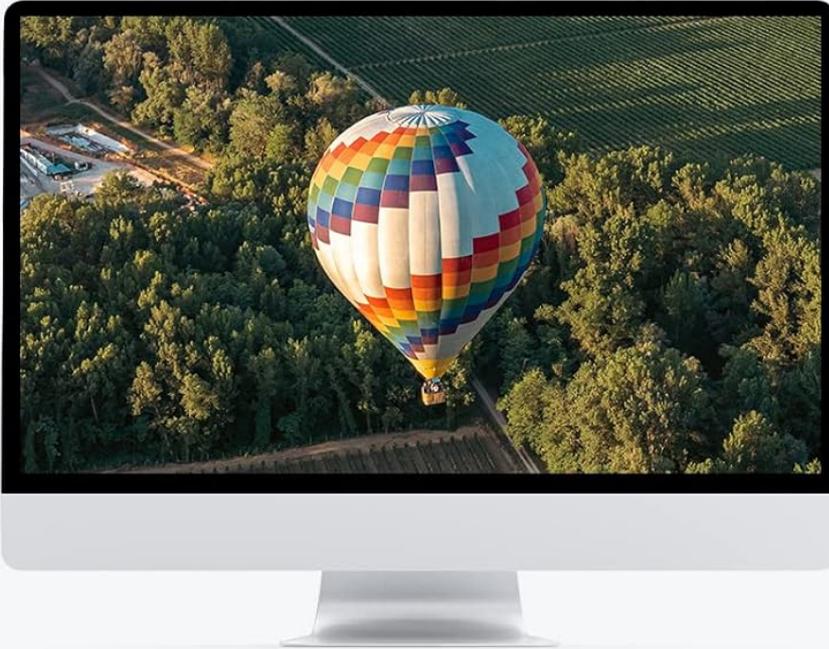
3.3 Smart Night Mode Operation

The camera's smart night mode automatically switches between infrared and color night vision based on detected activity.

- In low light, the camera defaults to infrared (black and white) vision.
- Upon detection of a human, the integrated spotlight activates, enabling full-color night vision.
- This feature helps deter intruders and provides more detailed color footage.

3K Fits Security and the Screen

No hard-to-see details. No display distortion.



16:9
best-fit aspect



4:3
display distortion

Image: Illustration of the camera's smart dual-light feature, showing a spotlight activating upon human detection in a dark environment.

Multi-Functions

Listen-In Mic

Noise-Cancelling Audio Recording



IP67

Dust & Weatherproof

Image: Comparison of night vision modes, showing up to 66ft color night vision and up to 100ft infrared night vision.

3.4 AI Human & Vehicle Detection

The camera's AI capabilities allow for precise detection of human and vehicle shapes, reducing false alarms.

- Configure detection zones and sensitivity settings within the ANNKE Vision app or NVR interface.
- Receive instant notifications and email alerts when a human or vehicle is detected in the specified areas.

Latest Human & Vehicle Detection



App Push



Email



Buzzer

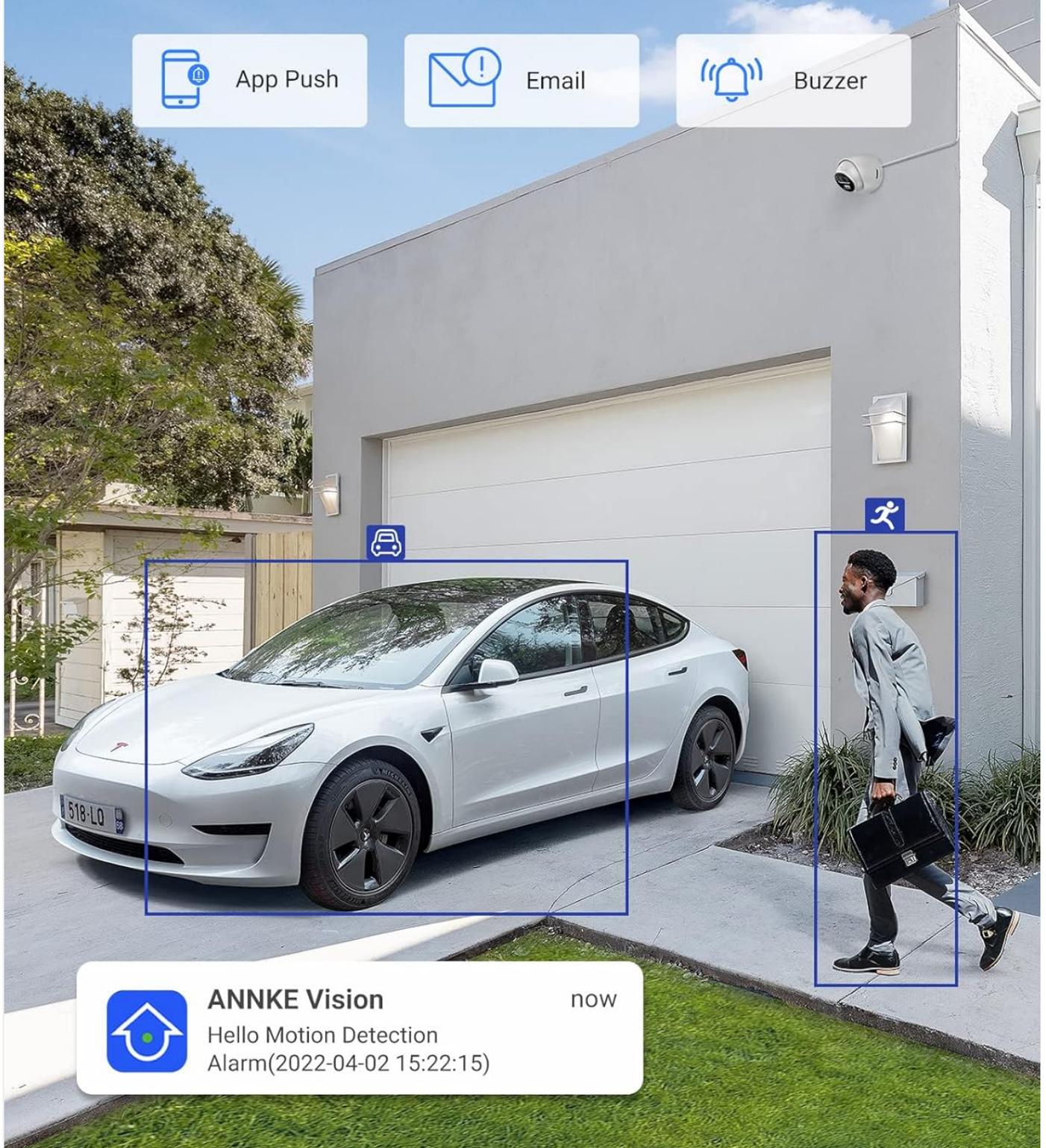


Image: A security camera view highlighting detected human and vehicle objects with bounding boxes, demonstrating AI detection capabilities.

3.5 Region of Interest (ROI) Setting

The ROI feature allows you to define specific areas within the camera's view for enhanced monitoring and clearer evidence.

- Access the ROI settings through the ANNKE Vision app or NVR interface.

- Draw or select the desired region(s) to prioritize for higher detail recording.

Understand the Region of Interest

Clearer evidence in the important area



Image: A security camera view of a backyard with a highlighted rectangular area, indicating a defined Region of Interest (ROI) for focused surveillance.

4. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your security camera.

- **Cleaning:** Gently wipe the camera lens and body with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish or lens.
- **Firmware Updates:** Periodically check the ANNKE website or the ANNKE Vision app for firmware updates to ensure your camera has the latest features and security enhancements.
- **Cable Inspection:** Regularly inspect all cables for any signs of wear, damage, or loose connections, especially for outdoor installations.
- **Mounting Security:** Ensure the camera remains securely mounted. Tighten screws if necessary.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your ANNKE AC500 camera.

Problem	Possible Cause	Solution
No image/video feed	No power Network cable disconnected Incorrect network configuration Camera not activated	Check power supply (PoE or 12V adapter). Ensure Ethernet cable is securely connected. Verify camera and viewing device are on the same network. Activate the camera via the app or NVR interface.
Poor image quality	Dirty lens Infrared reflection Network bandwidth issues	Clean the camera lens. Adjust camera position to avoid reflections. Ensure stable network connection; reduce video quality settings if necessary.
Motion detection not working	Detection settings incorrect Obstructions in detection zone	Review and adjust motion detection sensitivity and zones in the app/NVR. Ensure the camera's view is clear of obstructions.
No audio recording	Microphone disabled Audio settings incorrect	Enable the microphone in the camera's settings via the app/NVR. Check audio recording settings.

6. SPECIFICATIONS

Feature	Detail
Compatible Devices	NVR
Power Source	Corded Electric
Connectivity Protocol	Ethernet
Controller Type	Push Button
Color	White-Dual Light
Number of Items	1

Feature	Detail
Included Components	1x 1m Ethernet Cable, 1x 3K PoE Camera, 1x Mounting Screw Bag, 1x User Manual for Camera
Form Factor	Turret
Night Vision Range	100 Feet
Frame Rate	20 frames per second
Material	Metal, Plastic
Item dimensions L x W x H	5.91 x 5.91 x 5.55 inches
Water Resistance Level	Waterproof (IP67)
Batteries Required?	No
Flash Memory Type	Micro SD
Item Weight	1.26 Pounds
Low light technology	Night Color
Room Type	Classroom, Garage, Living Room, Office, Store Room
Unit Count	1.0 Count
Photo Sensor Technology	CMOS
Effective Still Resolution	0.02
Control Method	App
Flash Memory Supported Size Maximum	512 GB
Smart Home Compatibility	Smart Home Compatible
Recommended Uses For Product	Indoor/Outdoor
Special Feature	Easy to Install, Weather Proof
Indoor/Outdoor Usage	Indoor, Outdoor

7. WARRANTY AND SUPPORT

7.1 Warranty Information

For detailed warranty information, please refer to the official ANNKE website or the warranty card included with your product. Typically, ANNKE products come with a limited warranty covering manufacturing defects.

7.2 Technical Support

If you encounter any issues or have questions not covered in this manual, please contact ANNKE technical support:

- **Website:** Visit the official ANNKE support page for FAQs, troubleshooting guides, and contact options.
- **Email:** support@annke.com

- **Phone:** For US and CA, call +1 833 717 0187

You can also find additional resources and software downloads at annke.com/download-center.

