User Manual

ANNKE Pro

Thank you very much for choosing ANNKE.

Our products are supported by the world's first video monitoring manufacturers,
and they have adopted military level of protection.
It is our top priority to ensure your data safety and offer you a satisfactory service.
We strongly recommend that you set up an appropriate password for your device and save it,
also set up security questions and reserved email to ensure you can reset password by yourself.

If you have any questions, please feel free to email us at **support@annke.com**.
Or visit our help center: **help.annke.com**.
Please download ANNKE App, Client software and user manuals from our download center:
https://www.annke.com/pages/download-center

About this Manual

This Manual is applicable to Network PTZ Camera.
The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website . Please use this user manual under the guidance of professionals.

Legal Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED "AS IS", WITH ALL FAULTS AND ERRORS, AND HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL HIKVISION, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. HIKVISION SHALL NOT TAKE ANY RESPONSIBILITES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. HIKVISION SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES. IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement

CE

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Low Voltage Directive 2015/35/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information, please see: www.recyclethis.info.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information, please see: www.recyclethis.info.

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into "Warnings" and "Cautions"

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

Warnings: Follow these safeguards to prevent serious injury or death.	**Cautions:** Follow these precautions to prevent potential injury or material damage.

Warnings

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.
- Refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 24 VAC or 12 VDC according to the IEC60950-1 standard. Refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Make sure that the plug is firmly connected to the power socket.
- Make sure that the power has been disconnected before you wire, install or dismantle the PTZ camera.

• When the product is mounted on wall or ceiling, the device shall be firmly fixed.
• If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then contact the service center.
• If the product does not work properly, contact your dealer or the nearest service center. Never attempt to disassemble the camera yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)

Cautions

• If the camera fails to synchronize local time with that of the network, you need to set up camera time manually. Visit the camera (via web browser or client software) and enter system settings interface for time settings.
• Make sure the power supply voltage is correct before using the camera.
• Do not drop the camera or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid installation on vibrations surface or places subject to shock (ignorance can cause device damage).
• Do not touch senor modules with fingers. If cleaning is necessary, use clean cloth with a bit of ethanol and wipe it gently. If the camera will not be used for an extended period, replace the lens cap to protect the sensor from dirt.
• Do not aim the camera at the sun or extra bright places. Blooming or smearing may occur otherwise (which is not a malfunction), and affect the endurance of sensor at the same time.
• The sensor may be burned out by a laser beam, so when any laser equipment is in using, make sure that the surface of sensor will not be exposed to the laser beam.
• Do not place the camera in extremely hot, cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
• To avoid heat accumulation, good ventilation is required for operating environment.
• Keep the camera away from liquid while in use.
• While in delivery, the camera shall be packed in its original packing, or packing of the same texture.
• Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

Table of Contents

English

1. Overview.....01

2. Installation 02

2.1 Installing the Memory Card.....03

2.2 Installing PTZ Camera.....05

3. Setting the PTZ Camera.....09

3.1 Operate IP Cameras via IE Browser.....09

3.2 Remote Live Stream via Smartphones.....12

3.3 Operate IP Camera via Computer Software.....13

3.4 View Live Stream with Other Software That Supports RTSP.....13

3.5 Connect Camera to DVR or NVR.....14

Deutsche

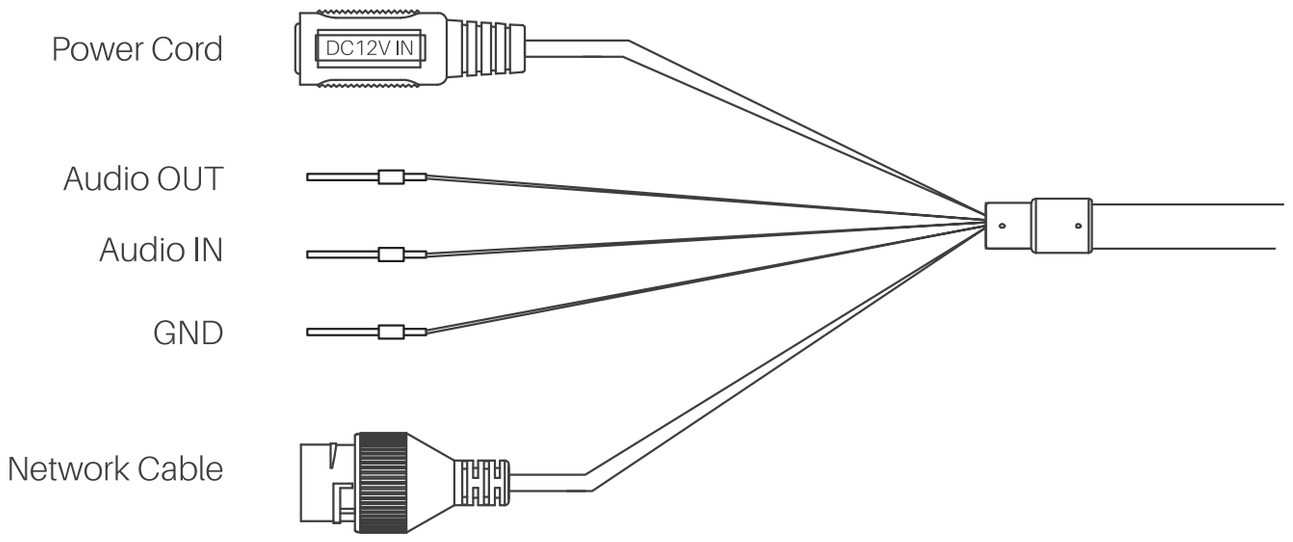
Überblick.....16

EN

1. Overview

Integrated with an optical zoom lens, this series of cameras feature in the PTZ limits, 3D positioning, Day/Night auto switch, 3D DNR, etc., and are widely applied in various kinds of environments.

The cable interfaces of network PTZ camera are shown in below, the cables are distinguished by different colors. Refer to the labels attached on the cables for identification. Make sure the camera is power-off before you connect the cables.



Network Cable: Connect the network interface with network cable. Power up the camera by PoE and translate video.

Power Cord: Supports 12 VDC power supply. The second way to power up the camera.

Audio Cable: Connect terminal AUDIO-IN, AUDIO-OUT and GND interface.

Pink: Audio-out

White: Audio-in

Black: Audio-GND

Micro SD card: support insert micro SD card up to 256G.
Reset button: reset the setting of camera to default.
IR LED: IR LED will light up when the environment is dark enough.

2. Installation

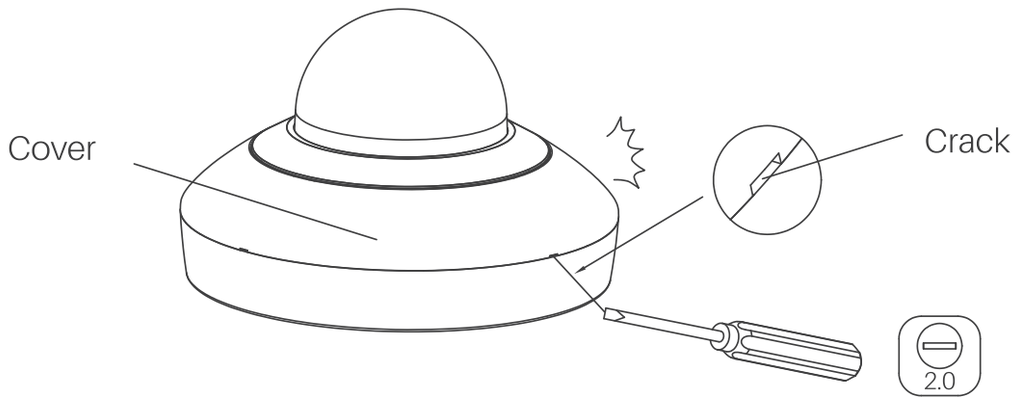
Before you start:
Check the package contents and make sure that the device in the package is in good condition and all the assembly parts are included.
Notes:
• Do not drag the PTZ camera with its waterproof cables; otherwise the waterproof performance is affected.
• Do not touch the bubble directly by hand. The image blurs otherwise.
• Do not power up the camera until the installation is finished. To ensure the safety of personnel and equipment, all the installation steps should be done with power supply off.

2.1 Installing the Memory Card

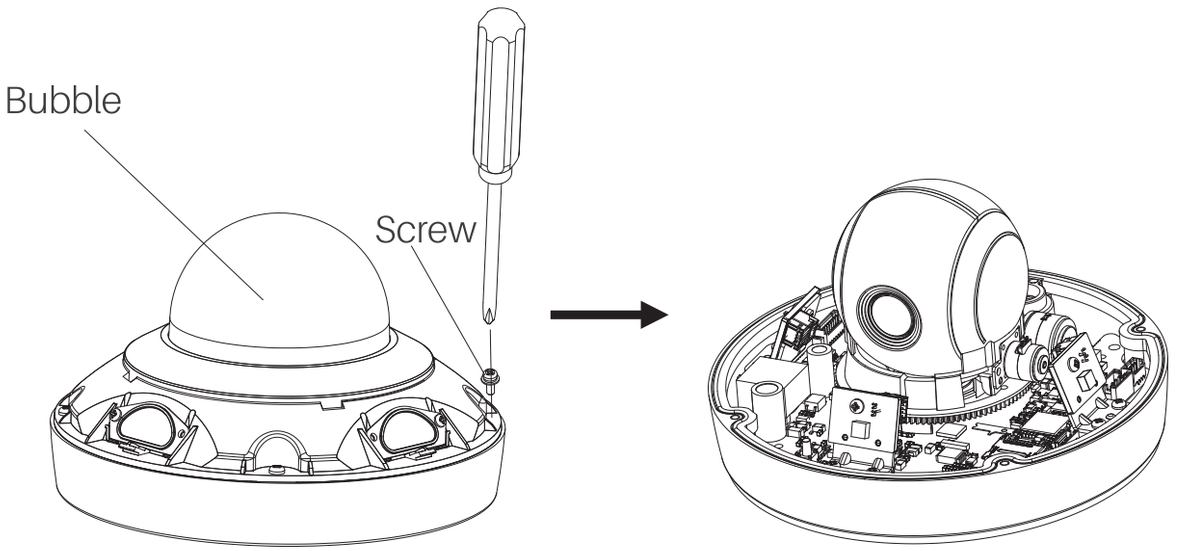
This camera support local storage up to 256GB， you can install the memory card for local storage if you want. You can also skip this step if you do not need.

Steps:

1. Open the cover with the straight screwdriver from a crack on the cover, as shown below.

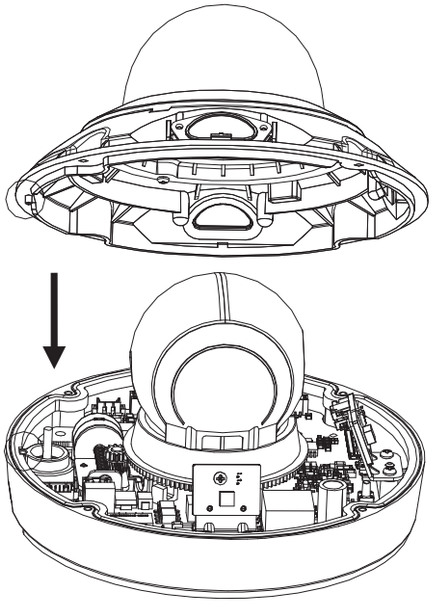


2. Unscrew the screws on the camera base with the cross screwdriver, and remove the bubble, as shown below.

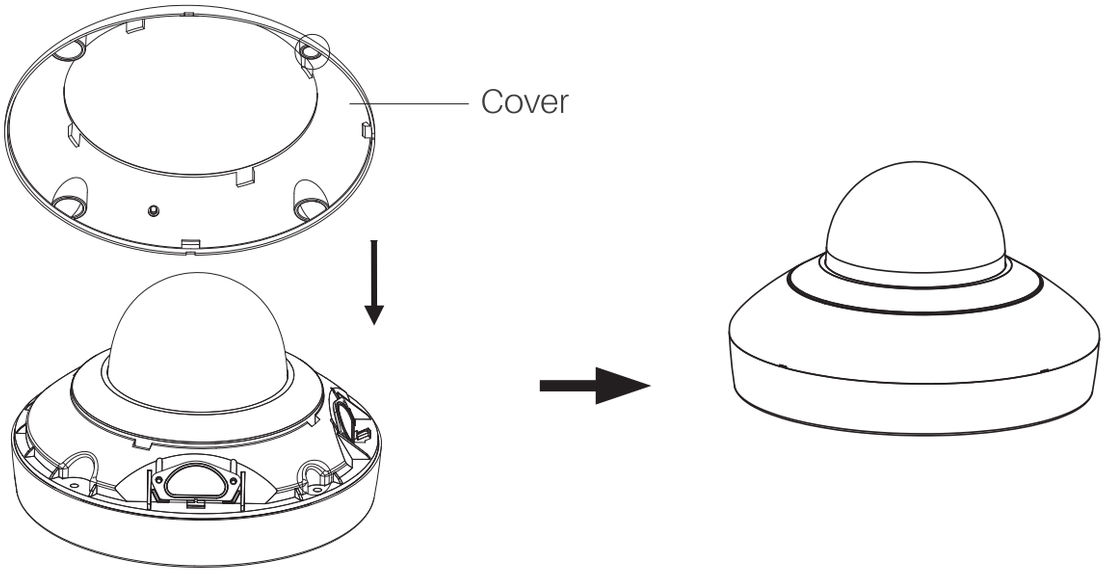


3. Open the memory card slot in the camera, and insert the memory card.

4. Align the bubble with the camera base, and install the bubble back. Fix the bubble with four screws, as shown below.



5. Align the cover with the camera, and install the cover back, as shown below.



2.2 Installing PTZ Camera

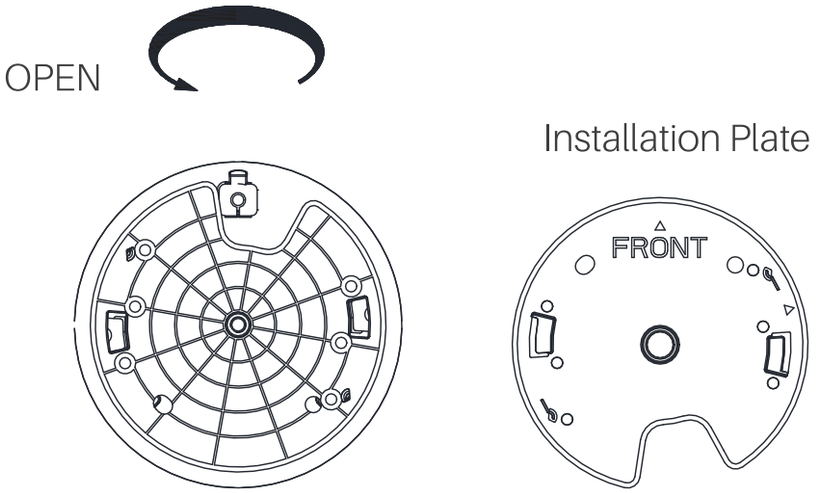
2.2.1 Ceiling Mounting

Notes:

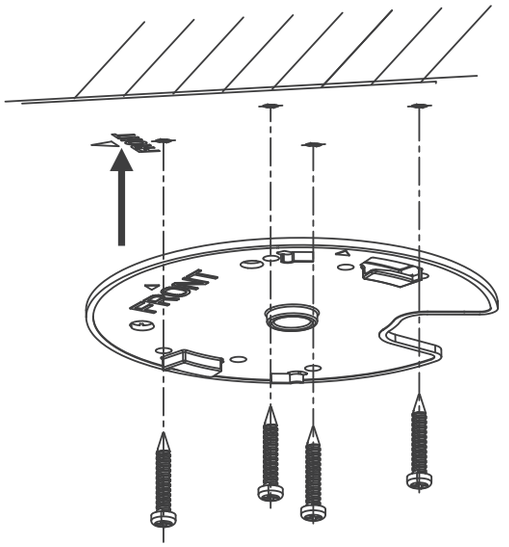
- The thickness of the ceiling shall range from 5 mm to 40 mm.
- Make sure the ceiling is strong enough to withstand more than four times the weight of the PTZ camera and its accessories.

Steps:

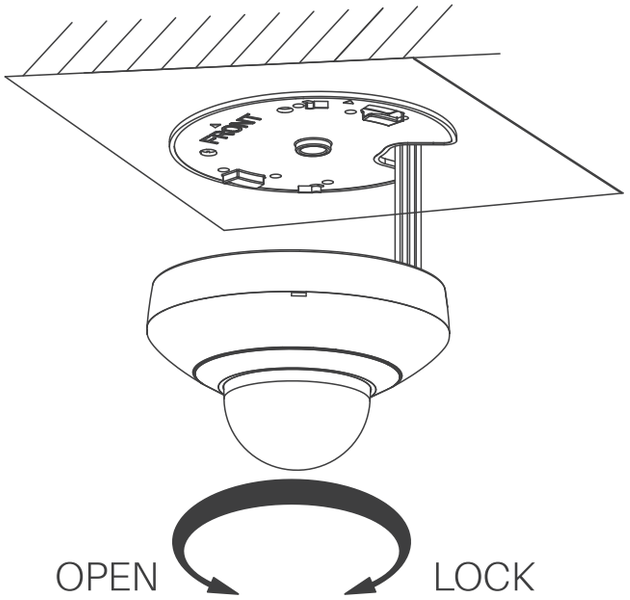
1. Rotate the installation plate anticlockwise, and remove the installation plate, as shown below.



2. Drill four screw holes in the ceiling according to the installation plate.
3. Align the installation plate with the screw holes, and fix the installation plate on the ceiling.



4. Route the cables from the cable hole in the installation plate.
5. Align the camera with the installation plate, and rotate the camera clockwise to fix it, as shown below.



2.2.2 Wall Mounting

Notes:

• For cement wall, you need to use the expansion screw to fix the bracket. The mounting hole of the expansion pipe on the wall should align with the mounting hole on the bracket.

• For wooden wall, you can just use the self-tapping screw to fix the bracket.

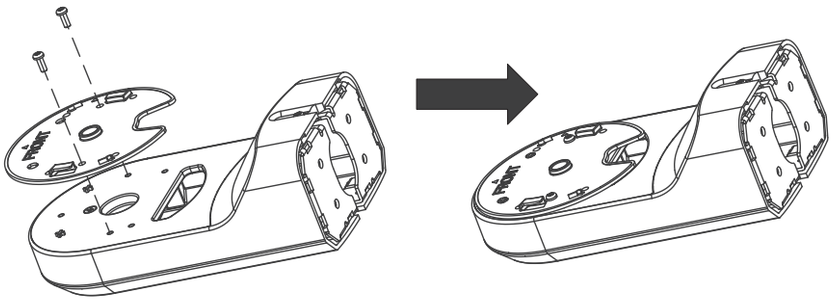
• Make sure that the wall is strong enough to withstand more than eight times the weight of the PTZ camera and its accessories.

Steps:

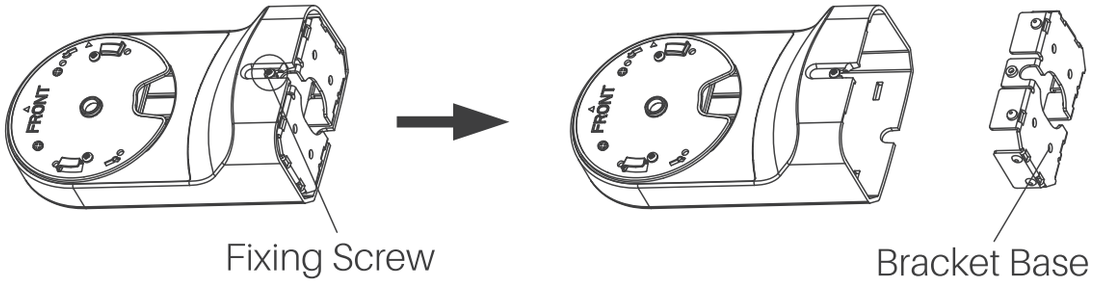
1. Remove the installation plate, and install it on the wall mounting bracket (not supplied) with two screws.

Note:

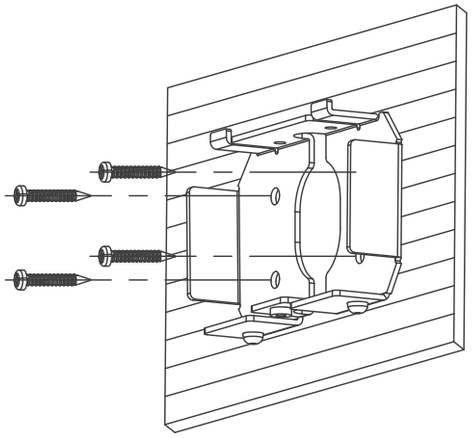
Refer to step 1 in section **2.2.1 Ceiling Mounting** to remove the installation plate.



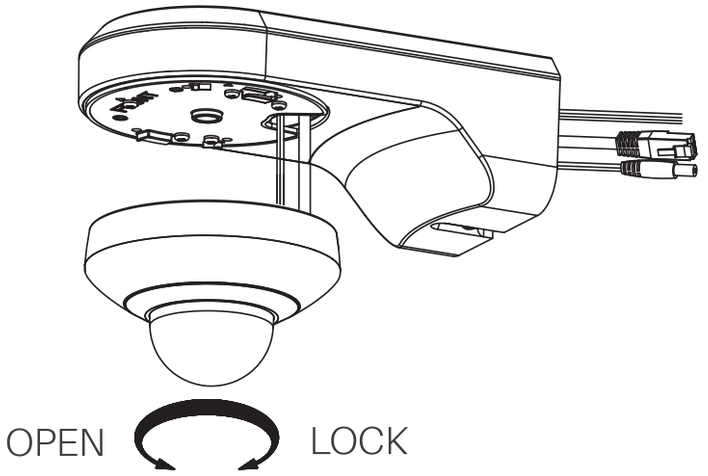
2. Loosen the fixing screw on the bracket and remove the bracket base.



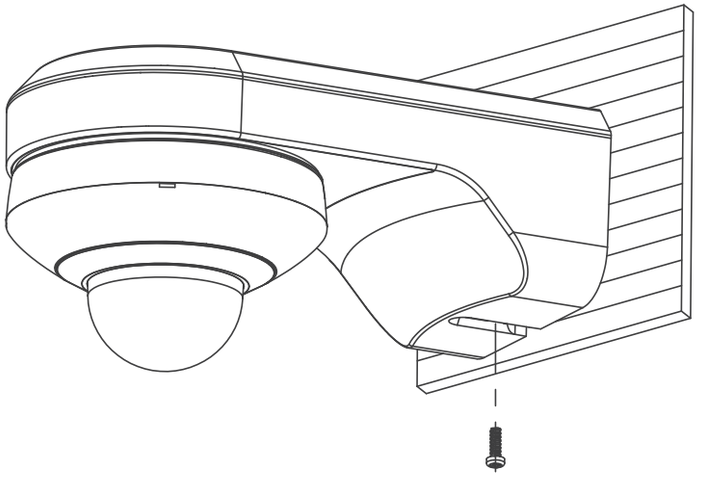
3. Install the bracket base on the wall with four screws.



4. Route the cables. Align the camera with the installation plate on the wall mounting bracket, and rotate the camera clockwise to fix it on the bracket.



5. Connect the cables. Install the wall mounting bracket to the bracket base on the wall, and fix it with the supplied screw.



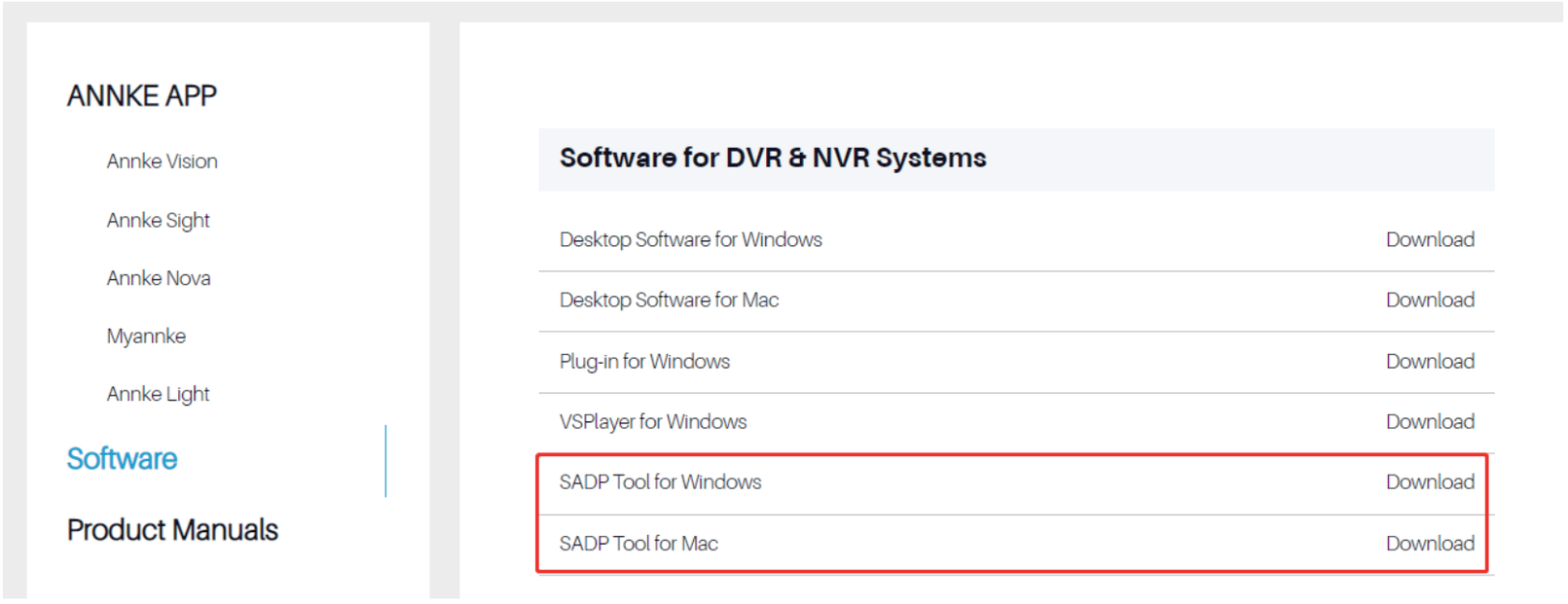
6. Remove the protective film after installation.

3. Setting the PTZ Camera

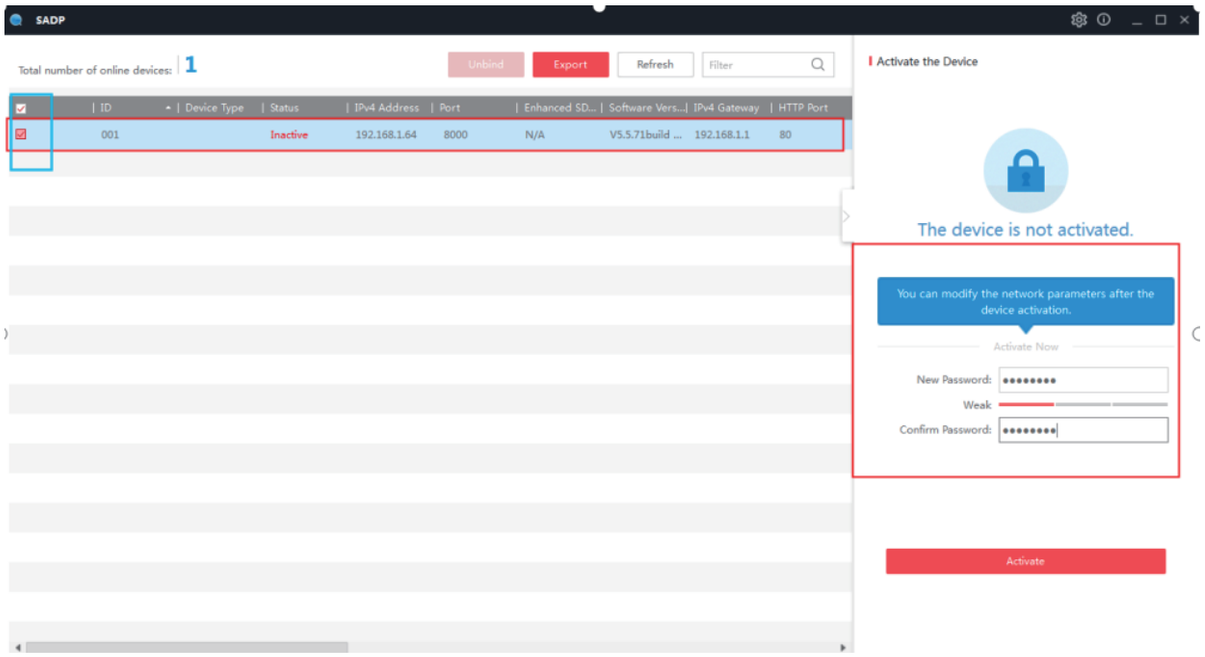
IP cameras can be used independently and directly through the IE browser, mobile phones, computer client and third-party software.
IP cameras can also be linked to ANNKE DVRs & NVRs and third-party DVRs/NVRs through ONVIF protocol for live stream and recording.

3.1 Operate IP Cameras via IE Browser

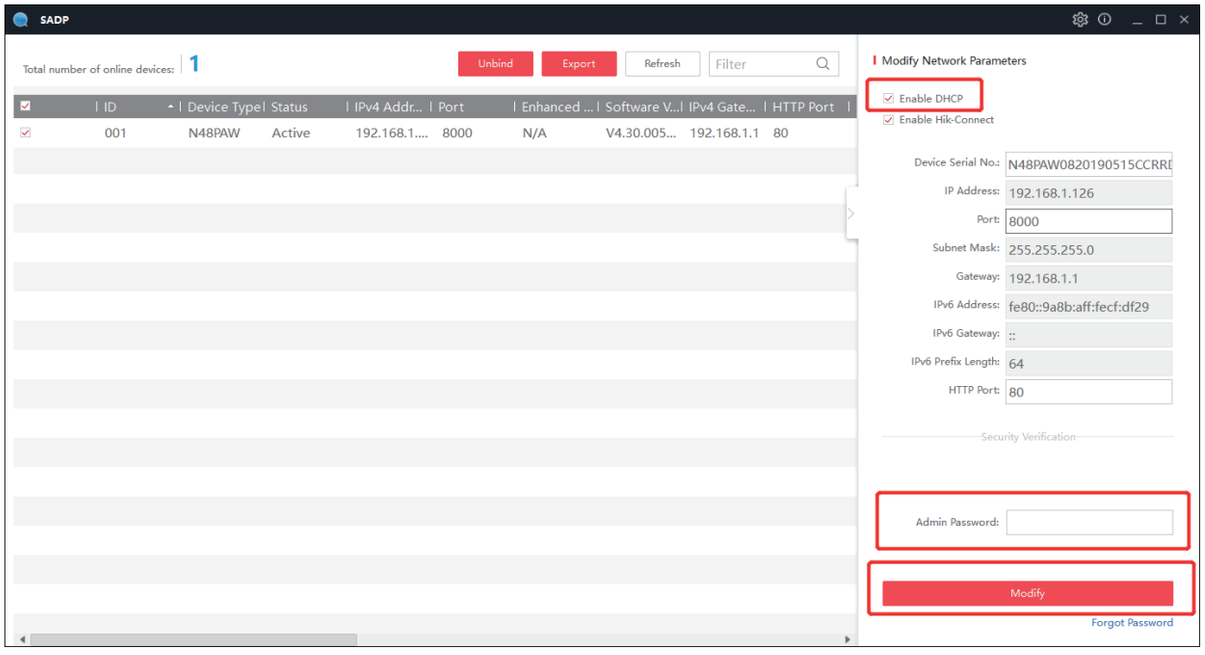
You can configure the IP cameras in the LAN network via the IE browser.
1. Power on the camera with a DC 12 V adapter and connect it to the same router as your computer with a network cable.
2. Install the SADP software and search the camera. You can download SADP software from our website: https://www.annke.com/pages/download-center.



3. Check the box of the camera and then activate the camera by creating a login password.

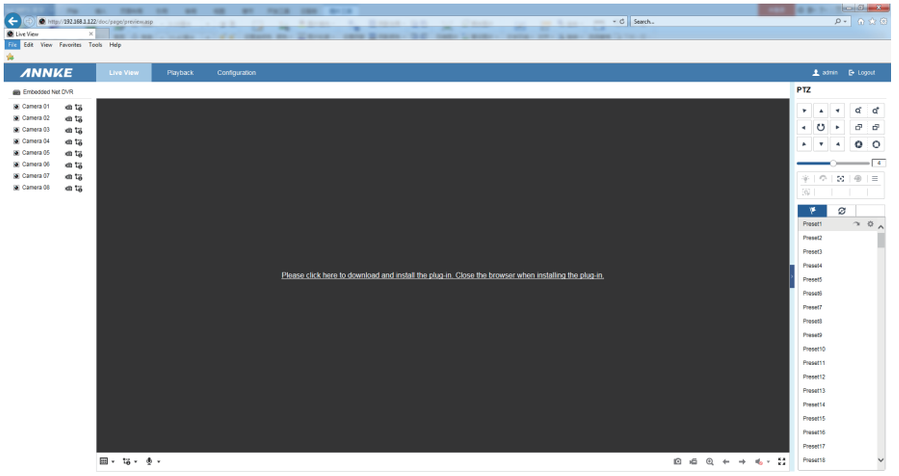


4. Change the device IP address to the same subnet with your computer by either modifying the IP address manually or checking the Enable DHCP checkbox.

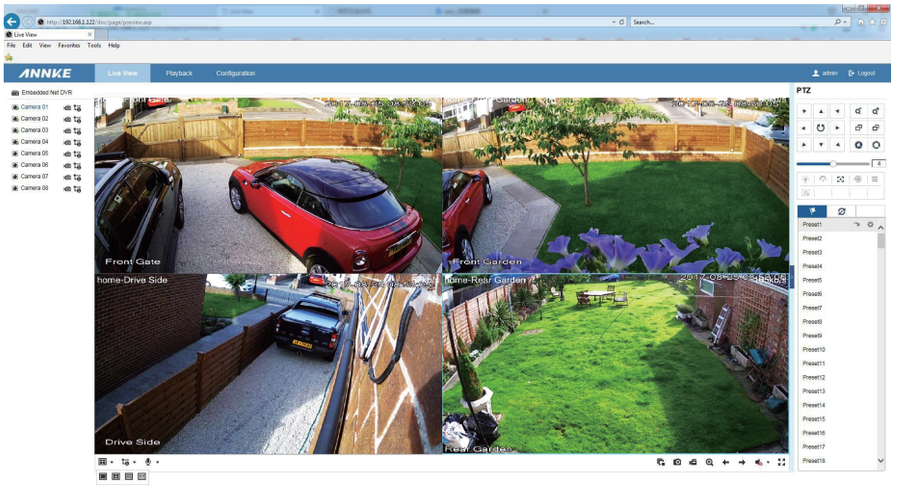


5. Double click the camera's address or you can input the IP address on the IE browser to enter the login page. The default account name is admin and the password is the one you just set up.

6. Download and install the plug-in to view live video and manage the camera. Close the browser when installing the plug-in.



7. Re-open the IE browser and log in the camera. Choose the channel you want to access and set up the camera by clicking Configuration.



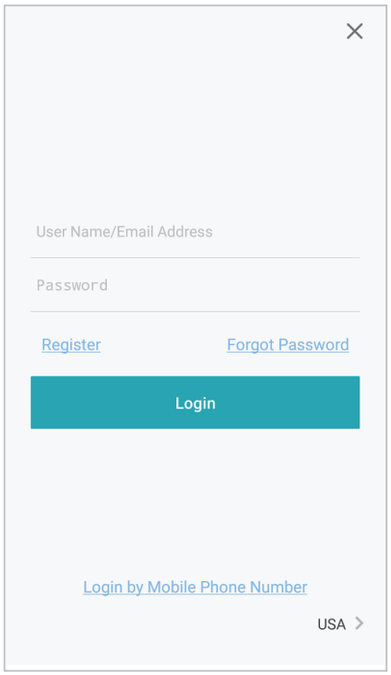
3.2 Remote Live Stream via Smartphones

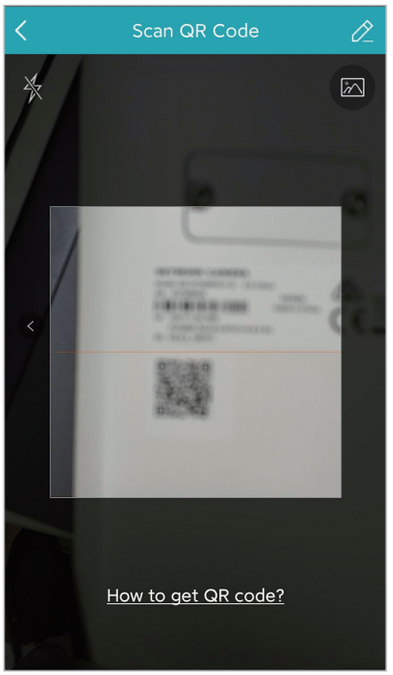
You can view the IP camera remotely via your mobile phone with the ANNKE Vision App.

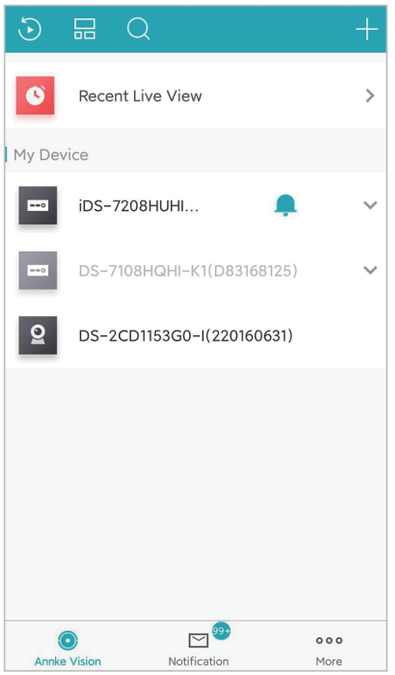
1. Download **ANNKE Vision App** from Google Play or Apple Store. Click **Register** to sign up an account with your phone number or email address.

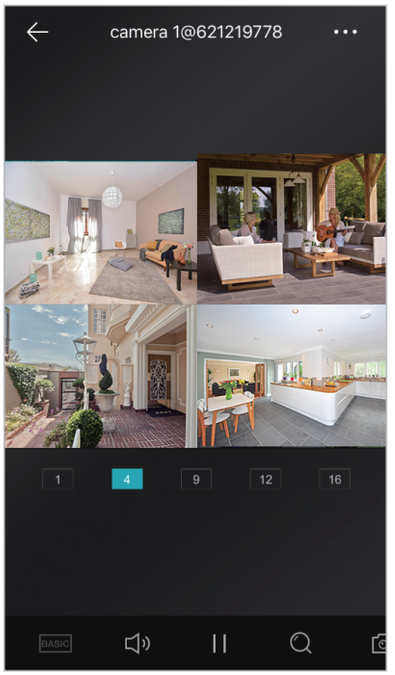
Note: Please select the correct country/region (the same location as your device) when you register an account. It cannot be changed once selected.

2. Add the camera to your phone by scan the QR code or inter the SN manually on the device label. Enable ANNKE vision service and finish the progressing step by step.



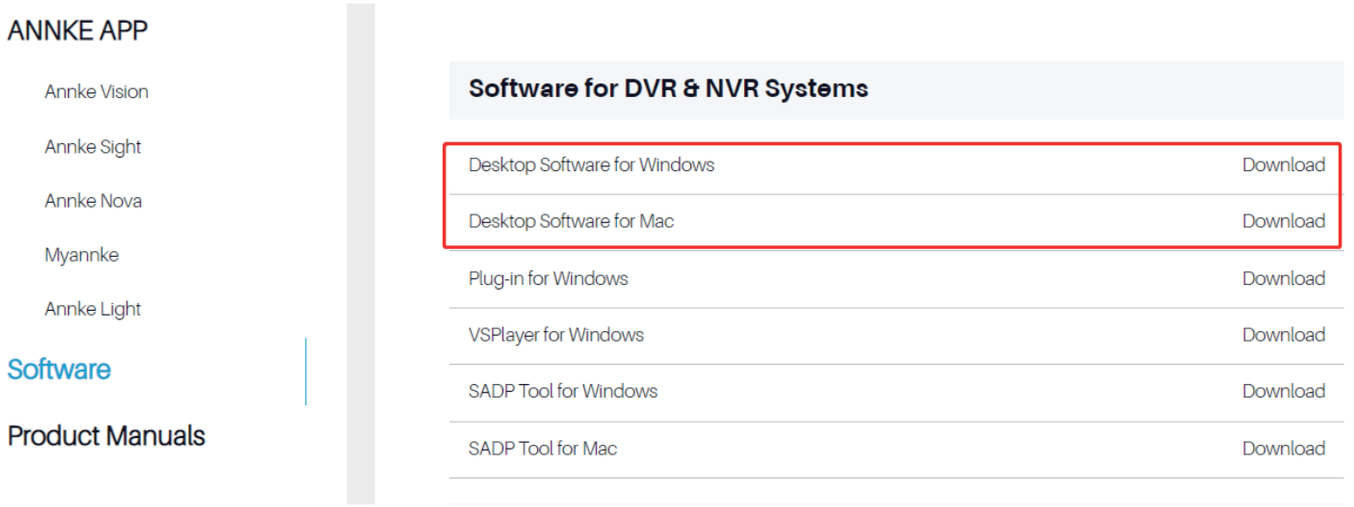






3.3 Operate IP Camera via Computer Software

1. Install the desktop software **Guarding Vision** and search the camera. You can download **Guarding Vision** from our website: **https://www.annke.com/pages/download-center**



2. Launch Guarding Vision software, and add the camera to the client step by step, press F1 to get the client user manual.

3.4 View Live Stream with Other Software That Supports RTSP

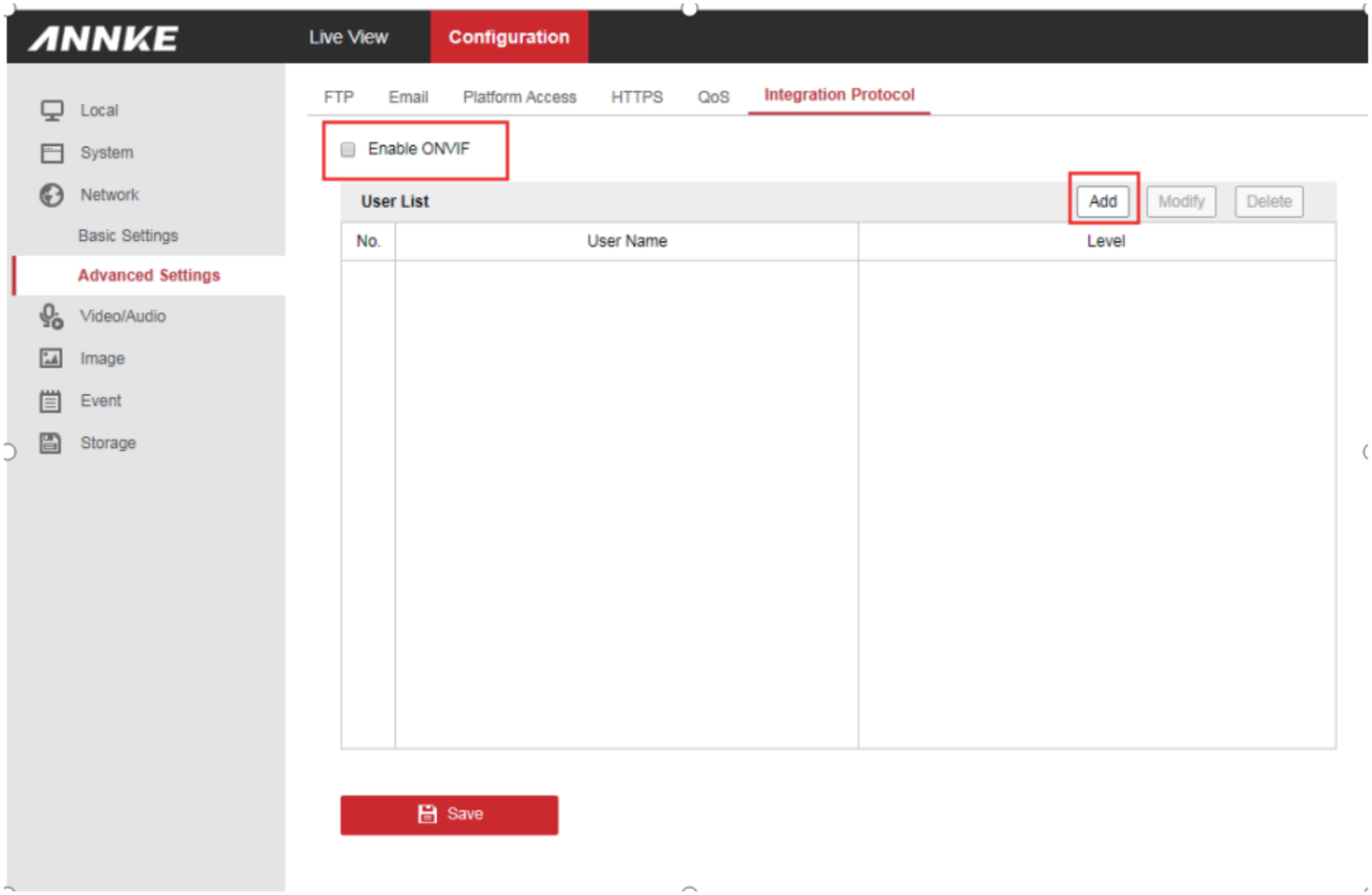
The IP camera supports RTSP protocol. The camera can be accessed via the VLC player, Blue Iris, tinyCam and other software that supports RTSP.
The correct description of RSTP is as below:
rtsp://[username]:[password]@[ip]:[port]/[codec]/[channel]/[subtype]/av_stream
User name: admin (default)
Password: The password is the login password used to active your device.
IP: You can get the camera's IP address on the SADP software.
Port: 554
Codec: H264 (H.265)
Channel: ch1 (or the channel which you want to add, for example ch2)
Subtype: main (sub)
Fox example: rtsp://admin:qwer1234@192.168.1.64:554/H265/ch1/main/av_stream

3.5 Connect Camera to DVR or NVR

The camera can work with other DVR or NVR that support Onvif protocol also.

1. Please enable the camera's ONVIF protocol by Log in the camera via the IE browser.

Create an ONVIF account and password of the camera. The ONVIF account and password will be used when you add the IP camera to the third-party NVR or DVR.



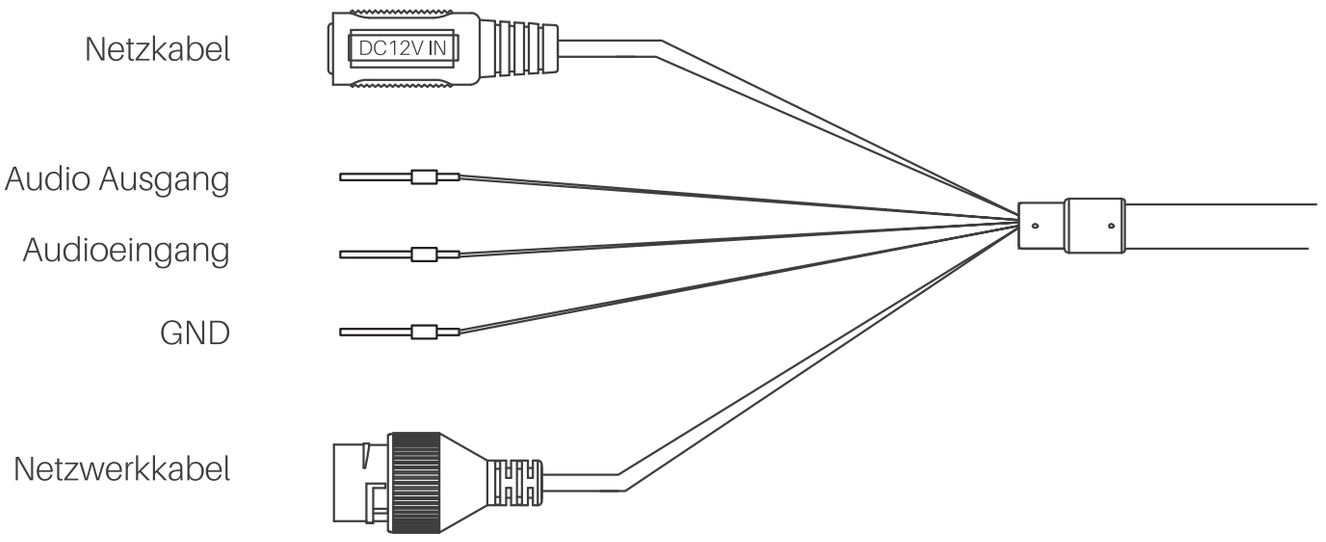
2. Add IP camera to a third-party NVR. In the IP camera adding interface of NVR, input the correct ONVIF user name and password of the IP camera (instead of the login user name and password), input the right IP address and Port, click save and it will be finished.

DE

Überblick

Diese Kameraserie ist in ein optisches Zoomobjektiv integriert und verfügt über PTZ-Grenzwerte, 3D-Positionierung, automatische Tag / Nacht-Umschaltung, 3D-DNR usw. und ist in verschiedenen Umgebungen weit verbreitet.

Die Kabelschnittstellen der Netzwerk-PTZ-Kamera sind unten dargestellt, die Kabel unterscheiden sich durch unterschiedliche Farben. Informationen zur Identifizierung finden Sie auf den Etiketten auf den Kabeln. Stellen Sie sicher, dass die Kamera ausgeschaltet ist, bevor Sie die Kabel anschließen.



Netzwerkkabel: Verbinden Sie die Netzwerkschnittstelle mit einem Netzwerkkabel. Schalten Sie die Kamera per PoE ein und übersetzen Sie Videos.

Netzkabel: Unterstützt die 12-VDC-Stromversorgung. Der zweite Weg, um die Kamera einzuschalten.

Audiokabel: Schließen Sie die AUDIO-IN-, AUDIO-OUT- und GND-Schnittstelle an.

Pink: Audioausgang

Weiß: Audioeingang

Schwarz: Audio-GND

Micro-SD-Karte: Unterstützt das Einsetzen einer Micro-SD-Karte mit bis zu 256 G.
Reset-Taste: Setzt die Einstellung der Kamera auf die Standardeinstellungen zurück.
IR-LED: Die IR-LED leuchtet auf, wenn die Umgebung dunkel genug ist.

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Longgang District, Shenzhen, China.518000

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