Quick Start Guide

ANNKE
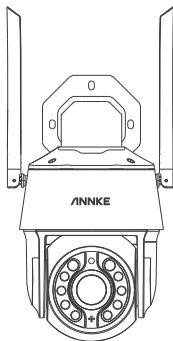
Hi, friend!

Thanks for choosing ANNKE.
If there's anything we can help,
please feel free to reach us! We'll reply in 24H.
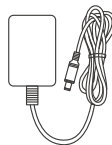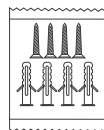
✉ support@annke.com
🌐 http://help.annke.com

1. What's in the Box

PTZ Camera

Power Adapter

Quick Start
Guide

/ANNKE

Quick Start Guide

Screw Pack

2. Product Introduction

Camera Bracket

Light Sensor

Lens

Infrared and
White light

Microphone

Antenna

Power Port

Network Port

Reset Button

Speaker

Micro SD Card Slot
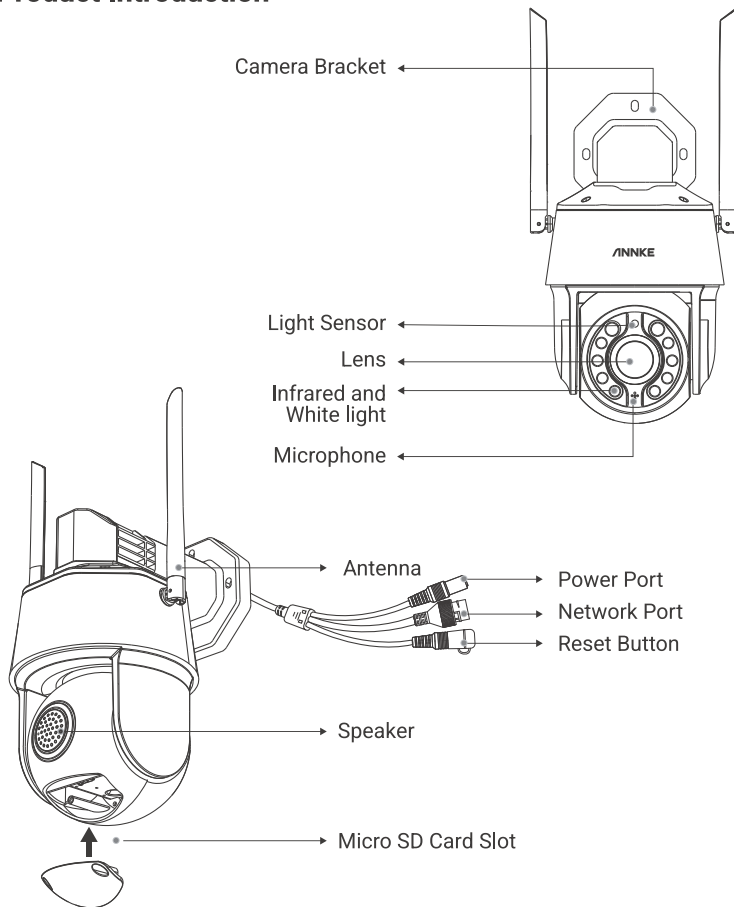
3. Set up Your Camera

3.1 Download ANNKE Smart

a. Search the **ANNKE Smart** in Apple Store or Google Play, then install it.

b. Open the APP, and log in with your **ANNKE Smart ID**. If you don't have an account, create one first. (Picture 1)

* Note: Please allow the APP to access the Location, storage, notification, microphone, speakers with your phone.
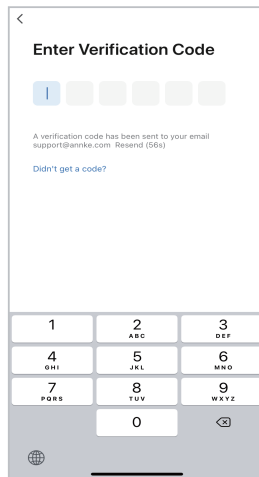
c. Ensure your location is correct. Then enter your email address or phone number, and enable user protocol and privacy protocol. Tap to get the verification code, then complete the registration by following the tips. Log into your account. (Picture 2,3)

Picture 1
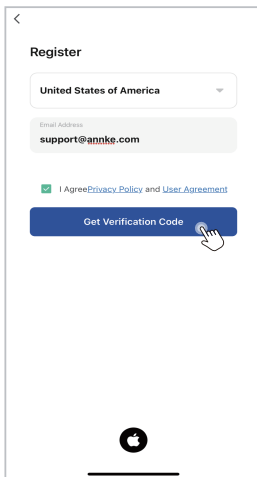
Picture 2

Picture 3

3.2 Check Your Wi-Fi Setting

a. Please make sure your Wi-Fi router is DHCP enabled and is in the 2.4 GHz.
(*** Note:** This camera only supports 2.4 GHz, not 5 GHz).
b. The wireless network encryption is WPA or WPA2, and there are no special characters or symbols in the WiFi username and password.

3.3 Add the Camera

3.3.1 Configure the Camera (QR Code Mode)

* Note: This adding way is suitable for Wi-Fi SSID and passwords' less than 20 characters.

a. Tap the icon **"+"** or **"Add Device"**, then choose **"Smart Camera"**. (Picture 4, 5)
b. Ensure the camera is power on, and tap **"Next"** when you heard the prompt tone. (Picture 6)
c. Select your WiFi (2.4 GHz), and then enter the passwords. Then tap **"Next"**.
 (Picture 7)
d. Follow the instruction by the app. Put your phone 15-20 centimeters away from the camera, and the camera lens pointing at the QR code. When you hear the prompt tone , tap "I heard a prompt". （Picture 8）
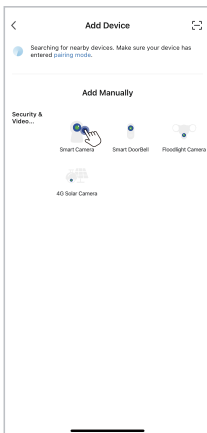*** Note:** If you do not hear the prompt, please press and hold the Reset button to reset the camera. Then return to "step a" of "3.3" and setup again.
e. The camera will be automatically connected to the WiFi network. In the connecting process, you will hear the prompt tone . (Picture 9)
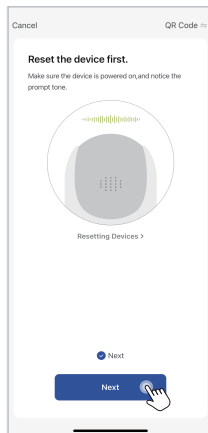f. Camera added successfully. Then you can name your camera and get the live view.(Picture 10)
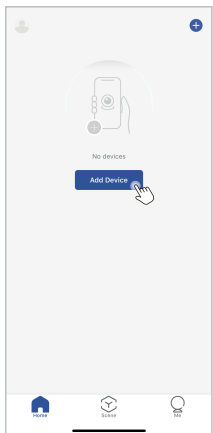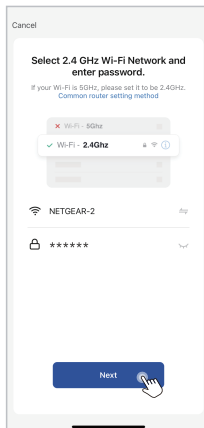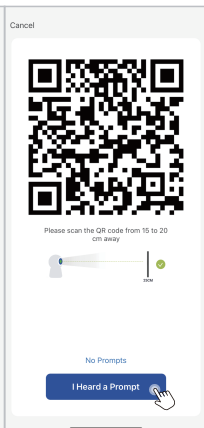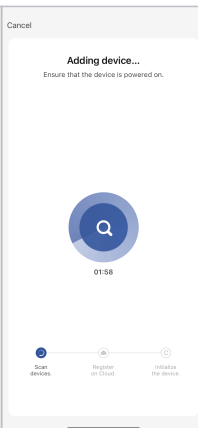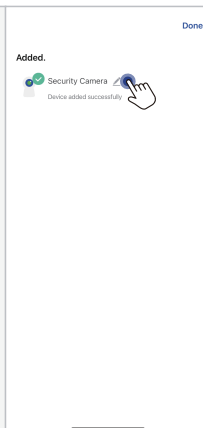
Picture 4

Picture 5

Picture 6

Picture 7

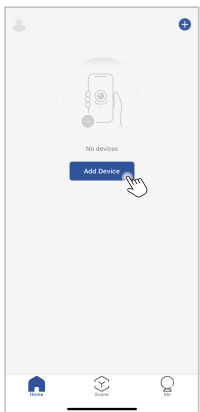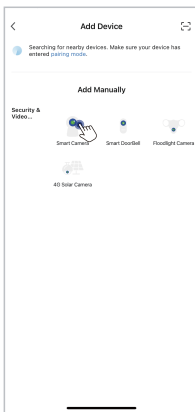
Picture 8

Picture 9

Picture 10

3.3.2 Configure the Camera (AP Mode)

* Note: This adding way is suitable for Wi-Fi passwords' more than 20 characters and has less than 64 characters.
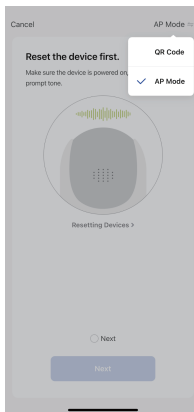
a. Tap the icon **"+"** or **"Add Device"**, then choose **"Smart Camera".** (Picture 11,12)

b. Ensure the camera is power on, choose **"AP Mode"**, and then tap **"Next"** when you heard the prompt tone. (Picture 13,14)

c. Select your WiFi (2.4 GHz), and then enter the passwords. Then tap **"Next"**. (Picture 15)

d. Tap **"Go to Connect"** to enter the system settings. (Picture 16) Tap WiFi settings, and select the device's hotspot to connect. (Picture 17) The default password is **"12345678"**. (Picture 18)

e. Switch back to ANNKE Smart App, then the camera will connect to the Wi-Fi automatically. During the process, you will hear the prompt tone . (Picture 19)

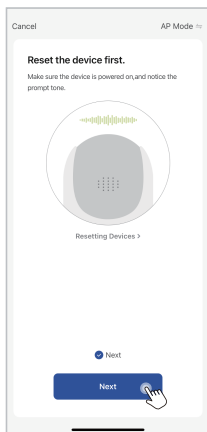f. Camera added successfully. Then you can name your camera and get the live view. (Picture 20)
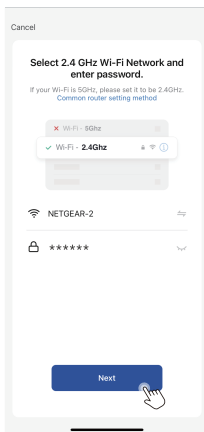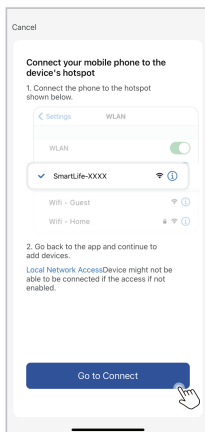
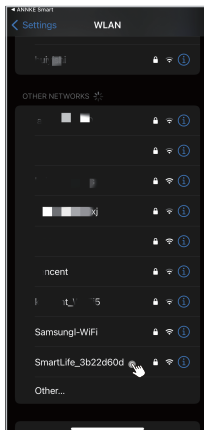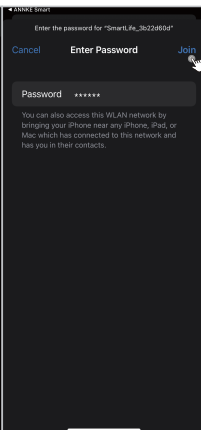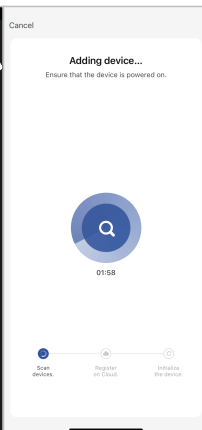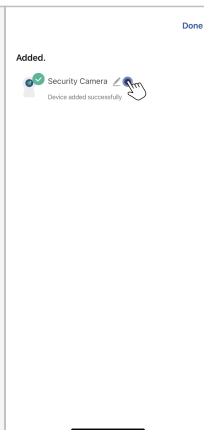| Picture 11	Picture 12	Picture 13

Picture 14

Picture 15

Picture 16

Picture 17

Picture 18

Picture 19

Picture 20

3.4 MicroSD Card Setting

3.4.1 Install the MicroSD Card

a. Roll up the lens of your camera and find the microSD card slot.
b. Insert the microSD card into the slot by following the signs. (*** Note:** Supports a microSD card of max. 128 GB storage capacity.)
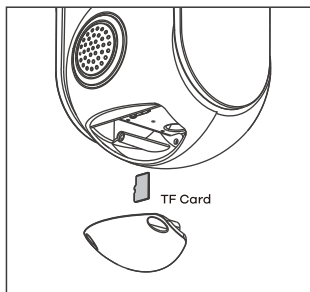
3.4.2 Format the MicroSD Card

a. Launch the ANNE Smart App and access the live view.
b. Tap the icon **"…"** to go to setting. (Picture 21)
c. Choose the **"Storage Settings"**. The first-used microSD card may trigger a pops-up saying "unrecognized", then tap **"OK"** to start the microSD card format process. (Picture 22,23)
d. After formatting, you can check the **"Used Storage"** and **"Remaining Capacity"** of the MicroSD card. (Picture 24)
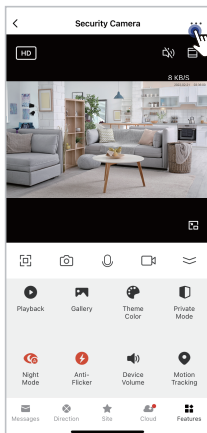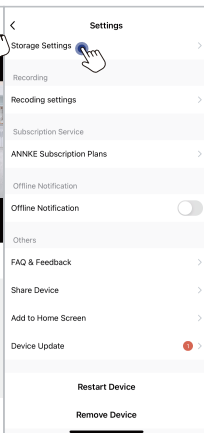
| Picture 21 | Picture 22 | Picture 23 | Picture 24 |
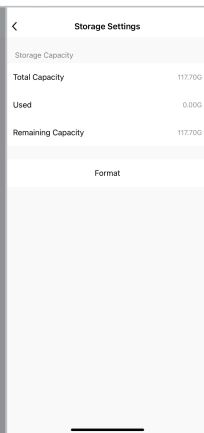
4. Trouble Shooting

If there's a problem in the camera's operation, please refer to the situation and try the following solutions.

4.1 The Camera is Not Working

If the camera doesn't work, please try the following solutions:

· Check if the adapter is connected to the power.

· If the camera is connected to power but still not working, please try another adapter once again.

If these don't work, please go live chat with ANNKE Support Team

http://help.annke.com

4.2 The Camera is Offline

If the camera says offline, please try the following solutions:
· Please ensure the camera is in the range of WiFi connection. If the distance between the camera and WiFi is too far, the poor connection may affect the camera's operation.

If these don't work, please go live chat with ANNKE Support Team
http://help.annke.com

4.3 Fail to Receive Notifications

If you can't receive notifications on your mobile device, please try the following solutions:
· Please ensure you have enabled "App Notification" in Notification settings on the ANNKE Smart App settings. (Tap "Me" and find the setting icon)

If these don't work, please go live chat with ANNKE Support Team
http://help.annke.com

4.4 Fail to Record or Playback Video

If you can't record or playback videos, please try the following solutions:
· Please check that the microSD card is inserted correctly in the slot.
· Please ensure that the microSD card has been formatted. If not, please format it according to **"Format the microSD card"** in the "Setting Guide" on page 09.
· Please make sure there's enough free space on the microSD card.
· Please ensure that the camera is connected to the WiFi stably.

If these don't work, please go live chat with ANNKE Support Team
http://help.annke.com

Shenzhen Kean Digital co.,Ltd.

Address: Room 1001, Rujun Building, No.105 Center Road, Bantian Street, Longgang District, Shenzhen, China.518000

Tech Support Email Address: support@annke.com

FCCID: 2AKL2K23IPC

| EC | REP |

THEMIS AR Unterstützung UG

Beedstrasse 54, In Dusseldorf, (40468), Deutschland

UK CA CE RoHS

Made in China

www.annke.com