

# User Manual

Quick Start Guide

**ANNKE**

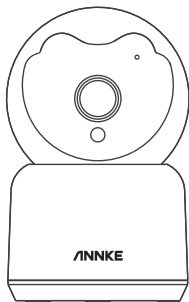
Hi, friend!

Thanks for choosing ANNKE.  
If there's anything we can help,  
please feel free to reach us! We'll reply in 24H.

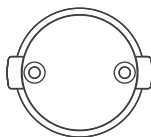
 [support@annke.com](mailto:support@annke.com)

 <http://help.annke.com>

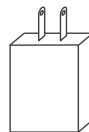
# 1. What's in the Box



Crater Camera



Camera Bracket



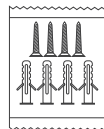
Power Adapter



Micro USB Cable

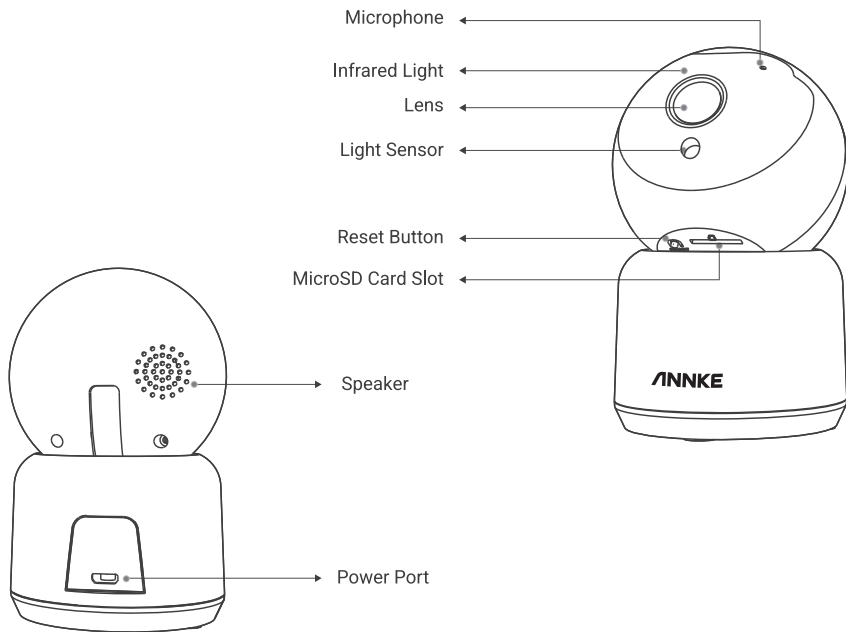


Quick Start Guide



Screw Pack

## 2. Product Introduction



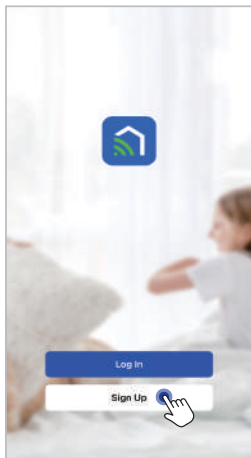
## 3. Set up Your Camera

### 3.1 Download ANNKE Smart

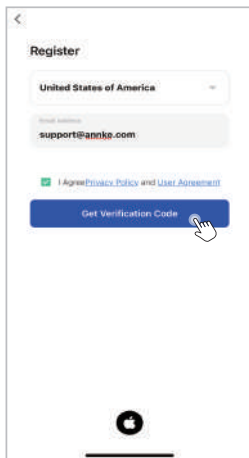
- Search the **ANNKE Smart** in Apple Store or Google Play, then install it.
- Open the APP, and log in with your ANNKE Smart ID. If you don't have an account, create one first. (Picture 1)

\* **Note:** Please allow the APP to access the Location, storage, notification, microphone, speakers with your phone.

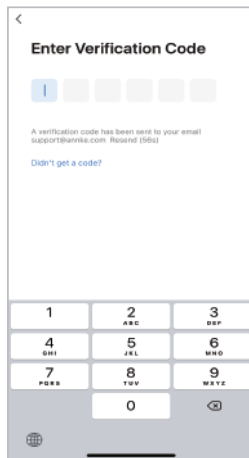
c. Ensure your location is correct. Then enter your email address or phone number, and enable user protocol and privacy protocol. Tap to get the verification code, then complete the registration by following the tips. Log into your account. (Picture 2,3)



Picture 1



Picture 2



Picture 3

## 3.2 Check Your Wi-Fi Setting

- 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).
- 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.

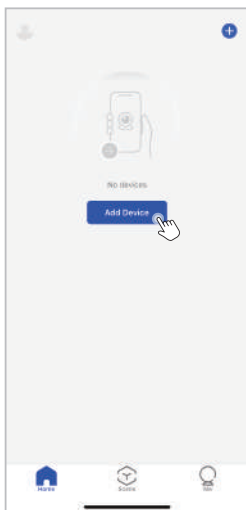
- Tap the icon "+" or "Add Device", then choose "Smart Camera". (Picture 4, 5)
- Ensure the camera is power on, and tap "Next" when you heard the prompt tone. (Picture 6)
- Select your WiFi (2.4 GHz), and then enter the passwords. Then tap "Next". (Picture 7)

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 “The QR code scanned successfully”, 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 “Network Connecting. Server Connecting”. (Picture 9)

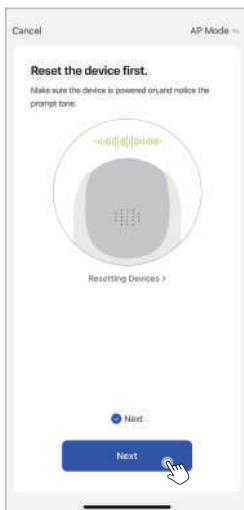
f. Camera added successfully. Then you can name your camera and get the live view.(Picture 10)



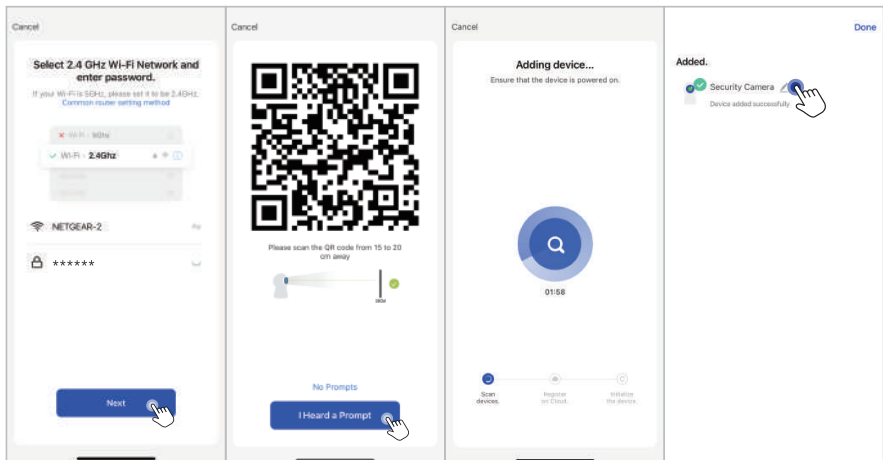
Picture 4



Picture 5



Picture 6



Picture 7

Picture 8

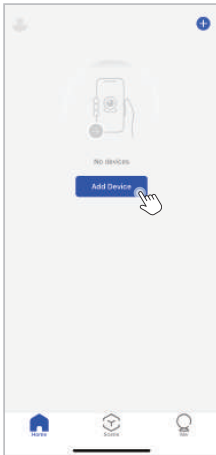
Picture 9

Picture 10

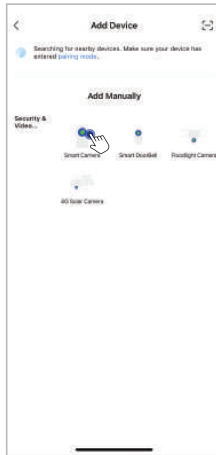
### 3.3.2 Configure the Camera (AP Mode)

\* **Note:** This adding way is suitable for Wi-Fi passwords' less than 64 characters.

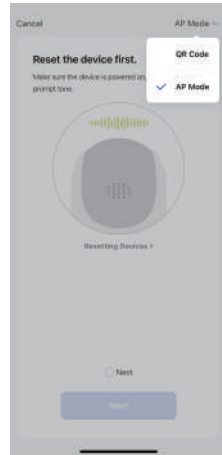
- a. Tap the icon "+" or "Add Device", then choose "Smart Camera". (Picture 11,12)
- b. Ensure the camera is power on, choose "AP Mode", and then tap "Next" when you heard the prompt tone. (Picture 13,14)
- c. Select your WiFi (2.4 GHz), and then enter the passwords. Then tap "Next". (Picture 15)
- d. 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 "Network Connecting. Server Connecting". (Picture 19)
- f. Camera added successfully. Then you can name your camera and get the live view. (Picture 20)



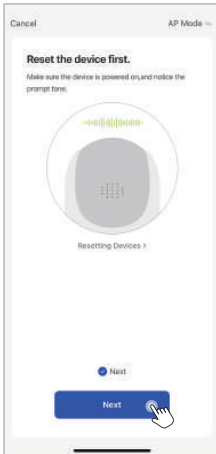
Picture 11



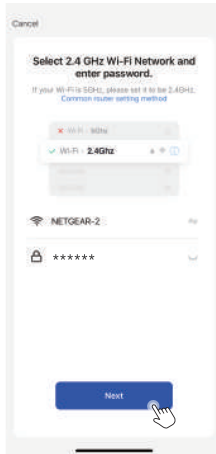
Picture 12



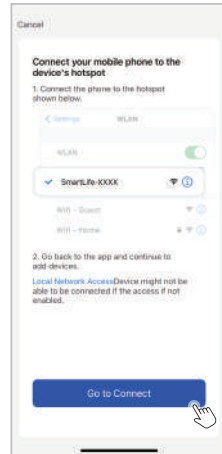
Picture 13



Picture 14

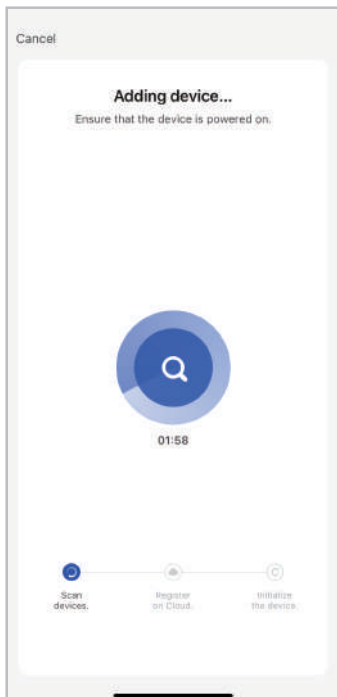


Picture 15

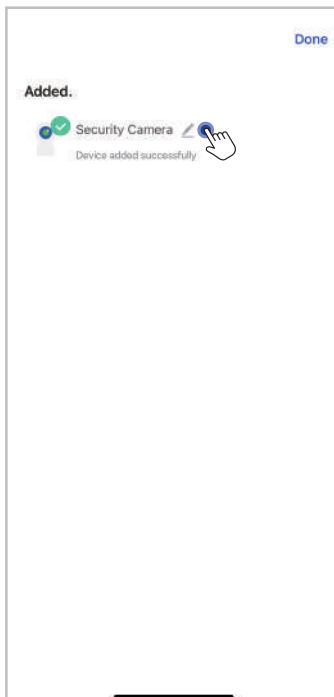


Picture 16





Picture 19

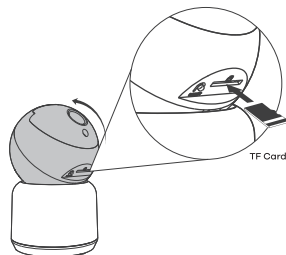


Picture 20

## 3.4 Micro SD Card Setting

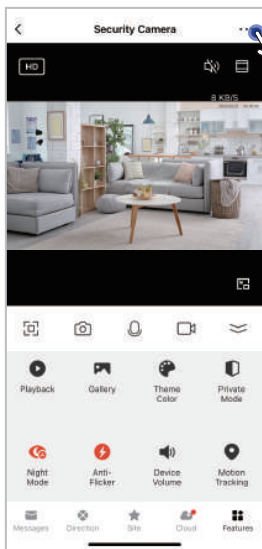
### 3.4.1 Install the Micro SD Card

- Roll up the lens of your camera and find the micro SD card slot.
- Insert the micro SD card into the slot by following the signs. (\*Note: Supports a micro SD card of max. 128 GB storage capacity.)

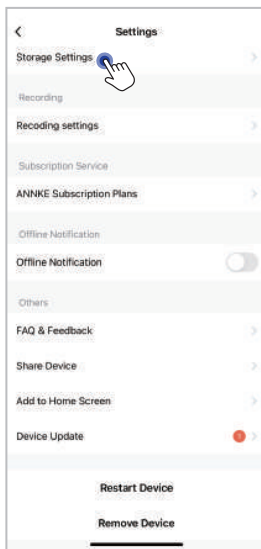


### 3.4.2 Format the Micro SD Card

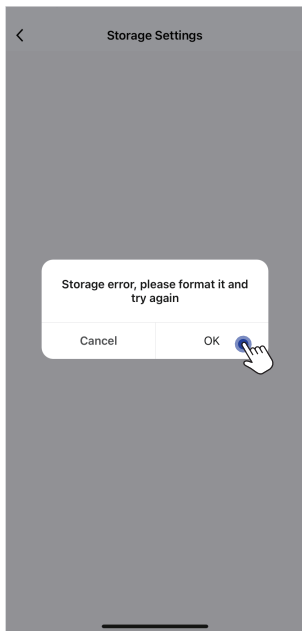
- Launch the ANNE Smart App and access the live view.
- Tap the icon "..." to go to setting. (Picture 21)
- Choose the **"Storage Settings"**. The first-used micro SD card may trigger a pop-up saying "unrecognized", then tap **"OK"** to start the micro SD card format process. (Picture 22,23)
- After formatting, you can check the **"Used Storage"** and **"Remaining Capacity"** of the Micro SD card. (Picture 24)



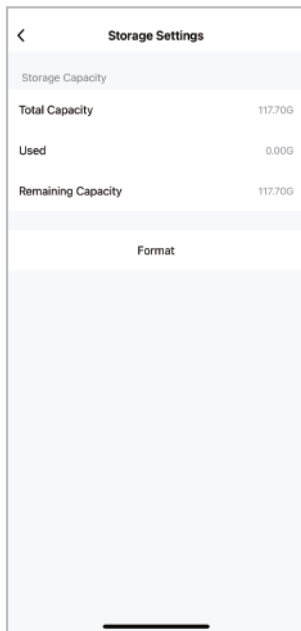
Picture 21



Picture 22



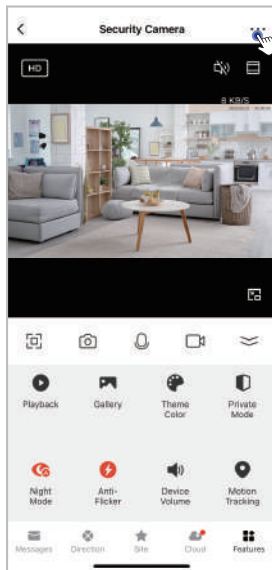
Picture 23



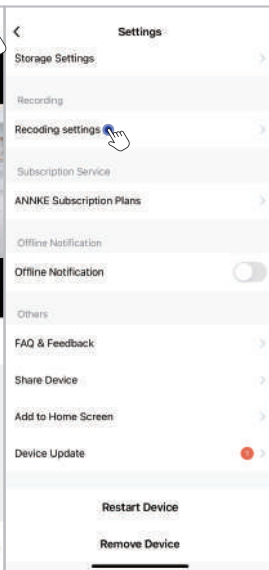
Picture 24

### 3.5 Recording Setting

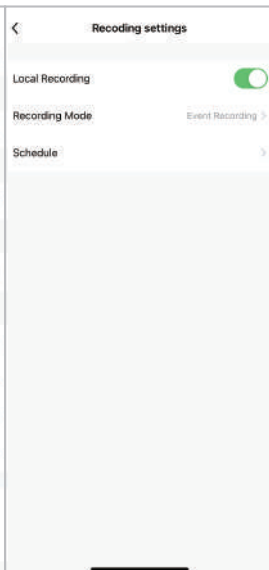
- a. Ensure that the camera has inserted a formatted micro SD card.
- b. Tap into the live stream.
- c. Tap the icon "... " to go to setting. (Picture 25)
- d. Tap "**Recording Setting**" and enable the "**Local Recording**". (Picture 26, 27)
- e. Tap "**Recording Mode**" to choose "**Event Recording**" or "**Non-stop Recording**". (Picture 27)
- f. Tap "**Schedule**" to set the recording time. (Picture 27)



Picture 25



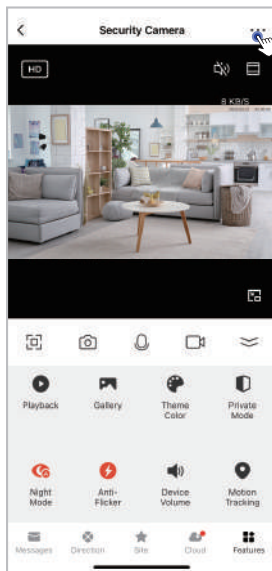
Picture 26



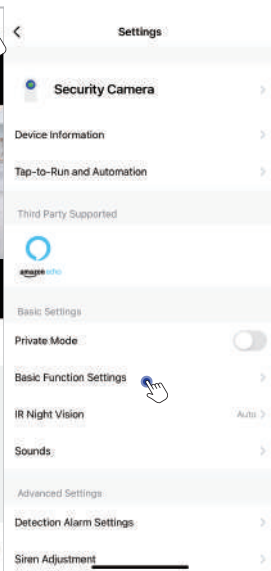
Picture 27

### 3.6 Audio Setting

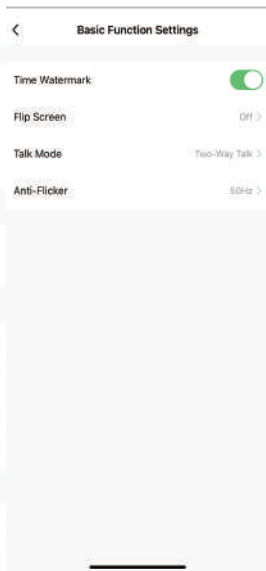
- a. Tap into the live stream.
- b. Tap the icon “...” to go to setting. (Picture 28)
- c. Tap “**Basic Function Settings**” and go to “**Talk Mode**” to choose “**One-Way Communication**” or “**Two-Way Talk**” mode. (Picture 29, 30)



Picture 28



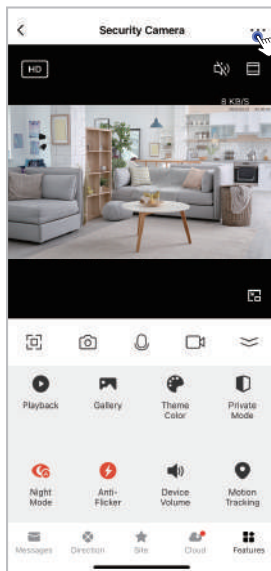
Picture 29



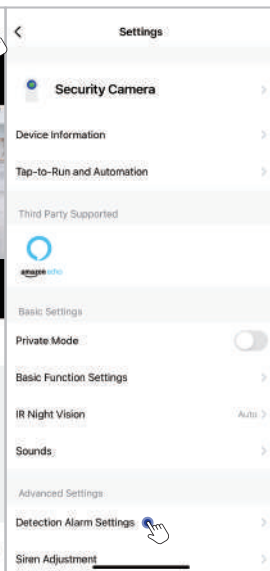
Picture 30

### 3.7 Warning Setting

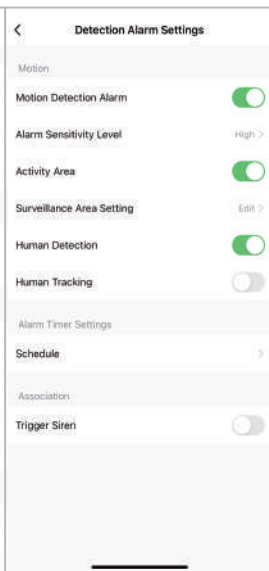
- a. Tap into the live stream.
- b. Tap the icon “...” to go to setting. (Picture 31)
- c. Tap “**Detection Alarm Settings**”. (Picture 32)
- d. Tap “**Motion Detection Alarm**” to turn on and get real-time alerts. (Picture 33)
- e. Tap “**Alarm Sensitivity Level**” to set the alarm detection level. (Picture 33)
- f. Tap “**Activity Area**” to turn on area detection. (Picture 33)
- g. Tap “**Surveillance Area Setting**” to set the detection area. (Picture 33)
- h. Tap “**Human Detection**” to turn on human detection. (Picture 33)
- i. Tap “**Human Tracking**” to turn on human tracking. (Picture 33)
- j. Tap “**Schedule**” to set the time period of alarm working. (Picture 33)



Picture 31



Picture 32



Picture 33

## 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 <https://helpchat.annke.com/live/>

## 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 <https://helpchat.annke.com/live/>

## 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 <https://helpchat.annke.com/live/>

## 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 micro SD card is inserted correctly in the slot.
- Please ensure that the micro SD card has been formatted. If not, please format it according to "**Format the TF Card**" in the "Setting Guide" on page xx.
- Please make sure there's enough free space on the micro SD 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 <https://helpchat.annke.com/live/>

## About the User Manual

The manual is only applied to our relevant products. This manual contains the product information and instructions. The icons, pictures, and some other information contained in the manual are for description and explanation only. Please refer to the actual products if there is a discrepancy. Mistakes may exist in the manual due to inevitable typographical and printing factors. Please refer to the real products. Furthermore, the information in this manual might be upgraded because of some reasons such as technical upgrading, without prior notice. For more details, please contact our support team or download the latest version of user manual from our official website.

## Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY 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. OUR COMPANY 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 Conditions

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **RF Exposure Warning Statements:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

## **EU Conformity Statement**



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 EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU and Amendment (EU)2015/863.





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 see: [www.recyclethis.info](http://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.

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

## **Warnings**

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100~240 VAC or 12 VDC according to the IEC60950-1 standard. Please 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.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

## **Preventive and Cautionary Tips**

Before connecting and operating your camera, please check the below important preventive & cautionary tips:

- Please install the camera away from the elderly and children, so as not to cause electrical injury. Ensure the electric safety to avoid fire caused by current overload.
- Do not drop the camera or subject it to physical shock.
- Do not touch the camera lens with fingers. If cleaning is necessary, use a clean cloth with a bit of ethanol and wipe it gently.
- Do not aim the camera to the sun or extra bright positions. Blooming or smearing may occur otherwise (which is not a malfunction), and affect the lifespan of the sensor at the same time.
- The camera sensor may be burned by a laser beam, so when any laser equipment is in use nearby, make sure that the camera lens will not be exposed to the laser beam.
- Do not place the camera in extremely hot, cold or dusty environments, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required for the operating environment.
- Indoor Pan Tilt Camera is designed for indoor use only.
- Outdoor Bullet Camera and Mini Pan Tilt Dome Camera supports dustproof and waterproof. Ideal for outdoor use. Please make sure to fix it firmly. Avoid injury from falling.



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FCCID: 2AKL2K23IPC



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