



PoE Bullet Camera
Quick Start Guide

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What's in the Box



IP Camera



Waterproof Lid



Pack of Screws



Quick Start Guide



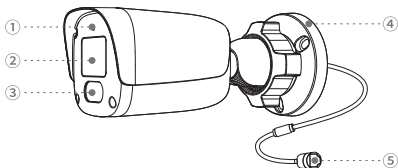
Surveillance Sign



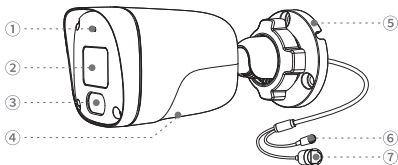
Mounting Hole Template

Note: Camera and accessories may vary with different models, please prevail in kind.

Camera Introduction



①	Built-in Mic	④	Mounting Base
②	Lens	⑤	Network Cable
③	Infrared Lights		



①	Built-in Mic	⑤	Mounting Base
②	Lens	⑥	Power Port
③	Infrared Lights	⑦	Network Cable
④	Memory Card Slot & Reset Button		

* Press for about 10 seconds to restore factory settings.

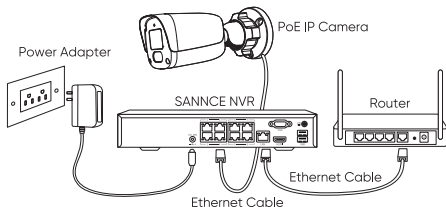
Note: Functions and structures may vary with different models, please prevail in kind.

Camera Connection Diagram

Before using the camera, please connect the camera as instructed below to finish the initial setup.

1. Connect the camera to a SANNCE NVR (not included) with an Ethernet cable.
2. Connect the NVR to your router, and then power on the NVR.

Note: The camera should be powered with a 12V DC adapter or a PoE powering device such as PoE injector, PoE switch or SANNCE NVR(not included in the package)



* Cameras without DC power supply need to be connected to a SANNCE PoE NVR or a PoE switch for use.

Set Up the IP Camera

Download and launch the SANNCE Life App or Client software, and follow the onscreen instructions to finish initial setup.

1. On Smartphone

Scan to download the SANNCE Life App.



2. On PC

Download and install Search Config Tool or NetVideo VMS software from our website:

<https://support.sannce.com/hc/en-us/categories/900000044686-DOWNLOAD>. All functions of the camera can be configured through the web page and NetVideo VMS software.

Note: If you are connecting the camera to a SANNCE PoE NVR, please set up the camera via the NVR interface.

Mount the IP Camera

Installation Tips

1. Make sure the power plug is firmly connected to the power socket. Disconnect the power before you wire, install or dismantle the device.
2. When the device is mounted on wall or ceiling, the device shall be firmly fixed.

3. Do not aim the device towards any light sources. This may smudge the image and affect the durability of the sensor.
4. Do not point the device towards a glass window. It may result in poor image quality because of the window glare by supplement lights, ambient lights or status lights.
5. Do not place the device in a shaded area and point it towards a well-lit area. It may result in poor image quality.
6. Do not install the device at places where rain and snow can hit the lens directly, and the device cannot be used underwater.
7. Make sure that there is no reflective surface too close to the camera lens, it may reflect IR light back into the lens resulting in poor images.
8. Do not touch the lens with your fingers, and gently wipe the lens with a clean soft cloth if necessary.

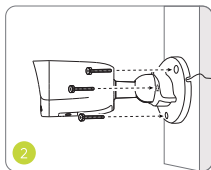
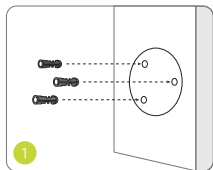
Install the Camera

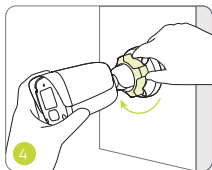
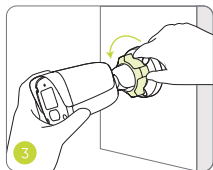
Please follow the steps below to install the camera.

1. Drill holes according to the mounting hole template.
2. Install the mount base with the mounting screws included in the package.

Note: Run the cable through the cable notch on the mount base.

3. Loosen the adjustment knob by twisting it counterclockwise on the security mount, and turn the camera to get an ideal view.
4. Turn the knob clockwise to fix the camera in place.





Note: Use the drywall anchors included in the package if needed.

Troubleshooting

1. Camera is not Powering On?

If your camera is not powering on, please try the following solutions:

- Make sure your camera is powered properly. The PoE camera should be powered by a PoE switch/injector, the SANNCE PoE NVR or a 12V power adapter.
- If the camera is connected to a PoE device as listed above, connect the camera to another PoE port and see if the camera will power on.
- Try again with another Ethernet cable. If these won't work, contact SANNCE Support: support@sannce.com

2. Camera is offline?

- Check whether the mobile phone network is normal, you can log in to the web page to check whether you can access the Internet.
- Make sure your camera is powered on, you can cover the camera lens to observe whether the fill light will light up.
- Make sure the network cable is OK, change another cable to test.

- Login the IP camera's web page, go to configuration-Network-Advanced Settings-Platform Access-Register Status, make sure the status is online.
- Sometimes you can reboot the camera by re-plugging the power and waiting a while, then refreshing the device list in the app to see if the device status has changed.

If these won't work, contact SANNCE Support:

support@sannce.com

Regulatory Compliance and Safety Information

Read all information and instructions in this document carefully before using the device and keep it for further reference. For more device information and instructions, please visit our website at www.sannce.com.

FCC Compliance Statement


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.

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.

EU/UK Compliance 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 2014/30/EU, the LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU, Wi-Fi device: the RE Directive 2014/53/EU.



This product and - if applicable - the supplied accessories too are marked with "UKCA" and comply therefore with the following directives: Electromagnetic Compatibility Regulations 2016, Electrical Equipment (Safety) Regulations 2016, the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, Wi-Fi device: Radio Equipment Regulations 2017.



Directive 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.



Directive 2006/66/EC and its amendment 2013/56/EU (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 see: www.recyclethis.info.

Warnings and Cautions

Safety Instruction: These instructions are intended to ensure that the user can use the product correctly to avoid danger or property loss.

Laws and Regulations: The device should be used in compliance with local laws, electrical safety regulations, and fire prevention regulations.

Electricity: In the use of the product, you must be in strict 10 compliance with the electrical safety regulations of the nation and region. The equipment shall not be exposed to

dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the equipment.

Fire Prevention: No naked flame sources, such as lighted candles, should be placed on the equipment.

Emergency: If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

Power Supply: Device powered by Safety Extra-Low Voltage(SELV): The power source should meet limited power source or PS2 requirements according to IEC 60950-1 or IEC 62368-1 standard. Device powered by AC mains supply voltage: The equipment must be connected to an earthed mains socket-outlet.

White Light Illuminator (If supported): Possibly hazardous optical radiation emitted from this product. DO NOT stare at operating light source. May be harmful to the eyes. Wear appropriate eye protection or DO NOT turn on the white light when you assemble, install or maintain the camera.

Using Environment: DO NOT place the camera in extremely hot, cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.

Installation: Install the equipment according to the instructions in this manual.

Transportation: Keep the device in original or similar packaging while transporting it.

System Security: The installer and user are responsible for password and security configuration.

Maintenance: If the product does not work properly, please contact your dealer or the nearest service center. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.

Cleaning: Please use a soft and dry cloth when clean inside and outside surfaces of the product cover. Do not use alkaline detergents.

Reflection: Make sure that no reflective surface is too close to the device lens. The IR light from the device may reflect back into the lens causing reflection.



For more information,
please visit:

www.sannce.com



Shenzhen Kean Digital Co., Ltd.

ADD: 1Room 1001, Rujun Building, No. 105, Zhongxing Road,
Ma'antang Community, Bantian Street, Longgang District,
Shenzhen, 518129, China.

Help center: <https://support.sannce.com>

Tech Support: support@sannce.com

Made in China



THEMIS AR support ltd

85 Great Portland St, London, United Kingdom, W1W 7LT
legal@themisar.com



THEMIS AR Unterstützung UG

Beedstrasse 54, In Dusseldorf, (40468), Deutschland
legal@themisar.com

UK
CA

