SWANN SECURITY APP
USER MANUAL for ANDROID

English

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Getting Started

INSTALLING THE SWANN SECURITY APP
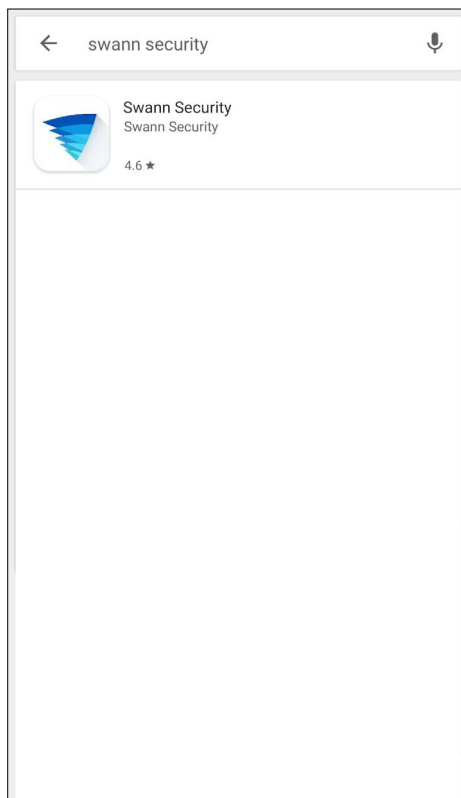
Search and download the latest version of the Swann Security app using the Google Play® store app on your phone.

Swann Security

After the Swann Security app is installed on your phone, the Swann Security app icon appears on the Home or Apps screen. To open the Swann Security app, tap the app icon.

CREATING YOUR SWANN SECURITY ACCOUNT

Open the Swann Security app and tap **Not yet registered? Sign Up**.

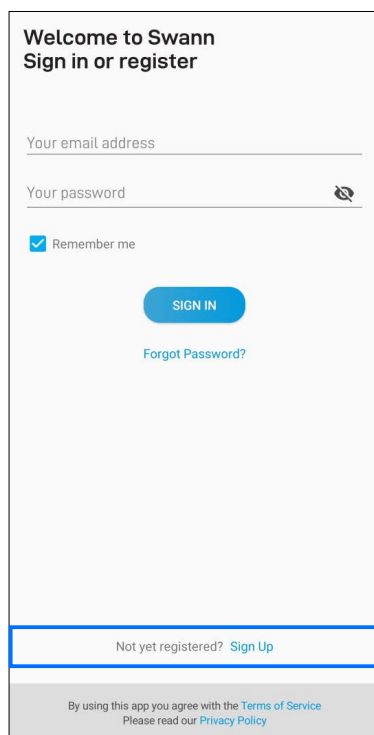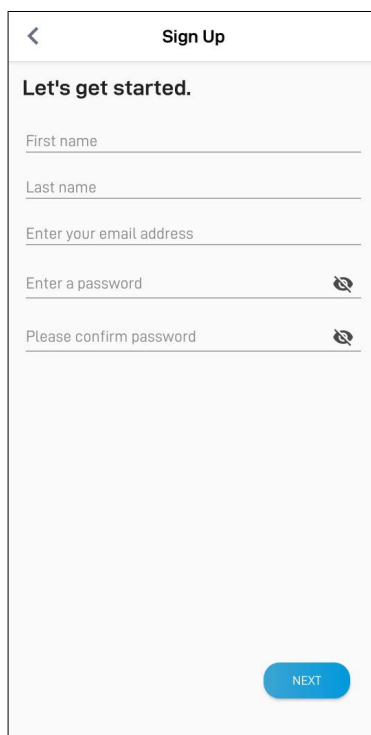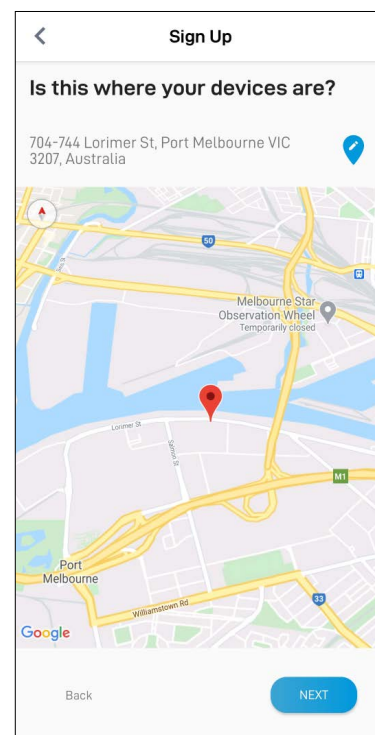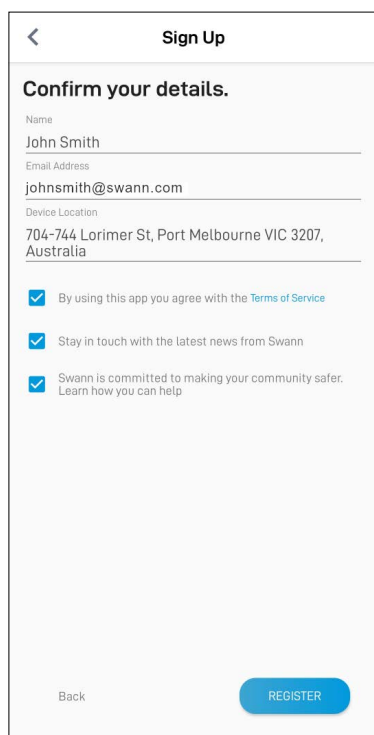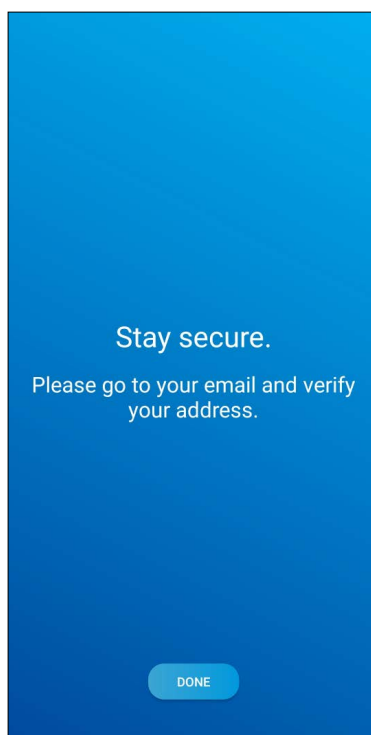Enter your first and last name, email address, a desired password and confirm the password. This will be the email address and password you use to sign into the Swann Security app and on any other phone. Tap the **Next** button to continue.
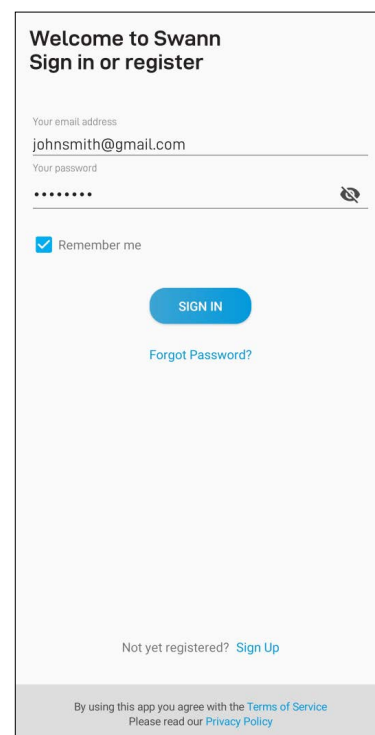
Your address is automatically set based on your phone's current location.
If the location is not accurate or if your phone's Location (GPS) setting is not turned on, tap 📍 to enter your address manually.
Your device location helps us personalize your experience on the Swann Security app and other Swann services.
Tap the **Next** button to continue.

Review your details, read the Terms of Service, and select the checkbox to agree to the Terms of Service.
Tap the **Register** button to create your Swann Security account.

Go to your email inbox and open the link in the verification email from Swann Security. If you can't find the verification email, try checking the Junk/Spam folder.
Tap the **Done** button to return to the **Sign In** screen.

Once your email address is verified, you can sign into the app with your Swann Security account email address and password.
The **Remember Me** option allows you to save your login credentials so you don't have to sign in every time you open the app.
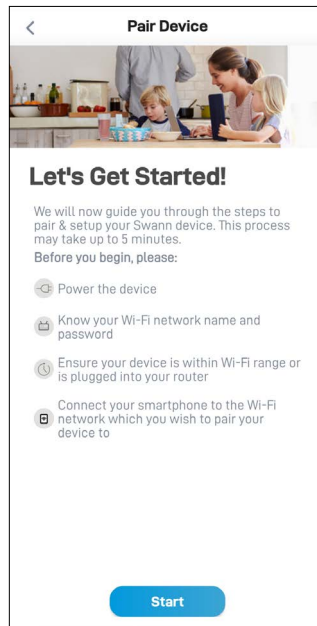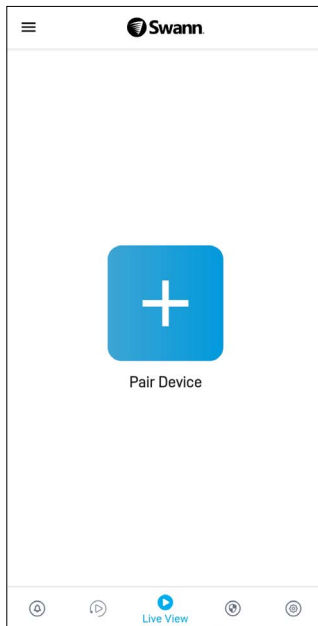
To pair your first Swann device, after the app is launched, tap the **Pair Device** ➕ button that is displayed. Then follow the in-app instructions to connect your device to your home Wi-Fi network and link it to your Swann Security account. Once the pairing process is complete, your device will be displayed on the Live View tab.

Note:

- If you need help with the device's QR code, see **"Scanning the QR Code" on page 7**.
- Your phone's Location (GPS) setting should be switched on as the app requires this permission temporarily to detect wireless networks during the pairing process.
- If you see a pop-up requesting permission to access the device's location, select **Allow only while using the app** (older devices, tap **Allow**) to enable the Wi-Fi connection from the phone to the Swann camera to work. If you deny location access, the app will not be able to detect and display the Wi-Fi access point on the "**Preferred Wi-Fi**" pairing screen later.
- It may take a few minutes for the entire pairing process to finish as the app upgrades your Swann device to the latest firmware.

After you have paired your first Swann device, you can add subsequent Swann devices via:

- the **Pair Device** menu option in the app menu, or
- the ➕ PAIR DEVICE button in the **Devices** tab.
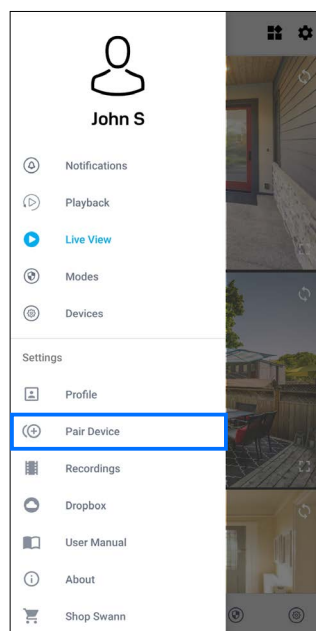
App Menu
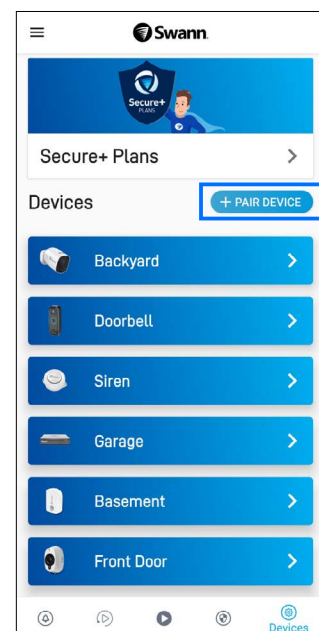
Devices tab

SCANNING THE QR CODE
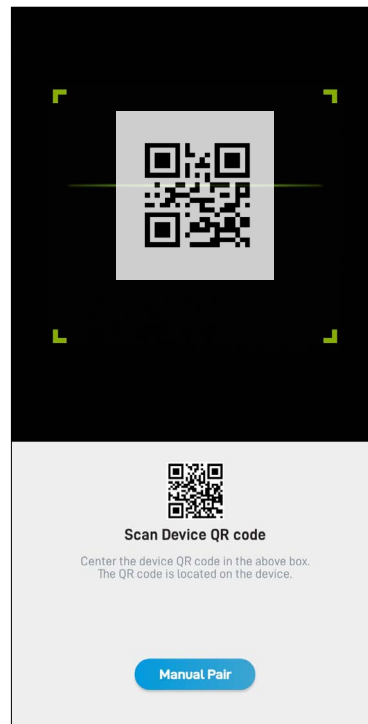
During the pairing process, you'll need to scan the device's QR code which can be generally found on the top, bottom, or back of the device. Check out the figures below for examples of where the QR code is located.

Note: If the device was previously migrated from the SAFE by Swann app, check your inbox for an email from Swann Security with the subject "**Important - Save this QR Code for your camera**". This email will contain the camera's QR code which you can scan with your phone.

If your phone can't scan the QR code
- You can tap the **Manual Pair** button at the bottom of the QR code scanning screen, select the device you want to pair from the product menu, and type in the device's ID/MAC (consists of 12 alphanumeric characters) is listed on a sticker located on the back, bottom or base of the device, as shown below

ID:990a1af6da5a

S/N:89052081900001

About the App Interface
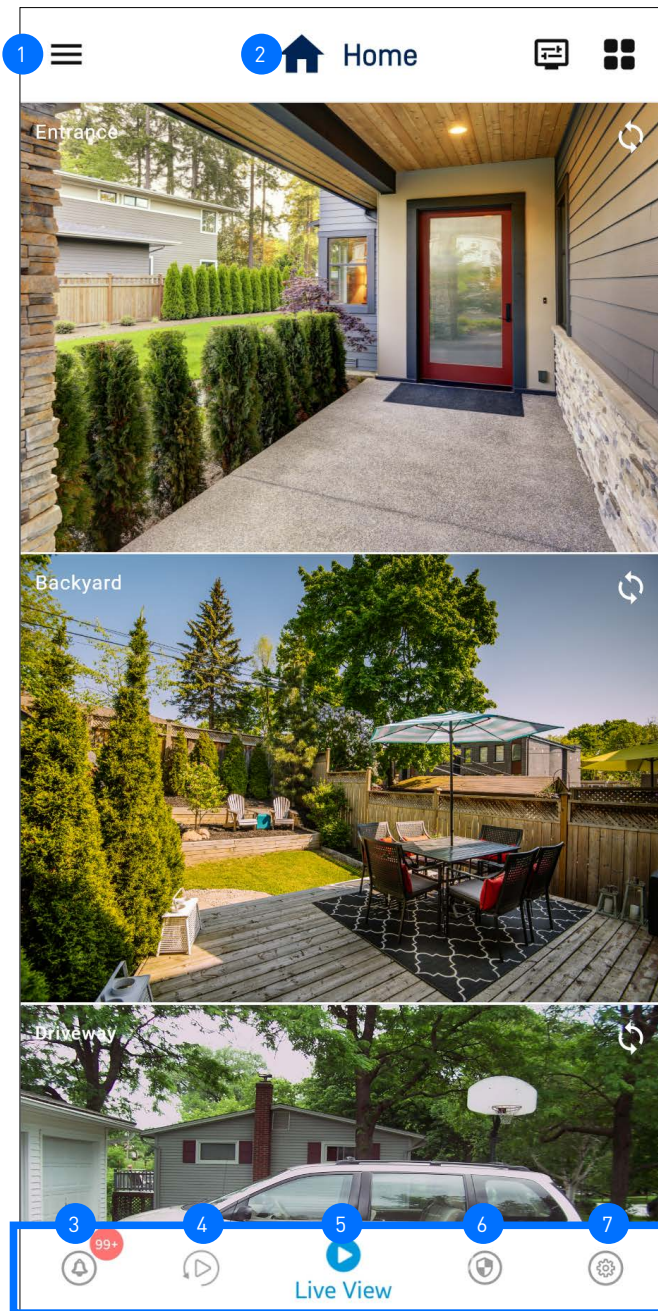
At some point, you'll see a prompt to rate the app, just follow the prompt, if you want to rate and review the Swann Security App via the Google Play Store.

1 App Menu: Tap to open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See **"App Menu" on page 10**.

2 Current Mode: Indicates the mode that your devices are currently operating in. Tap to display the Modes tab screen where you can quickly change modes. Modes provide you with the ability to customize how your devices will vary in their response to motion or sound detection events such as whether or not to send push notifications and how sensitive the motion detection will be according to different situations. See **"Modes Tab" on page 17**.

3 Notifications Tab: Tap to get a detailed reporting of the current day and past week's device and system activities. If a notification dot, for example 30, is displayed next to the icon, it indicates the number of unread notifications. You can also manage the **Do Not Disturb** feature. This is useful when you don't want to be disturbed at certain times. For more information, see **"Notifications Tab: Activities" on page 22** and **"Notifications Tab: Notifications" on page 23.**

4 Playback Tab: Tap to access and playback the event recordings from your devices. For more information, see **"Playback Tab" on page 15**.

5 Live View Tab: Tap to view live video feed from all your connected devices in multi-view screen as well as in single-view where you can operate various camera functions. For more information, see **"Live View Tab" on page 11**.

6 Modes Tab: Tap to manage and configure the Home, Night and Away modes behavior for your devices. You can also create schedules to automate mode changes. For more information, see **"Modes Tab" on page 17** and **"Modes Tab: Schedules" on page 19**.

7 Devices Tab: Tap to view and manage settings for your devices as well as check device status and perform general maintenance including firmware updates. For more information, see **"Device Management" on page 24**.
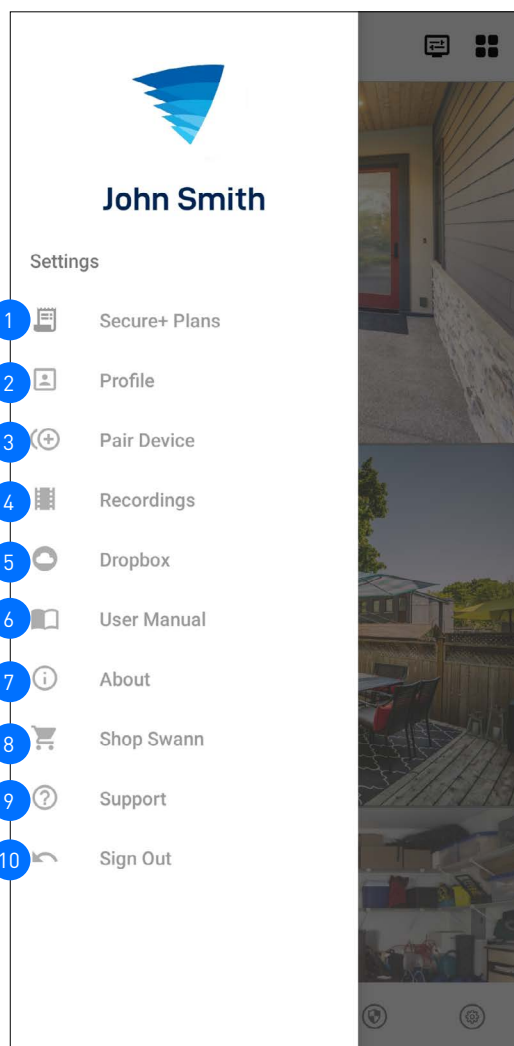
1   Add and manage the Secure+ plan subscriptions for your Swann Security devices.

2   Update your Swann Security account profile name, password, and address. See **"Updating Your Swann Security Account Profile" on page 35**.

3   Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (for example, after the device has been factory reset).

4   View and manage camera recordings captured via liveview mode as well as the event clips that were downloaded to your phone.

5   **(Selected DVR/NVR models only)** Link your Dropbox account to your Swann Security account which will enable you to save recordings using Dropbox as an external cloud storage. Refer to your DVR/NVR's instruction manual for more information on activating the Dropbox feature.

6   Download the latest Swann Security app user manual (PDF file) to your phone. For best viewing experience, open the file using Acrobat Reader (available on Google Play).

7   Pair a new Swann device to your Swann Security account or re-pair an existing Swann device after factory reset.

8   Open the Swann.com website where you can find and purchase the latest products to integrate with your current Swann Security system.

9   Open the Swann Support Center website to obtain technical support for your Swann Security account and devices.

10   Sign out of the Swann Security app.
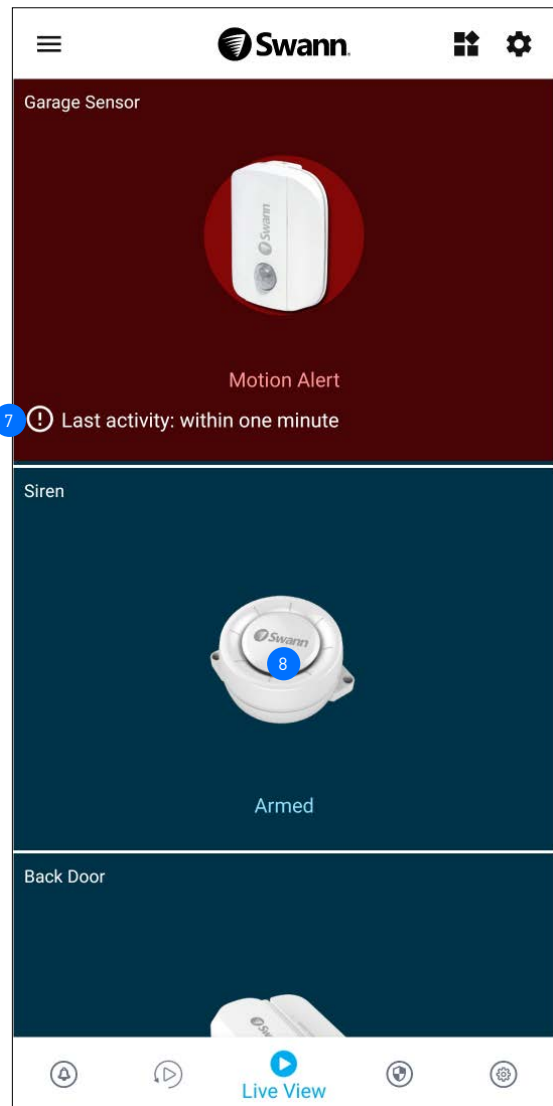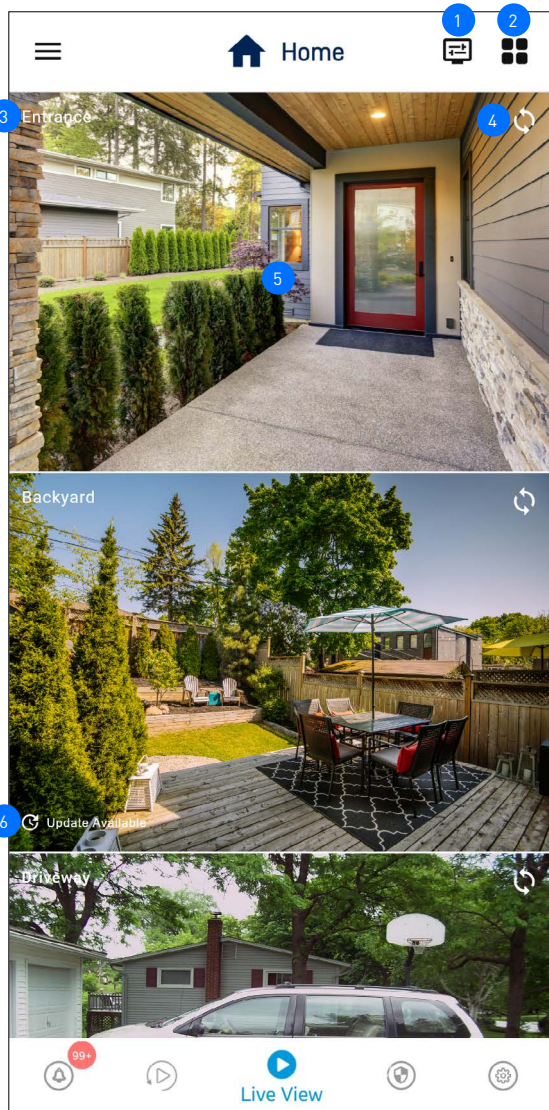
1   Tap to configure settings for the Live View tab. You can hide device tiles and customize the order of device tiles according to your preferences. For more information, see **"Live View Tab Settings" on page 14**.

2   If you have more than two devices, you can toggle the layout of device tiles in the viewing area between list and two-column grid views.

3   The device name. You can rename the device via the device's **Settings** screen.

4   Tap to refresh the live video feed if the Wi-Fi camera has stopped streaming.
If the camera has completely lost connection to the app (due to connection timeout, device sleeping, Wi-Fi/Network issues, etc), the camera tile will be displayed as shown on the right. Tap ⟳ to re-establish the camera connection.
Note: If your camera stays offline for an extended period of time, try turning the power to the camera off for 10 seconds before turning it back on and then restarting the app. You might also want to make sure that your internet connection is working properly. You can try rebooting your Wi-Fi router to resolve any network connectivity issue.

5   Tap the tile to display live view of the selected camera in single view mode and access additional camera options (device-dependent) such as quick snapshots/clips, 2-way talk, pan and tilt controls, spotlight, siren, and more. For more information, see **"Single View Mode" on page 12**.

6   If a firmware update to the camera is available, an update prompt ⟳ Update Available will appear in the bottom of the camera tile. Tap ⟳ Update Available, then tap **Check for updates** on the **Settings** screen and tap the **Update** button to install the new firmware on the camera.

7   **(Sensor/Siren only)** Shows when the last activity occurred. Device tile will also temporarily change its status (blue to red background) when there has been a recent activity.

8   **(Siren only)** You can manually activate the siren. Tap the **Siren** tile, then slide the **Siren** toggle to the **ON** position and tap the **SET** button, as shown on the right.
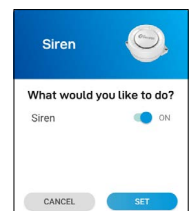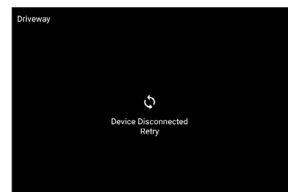
Single View Mode
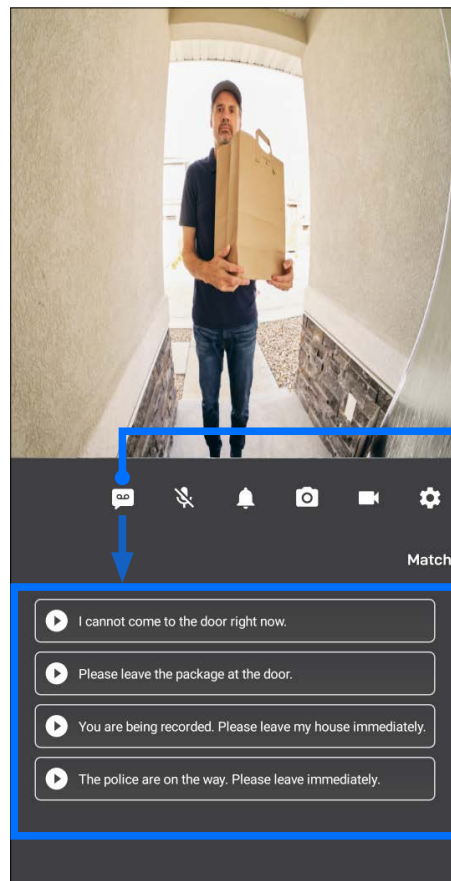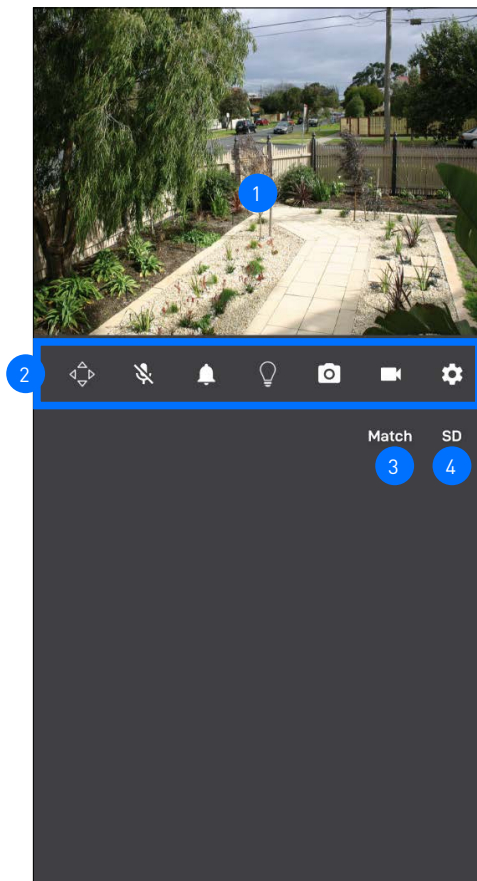
The SwannBuddy Video Doorbell has a smart "Pre-recorded Messages" feature available. Tap this icon to display the list of pre-recorded messages which you can quickly choose to play as a response to visitors when you can't answer the door.

1 The camera's live video window.
  • You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.
  • You can turn your phone sideways to view the video window in landscape (fullscreen) mode.

2 The camera functions displayed here are dependent on the camera model. Check the camera specifications to find out which functions are supported. Certain functions, such as snapshot and video capture, are available to all cameras. See table below for descriptions of the available camera functions.

Icon	Description
⬖	Display the **pan and tilt/tracker panel** which will allow you to control the view of the camera. See next page for more details.
📷	Take a snapshot with the camera. The snapshot is saved to your phone. Open your phone's Gallery or Photo app to view the snapshot.
🎥	Record a video clip with the camera. Tap again to stop the recording. The video file is saved to your phone. You can also view your manual video recordings via **App Menu > Recordings > Live Recordings**.
🎙	Activate or deactivate the camera's 2-way talk mode When activated, press and hold the **PTT** (Push to Talk)button to talk. Release the **PTT** button to listen.
🔔	Turn on or off the camera's built-in siren.
💡	Turn on or off the camera's built-in floodlights/spotlights.
⚙	Tap to go directly to the camera's **Settings** screen.

3 Toggle between different aspect ratios — **Match** (match the camera's aspect ratio), **16:9**, **4:3**, **Stretch** (expand to fill the entire video window available).

4 **(DVR/NVR only)** Tap to select your preferred live video quality. The **HD** quality setting will display the clearest and sharpest video possible, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth to stream video and may result in a smoother experience (recommended for slow cellullar/internet speed, limited data allowance).
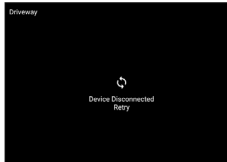
Single View Mode: Pan and Tilt / Tracker Panel
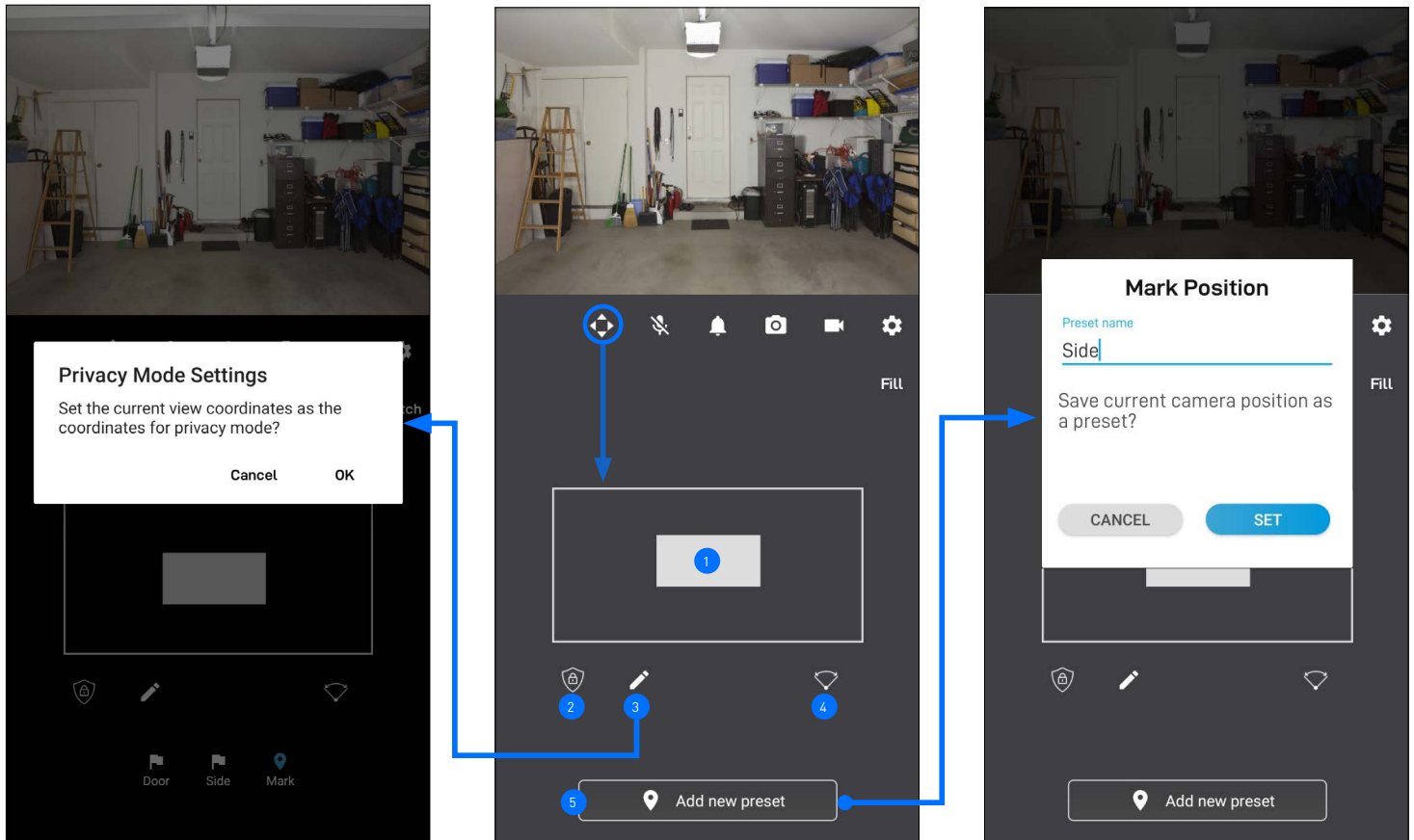
1   Drag the grey box in the desired direction within the control area to pan and tilt the camera.
If your camera has the auto-tracking feature, you can drag the grey box around to manually zoom in on a particular area.

2   Tap to enable/disable Privacy mode. In Privacy mode, the camera will automatically rotate to a discreet position which you can set by tapping the **Pencil** ✎ icon, and temporarily turn off the motion sensor (so no recordings will be captured) to protect your privacy. When enabled, the Privacy mode icon will be highlighted.

3   Tap to set where the view of the camera should be positioned when Privacy mode is enabled.

4   Tap to auto-rotate the camera and scan the scene once.

5   Camera presets allow you to quickly point the camera at pre-defined viewpoints.
- To create the initial camera preset position, move the camera to the desired position using the ① grey box, then tap the [○ Add new preset] button and give the preset a name in the box that pops up, as shown above.
- Additional presets can be created by tapping the **Mark** icon once the initial preset has been created.
- Existing presets can be managed by tapping the **Mark** icon.
- You can create a maximum of 5 preset positions for your Pan and Tilt camera.
- You can quickly change the position of the camera by tapping the icon of the saved preset.

Live View Tab Settings
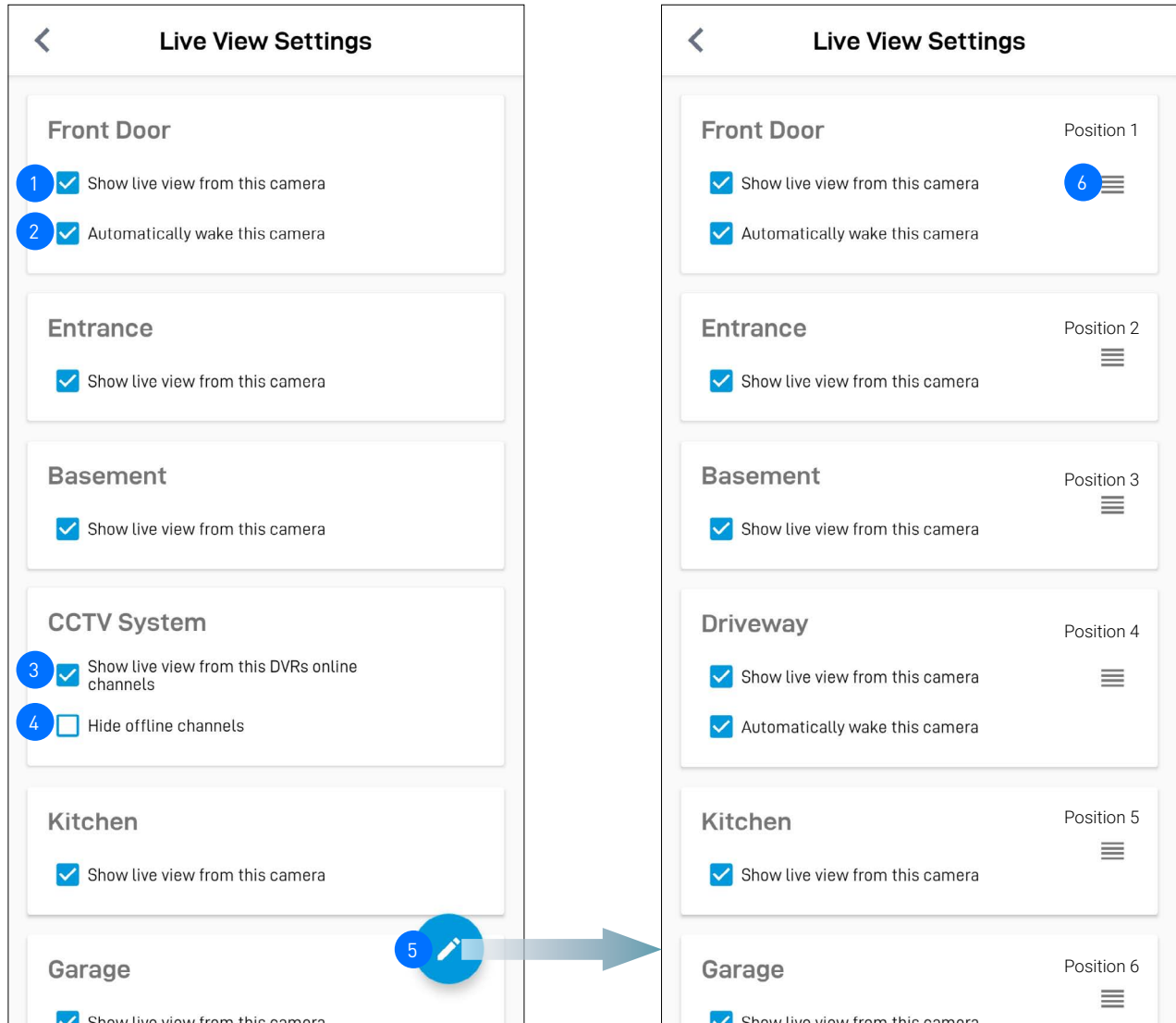
1. You can hide camera tiles from being displayed on the Live View tab. For example, if you want live video from a specific camera not to be visible on the Live View tab, you can hide that camera's tile until you need it.
To hide a camera tile, uncheck the "**Show live view from this camera**" box.
To unhide a camera tile, check the "**Show live view from this camera**" box.

2. (**Battery-powered cameras only**) By default when the app is launched, the camera will automatically wake up from sleep and stream live video. If you want to save battery life between charges, you can uncheck the "**Automatically wake this camera**" box. You will need to tap ↻ on the camera tile to manually wake the camera and start the live video stream, as shown on the right.

3. (**DVR/NVR only**) Uncheck the "**Show live view from DVR**" box to hide all DVR/NVR channel tiles from the Live View tab. To unhide all DVR/NVR channel tiles, check the "**Show live view from DVR**" box

4. (**DVR/NVR only**) You can hide offline (unused) DVR/NVR channel tiles from being displayed. Check the "**Hide offline channels**" box. To unhide offline DVR/NVR channel tiles, uncheck the "**Hide offline channels**" box.

5. Tap to rearrange the order of camera tiles on the Live View tab.

6. Press and hold the ≡ icon of the selected camera, then drag it to a new position. The camera already in the position will slide over to the next position.
Camera tile positions in grid and list views on the Live View tab are arranged in the following order, as shown on the right.
Note: You cannot arrange the order of DVR/NVR channels. They are always arranged in sequential order according to the channel number (1, 2, 3, 4, etc).

Grid View		List View
Position 1	Position 2	Position 1
Position 3	Position 4	Position 2
Position 5	Position 6	Position 3
Position 7	Position 8	Position 4
Live View tab		Live View tab

PLAYBACK TAB

DVR/NVR EVENT HISTORY (NO THUMBNAILS)　　　**WI-FI CAMERA EVENT HISTORY (HAS THUMBNAILS)**
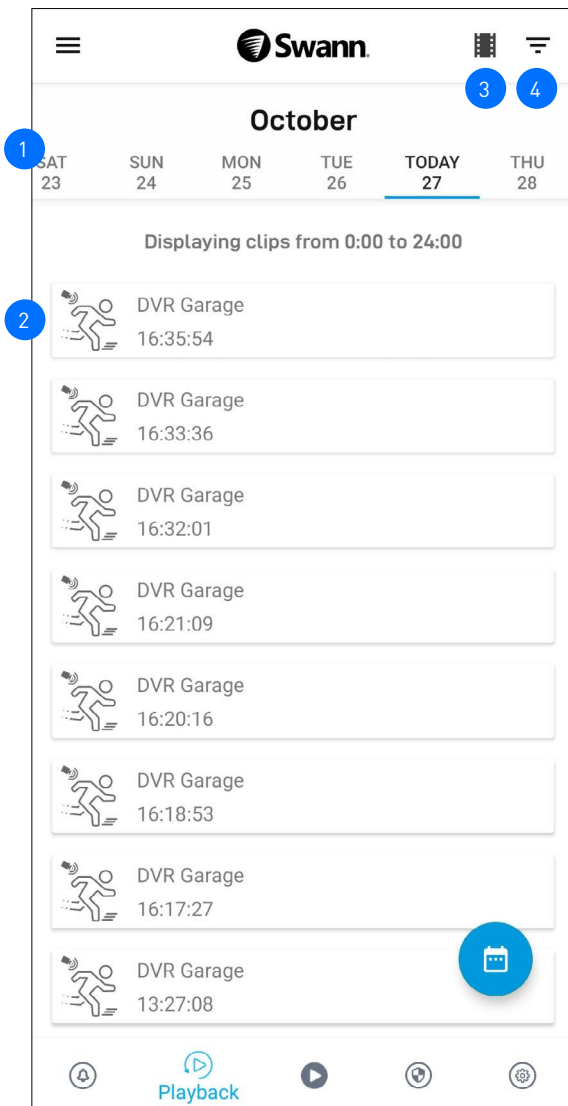
1 By default, the Playback tab displays a list of today's event recordings from all of your devices (except Wi-Fi cameras that only record to the local microSD storage, see note below). You can manually refresh Today's event history by pulling down on the screen. To view events that were captured on a different date, either scroll left or right to select a date or tap the **Calendar** [icon] icon at the bottom right to specify a date.
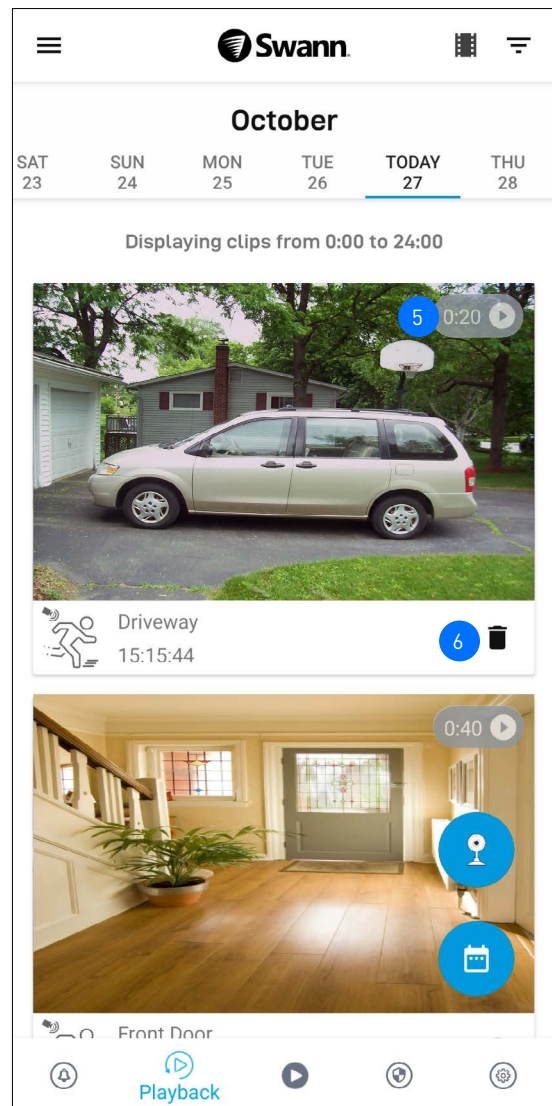**Note:**
- For Wi-Fi cameras that only record to the local microSD storage, tap the **Camera** [icon] button in the bottom right of the Playback tab (see screenshot above on the right) to go to the camera's local **Storage** screen to view and playback event recordings directly from the camera's microSD card.
- For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the cloud subscription plan associated with the camera. To find out more about the cloud storage subscription plans available for your cameras, go to **App Menu > Secure+ Plans**.

2 Shows the camera name (or channel number) and the start time of the event recording. For Wi-Fi camera events, a thumbnail of the event is also displayed. Tap the event to open a window where you can view and download the recording. See **"Video Playback Screen" on page 16**.

3 Tap to go to the **Live Recordings/Saved Recordings** screen. Live recordings are clips that were manually recorded during Single Camera View Mode. Saved recordings are clips that were downloaded to your phone.

4 Tap to display the playback filter where you can sort event recordings by ascending or descending order as well as filter by device type and time range.
For DVR/NVR recorders, you can also filter events based on the video stream type (Mainstream or Substream). If no events were retrieved from your DVR/NVR, ensure the correct video Stream Type filter has been selected. For example, if you have configured your DVR/NVR to record events in "Substream" only, select the "Substream" option, as shown on the right.

5 Displays the length of the recorded event clip.

6 **(Wi-Fi cameras with cloud storage only)** Tap to delete the event from the event history and the cloud storage. Be sure to save the video clip to your phone first if you'd like to keep it.

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Video Playback Screen
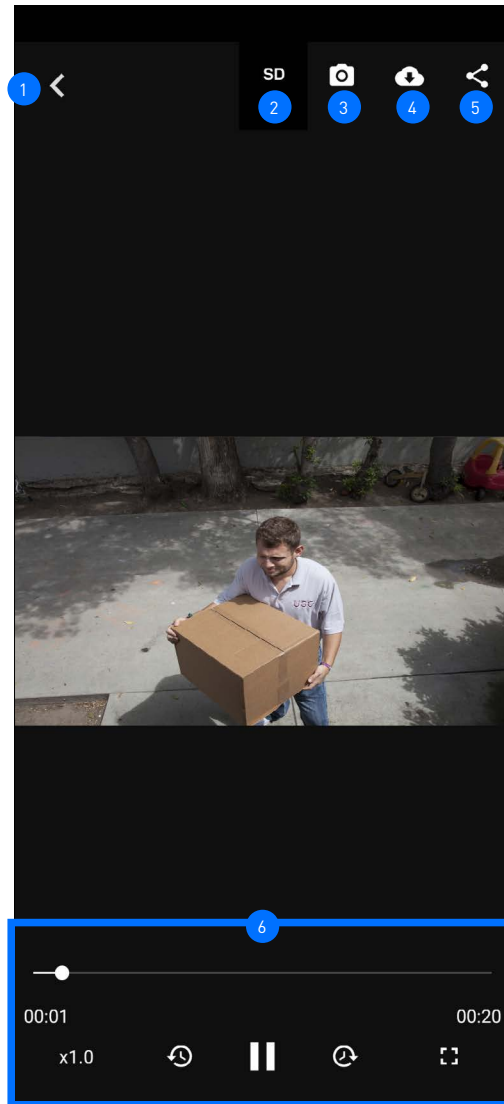
1	Tap to go back to the Playback tab.
2	(**DVR/NVR only**) Tap to toggle between video quality settings. Default is SD. Using a lower video quality setting will load the video clip faster and ensure smoother playback.
3	Tap to capture a snapshot. Open your phone's Gallery or Photo app to view the snapshot.
4	Tap to download the video clip to your phone. You can view the downloaded video clip via the **App Menu > Recordings > Saved Playbacks** or your phone's Gallery or Photo app (if the video file is supported by your phone's native video player).
5	Tap to share the video clip of the event with friends and family via popular email/messaging apps installed on your phone.
6	Video playback controls. You can pause/play, rewind, forward, and enlarge (fullscreen) the video.
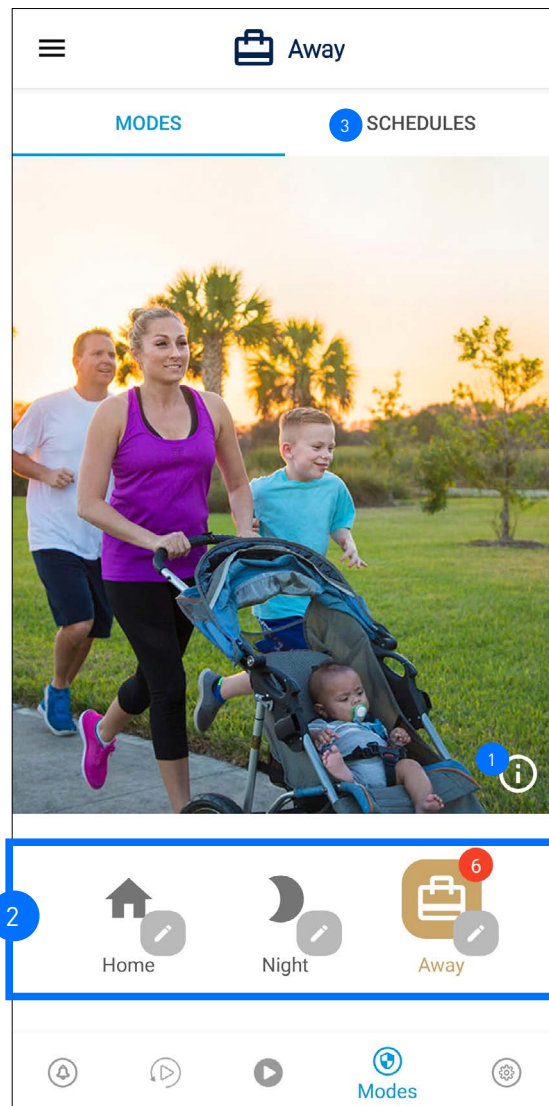
1   Tap to display a popup window providing general description about the mode that is currently active which is the highlighted icon.

2   Modes panel. The mode that is currently active is highlighted in blue. You can change the mode by tapping the icon of the mode you'd like to change to. Changing the mode will change how your devices respond to motion or sound detection events. This depends on the settings that have been configured for the selected mode. For your convenience, each mode is pre-configured with "typical use" default settings but can be fully customized to accommodate your household security needs. See below for more information about the icons in the Modes panel.

🏠	**Home mode**	🏠 ①	During mode change, the orange bubble indicates the number of remaining devices transitioning from the previous mode to the activated mode.
🌙	**Night mode**	✏️	Tap the pencil icon of the mode for which you want to adjust settings. For each mode (Home, Night, Away), you can independently customize each individual camera's motion/sound detection settings (device-dependent) and whether to receive push notifications. For more information, see **"Modes Tab: Mode Configuration"** .
💼 6	**Away mode** The highlighted icon with red bubble indicates current active mode and the number of devices		

3   Tap to display the Schedules overview screen where you can create schedules to automate mode changes for your devices. For more information, see **"Modes Tab: Schedules" on page 19**.
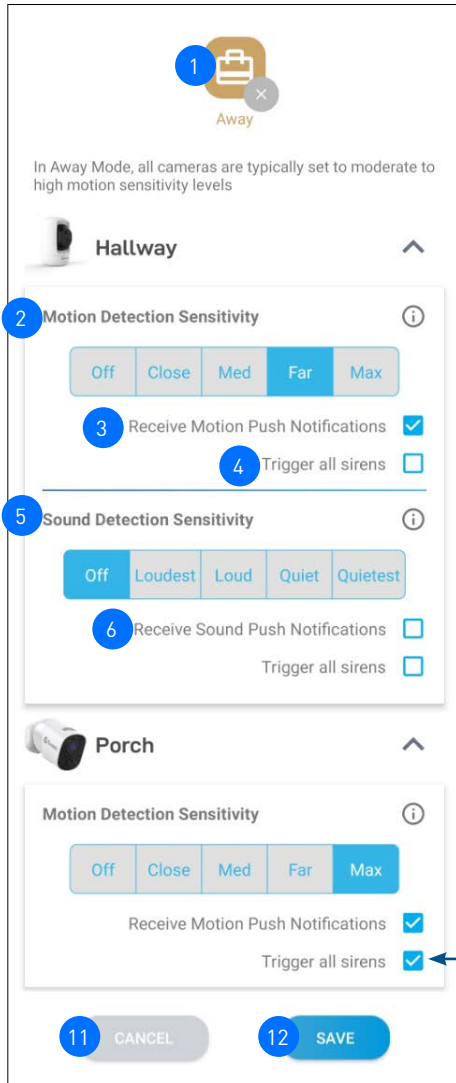
Note: The settings available depend on the capability of the paired device.
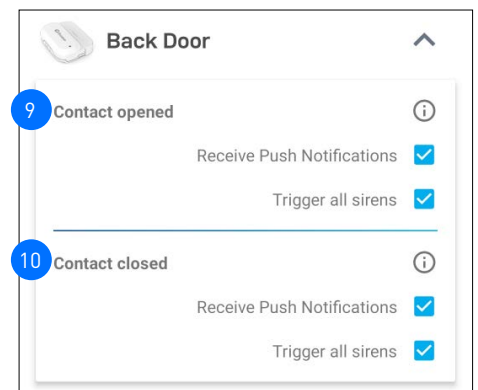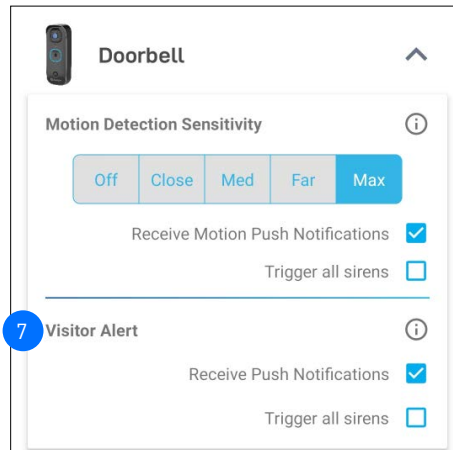
Push Notification Examples
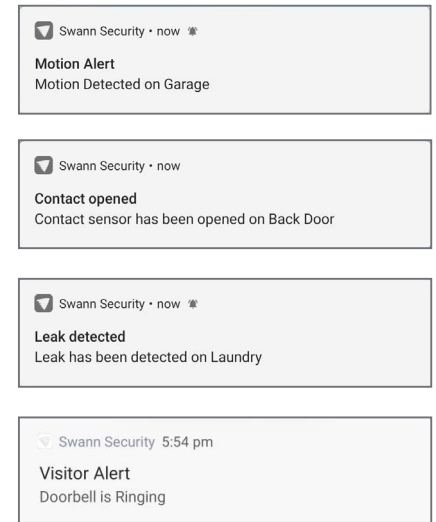
The "Trigger all sirens" option is available only if you have an add-on siren paired to your Swann Security account.

1	The mode that is being configured. If the icon of the mode is highlighted, this indicates it is the current active mode. Tap ⊗ to close the Mode Configuration screen without saving any changes and return to the Modes screen.
2	Choose the device's Motion Detection Sensitivity level in this mode.
3	Choose whether to receive "Motion Detection" push notifications from the device in this mode
4	Choose whether to trigger the siren (must have a paired siren) when activity is detected in this mode.
5	Choose the device's Sound Detection Sensitivity level in this mode.
6	Choose whether to receive "Sound Detection" push notifications from the device in this mode
7	Choose whether to receive "Visitor Alert" push notifications from the device in this mode
8	Choose whether to receive "Motion Alert" push notifications from the device in this mode.

9	Choose whether to receive "Contact Opened" push notifications from the device in this mode.
10	Choose whether to receive "Contact Closed" push notifications from the device in this mode.
11	Tap to close the Mode Configuration screen without saving any changes.
12	Tap to save changes made to the mode and return to the Modes screen. **Note:** New settings for the mode currently active will take effect only on the next mode change. For example, if Swann Security is currently in Home mode and you make changes to the Home mode configuration, you will need to switch out from the current (Home) mode to a different mode (Night or Away) and then back to Home mode so the new Home mode settings can take effect.

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You can have your Swann Security devices change modes automatically at different times of the day or days of the week using **Schedules**. You can set up as many schedules as you want to suit your needs. For example, you can use schedules to set your devices in **Night** mode daily around bedtime, **Away** mode on the weekdays just before everyone leaves for work or school, or Home mode when sleeping in on weekends. Simply create a schedule whenever you want a mode change to occur—it's a convenient and reliable way to control your Swann Security devices.

Create your first schedule

1. Tap the [Modes] **Modes** icon on the bottom navigation bar, then tap **Schedules** to display the Schedules overview screen.
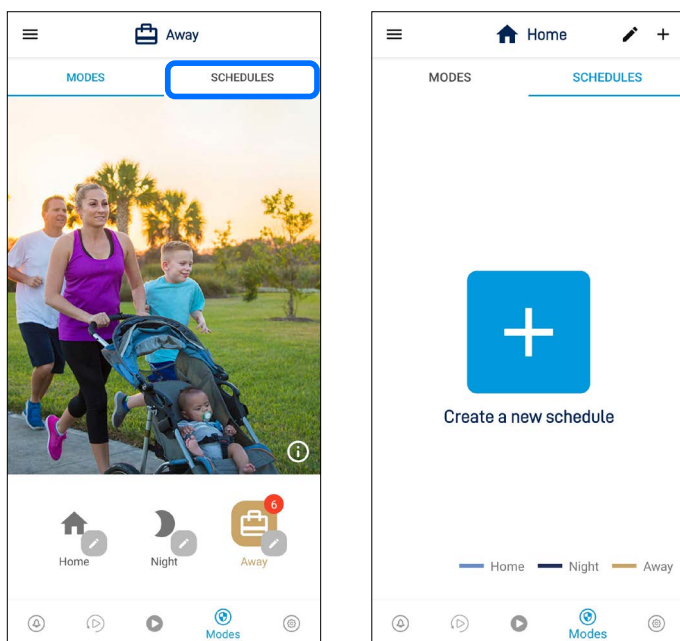
2. Tap the [+] **Create a new schedule** button.
3. Set the start time, day(s) and mode for the schedule you are creating, as shown below.

Preview the schedule

Tap the **Hour** or **Minute** field then move the clock hand to set the time the schedule will start

Select AM or PM

Select the day(s) of the week when you want to run the schedule. Schedule will recur weekly.

Select the desired mode for the schedule
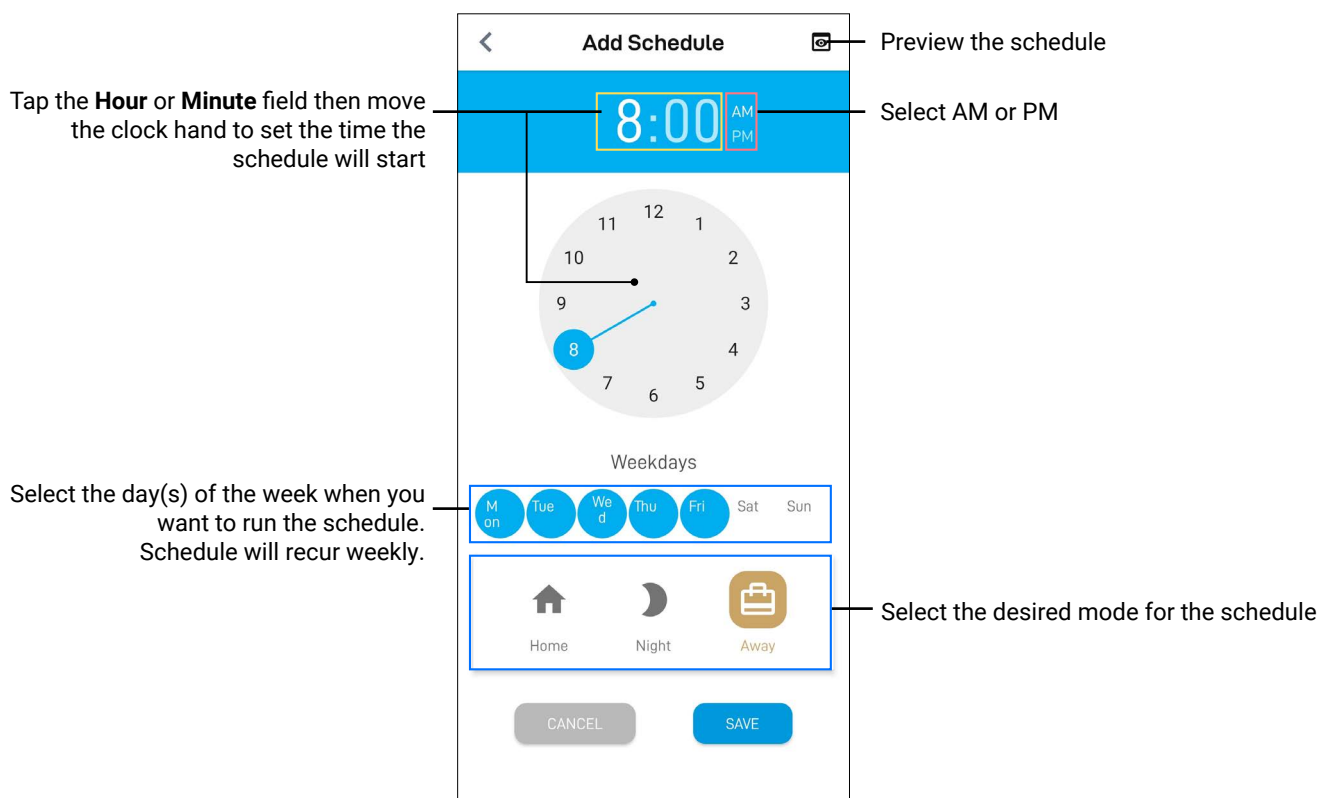
4. When you have finished, tap the **Save** button. The Schedules overview screen appears displaying a graphical weekly view of all the schedules that you have created.
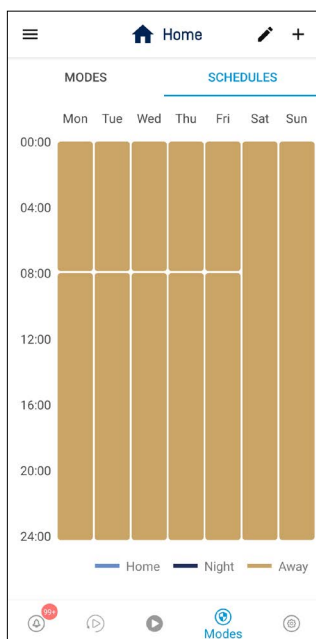
Your schedules can also be viewed in list format by tapping the ✏ icon on the top of the screen.

5. Now that your first schedule is created, you can add another schedule by tapping the **+** icon in the top right corner. For your devices to be able to automatically switch to different modes with schedules, a minimum of two schedules must be created. You can create additonal schedules to run at any time of the week you want your devices to change modes. See **"Create an additional schedule" on page 20** for more information.

Create an additional schedule

1. Tap the 🔘 **Modes** icon on the bottom navigation bar, then tap **Schedules** to display the Schedules overview screen.
2. Tap the **+** icon in the top right corner.
3. Set the start time, day(s) and mode for the schedule you are creating, as shown in **step 3** of **"Create your first schedule" on page 19**.
4. When you have finished, tap the **Save** button.

Edit a schedule

1. Tap the 🔘 **Modes** icon on the bottom navigation bar, then tap **Schedules** to display the Schedules overview screen.
2. Tap the ✏ icon. The **Edit Schedules** screen is displayed.
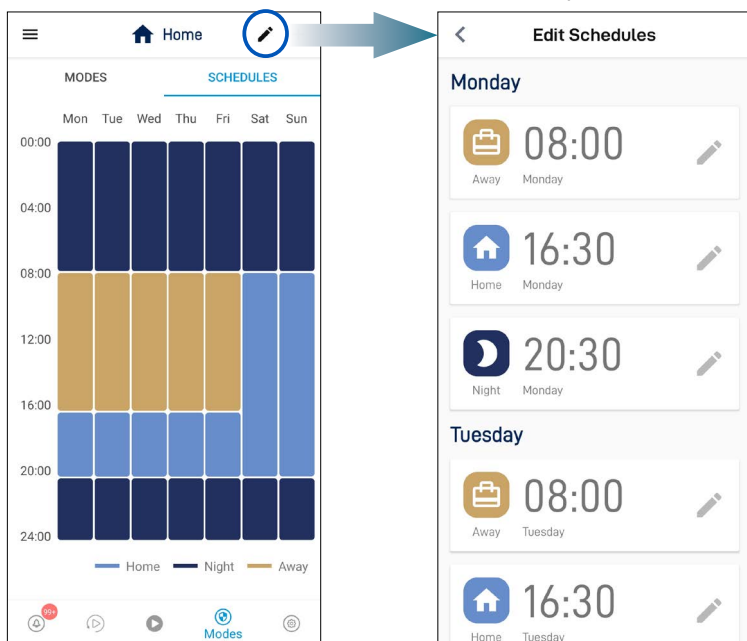
3. Tap the ✏ icon of the schedule you want to edit. You can adjust the start time, disable the schedule temporarily or change the scheduled mode. **See example below editing the Monday — Home mode schedule at 16:30PM.**

Preview changes to the schedule before saving

Delete the schedule

Tap the appropriate fields to adjust the schedule's start time.
Note: If the start time conflicts with an existing schedule, this schedule will override and delete the other schedule automatically.

Occasionally, you might want to turn the schedule off temporarily, for example, when you have something else planned for the evening. You can turn the schedule off by unchecking the box. The schedule is removed from the weekly view and won't run until you re-enable it.

You can change the mode that will take effect for the schedule if necessary

4. **When you have finished,** tap the **Save** button.

Delete a schedule

1. Tap the 🔵Modes **Modes** icon on the bottom navigation bar, then tap **Schedules** to display the Schedules overview screen.
2. Tap the ✏ icon. The **Edit Schedules** screen is displayed.
3. Swipe left or right on the schedule you want to delete, then tap **Delete** on the confirmation prompt that appears.

This detailed Activities report will enable you to quickly and efficiently analyse the times of day your devices detect the most events, the frequency of particular event types, or when mode changes were performed. With this data on hand, it becomes easy to make adjustments to device-related detection sensitivity and mode settings where they are needed to improve the overall performance of your Swann Security security system.

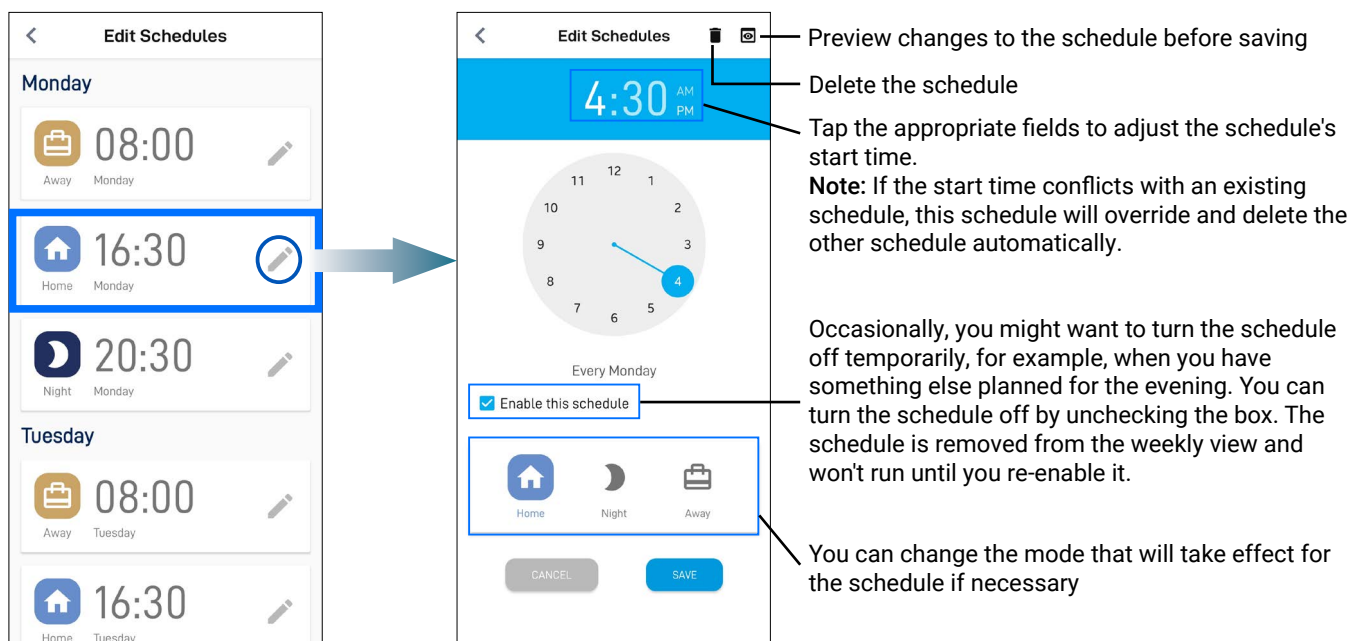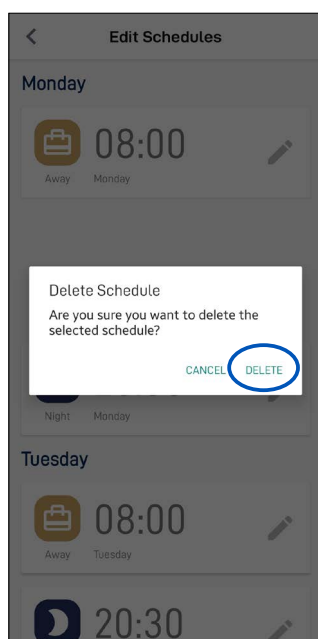- The **Today** chart shows the hourly number of detection and system events for the current day.
- Red bars represent detection events such as motion, ring, person, pet, vehicle, and package detection events. Detection of package, pet, and vehicle requires a Secure+ plan subscription and is available only for certain Wi-Fi camera models. For more details about the Secure+ plans, go to **App Menu > Secure+ Plans**.
- Light grey bars represent system events such as mode change, device battery low, and firmware update activities.

- The **Past Week** chart shows the daily number of detection and system events for the last 7 days (from current day).
- Red bars represent detection events such as motion, ring, person, pet, vehicle, and package detection events. Detection of package, pet, and vehicle requires a Secure+ plan subscription and is available only for certain Wi-Fi camera models. For more details about the Secure+ plans, go to **App Menu > Secure+ Plans**.
- Light grey bars represent system events such as mode change, device battery low, and firmware update activities.

- The **Today Summary** shows the cumulative number of various detection and system events and the total activities (detection and system events combined) for the current day.
- Tap on an event type (circle with a number) to view a detailed timeline that shows when today's events were detected by your device/system along with a chart of the hourly number of detections.

- If a recording associated with the event is available, you can tap ⟩ to directly open the Playback tab screen to view the clip.

- The **Past Week Summary** shows the cumulative number of various detection and system events and the total activities (detection and system events combined) for the last 7 days (from the current day).
- Tap on an event type (circle with a number) to view a detailed timeline that shows when events in the past week were detected by your device/system along with a chart of the daily number of detections.

- If a recording associated with the event is available, you can tap ⟩ to directly open the Playback tab screen to view the clip.

1. If **Do Not Disturb** is enabled, you will completely stop receiving notifications from Swann Security in all modes regardless of the push notification setting that was configured for each individual device.

2. Notifications about device status and events from Swann Security are displayed here. Notifications are sorted by date and time with most recent on top.
    - Tap a notification to clear the "Unread" label.
    - To delete an individual notification, press and hold the notification then tap **Confirm** on the **Clear Event** confirmation box.

   Note: If "**Do Not Disturb**" is enabled, new notifications will no longer be displayed.

3. Tap to clear all notifications.

Device Management
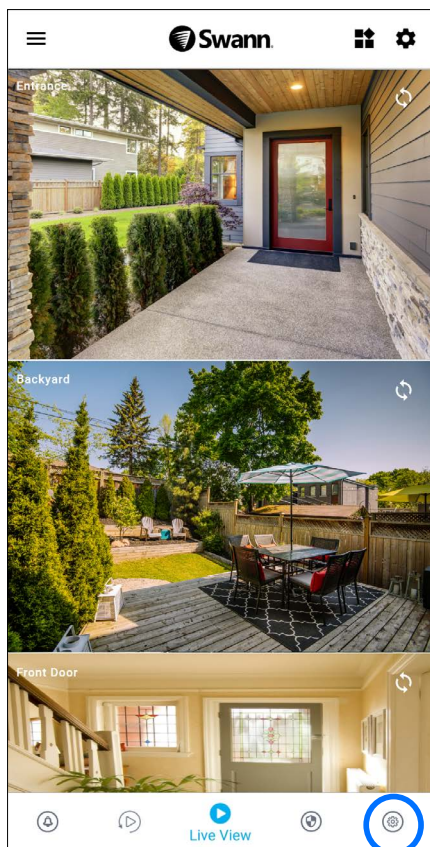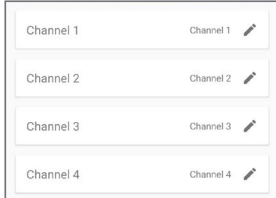
From the navigation bar, tap the **Devices** ⚙ icon.
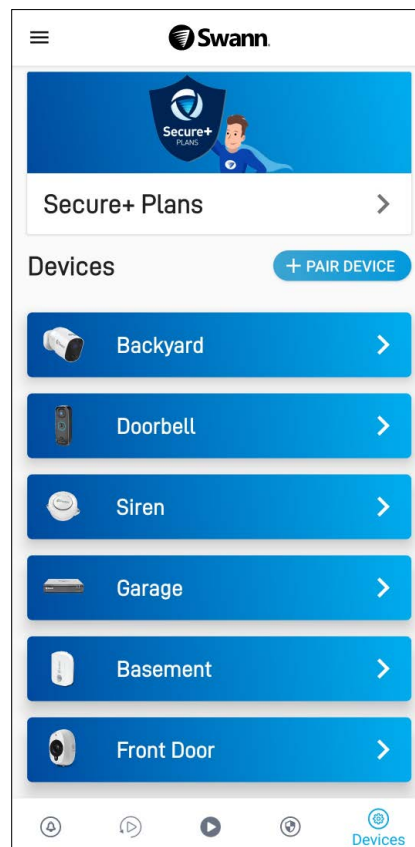
Tap the device for which you would like to view details or change settings.

CCTV System (DVR/NVR)
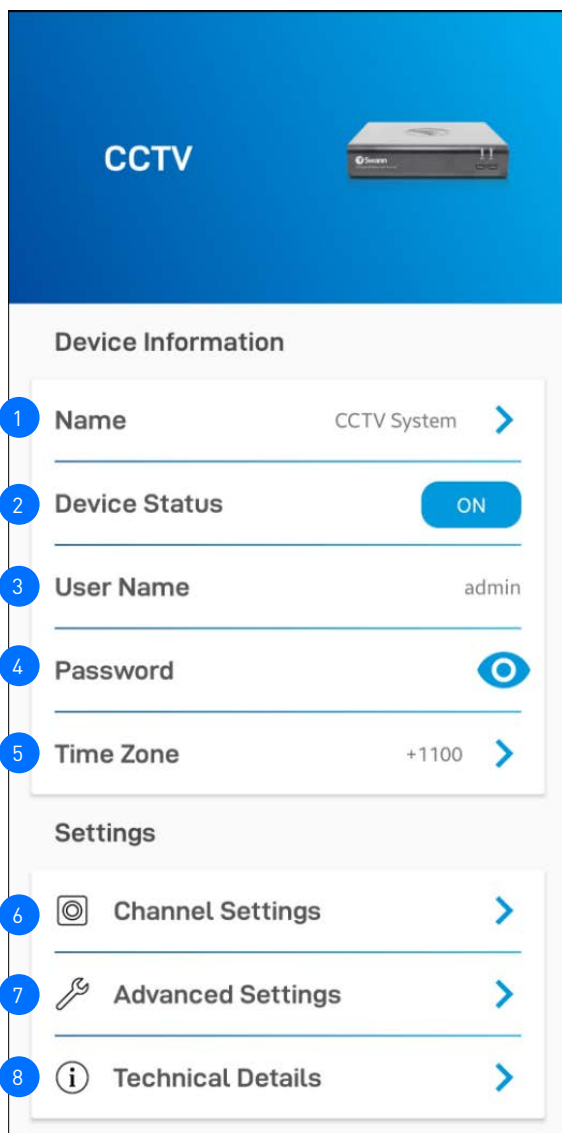
1 The name of the DVR/NVR. You can tap ❯ to change it.

2 The connection status of the DVR/NVR: **ON (Online)** or **OFF (Offline)**.
Note: If the device is offline, check your internet connection and make sure the ethernet and power cables are properly connected on both ends .

3 Shows the username currently logged into the DVR/NVR.

4 In case you've forgotten the password to access the DVR/NVR system locally, tap the 👁 icon to reveal the password.

5 **(Certain models only)** The timezone of the DVR/NVR. You can tap ❯ to change the timezone. Timezone is based on Universal Coordinated Time (UTC), and options range from UTC -12:00 to UTC +14:00.

6 Within Channel Settings, you can change the name of the camera channels on the DVR/NVR, as shown on the right. If you rename the camera channel through the app, it will also be automatically updated on your DVR/NVR .

7 Within Advanced Settings, you have the option to remove (*unpair*) the DVR/NVR from your Swann Security account. In some cases, you might need to unpair your DVR/NVR. For example, if you want to use your DVR/NVR with a different Swann Security account or if you give away your DVR/NVR to a family member, you need to unpair it first. See **"Advanced Settings" on page 33**.

8 View technical information about your DVR/NVR such as the model code, software (firmware) version, device ID, MAC address, and network IP address.
Note: The DVR/NVR's MAC address (including colons) —a unique 12-character hardware ID (for example, BC:51:FE:12:34) assigned to the device—can be used as the recovery code to reset the DVR/NVR password locally via the system's **Unlock** screen > **Forgot Password**. Refer to your DVR/NVR's instruction manual for more information on resetting a forgotten password.

Wi-Fi Alert Sensor / Siren Device
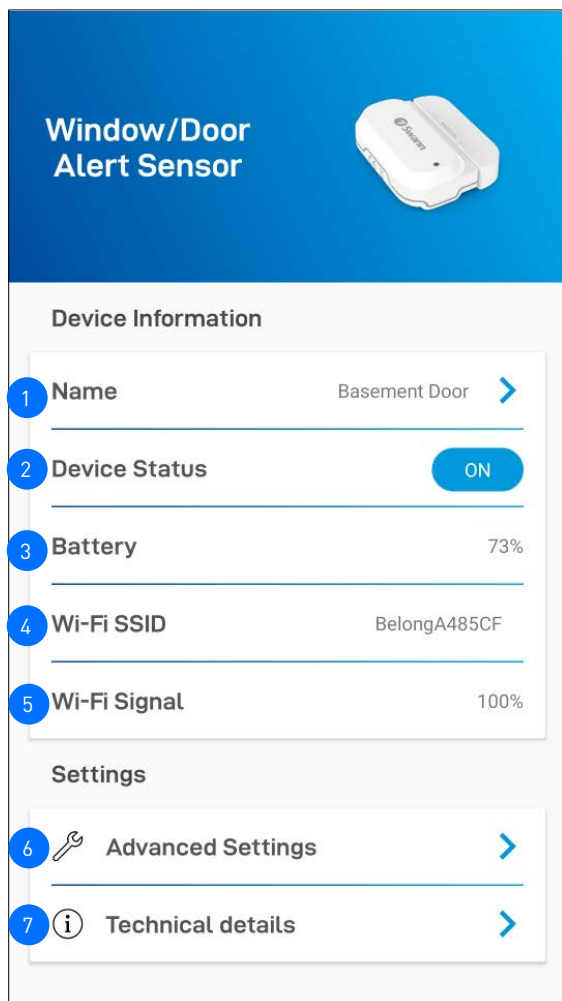
1 The name of the device. You can tap ❯ to change it.

2 The connection status of the device: **ON(Online)** or **OFF(Offline)**.
Note: If the device is offline, check your Wi-Fi/internet connection and the device's battery level.

3 Displays the current battery level of the device. When the battery level starts to run low, you will receive "Battery Low" notifications from the app. This information is available only for battery-powered devices.

4 The name (SSID) of the Wi-Fi network to which the device is connected.

5 The Wi-Fi signal strength. In general, the closer the device is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices. If the device location is far from the router/access point and does not have strong wireless connection, the device may occasionally drop off the network.

6 Perform general maintenance such as removing the device from your Swann Security account. See **"Advanced Settings" on page 33**.

7 View technical information about the device such as the model code, firmware version, installation date, and IP address.

SIREN SETTINGS (SIREN ONLY)
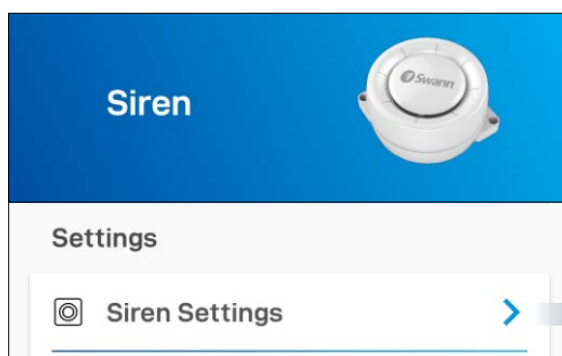
Tap ❯ to change the settings for the siren such as the speaker volume, siren duration, and sound effect, as shown.

Tip: *You can completely mute the siren and only flash the red and blue LED light ring when it is triggered by setting the* **Speaker Volume** *to* **0**.

Wi-Fi Camera

Device Information

1 Name — Front Door

2 Device Status — ON

3 Battery — 49%

4 Wi-Fi SSID — TP-Link_4E48

5 Wi-Fi Signal — 100%

6 Time Zone — +1000

7 Date Format — DD/MM/YYYY

Settings

8 Camera Settings

9 Motion Settings

10 Motion Detection Mask

11 Storage

12 Check for updates

13 Advanced Settings

14 Technical details
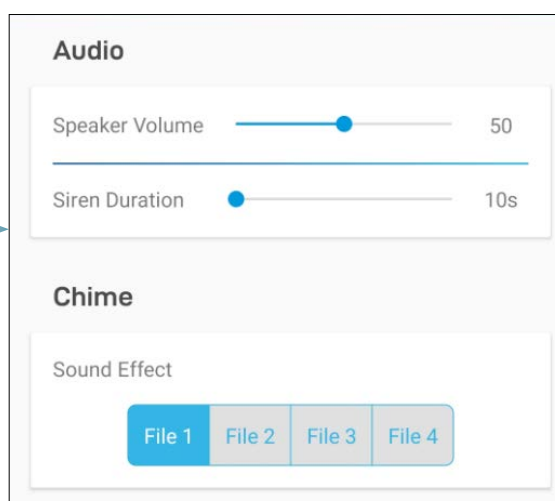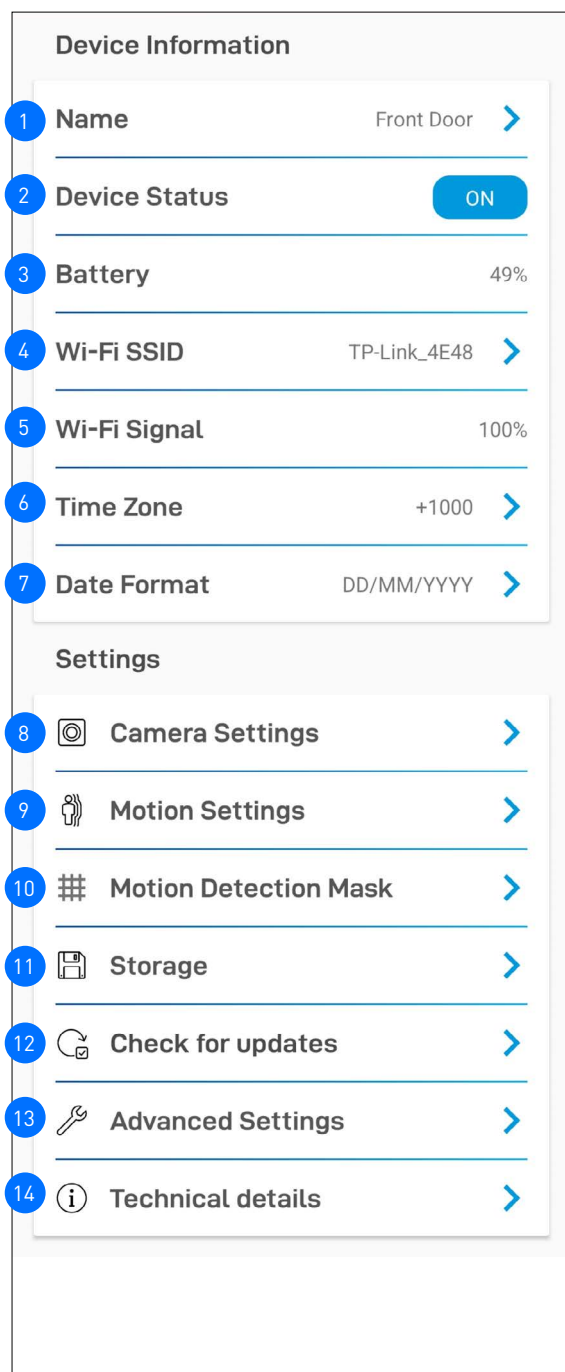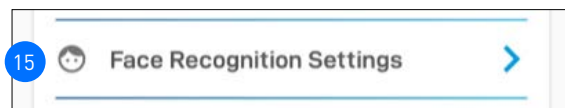
1 The name of the camera. You can tap ❯ to change it.

2 The connection status of the camera: *ON, STANDBY* or *OFF*.

3 (**Battery-powered cameras only**) Displays the current battery level of the camera. "Battery Charging" is displayed while the camera is being charged via the USB power charger or Swann solar panel.

4 The name (SSID) of the Wi-Fi network to which the camera is connected. If you have multiple Wi-Fi networks in your home, you can tap ❯ to change the Wi-Fi connection the camera is using. For more information, see **"Changing the Camera's Wi-Fi Network" on page 36**. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.

5 The Wi-Fi signal strength. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices. If the camera is far from the router/access point and does not have strong wireless connection, it can occasionally drop off the network.

6 The timezone of the camera. The date and time stamp of camera recordings will be based on the timezone you've selected. You can tap ❯ to change the timezone. Timezone is based on Universal Coordinated Time (UTC), and options range from UTC -12:00 to UTC +14:00.

7 Change how the date is displayed in the camera recordings. Options available: **MM/DD/YYYY, YYYY/MM/DD, DD/MM/YYYY**

8 Adjust the camera's audio and video settings such as the video stream quality, video orientaton, microphone volume, and speaker volume. See **"Camera Settings" on page 29**.

9 Adjust the camera's detection settings such as the motion and sound sensitivity and siren duration. See **"Motion Settings" on page 30**.

10 (**Certain models only**) Set up motion detection mask for the camera to reduce false motion triggers. See **"Motion Detection Mask" on page 31**.

11 (**Certain models only**) Access motion event recordings stored on the camera's local microSD card. When the microSD card is full, the oldest clips will be overwritten to free up space.

12 Check for firmware updates. New firmware may from time to time be available for your camera to improve performance, fix bugs, or roll out new features and enhancements. **Note: For battery-operated cameras, a minimum of 40% battery level is** necessary to perform the firmware update.

13 Perform general maintenance such as rebooting the camera, resetting camera settings, formatting internal storage, and factory reset. There is also the option to remove the camera from your Swann Security account. See **"Advanced Settings" on page 33** .

14 View technical information about the camera such as the model code, firmware version, installation date, MAC address, and Wi-Fi IP address.

FACE RECOGNITION SETTING

15 Face Recognition Settings

15 Manage and register face recognition profiles on the camera. See **"Face Recognition" on page 32** .

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Wi-Fi Camera

1 Select the live view quality. If you find that the camera is taking awhile to show live view, this is generally caused by the slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream video.
Note: This setting does not affect the video quality of camera events which are always recorded in HD.

2 Select the mode according to where the camera is physically located.

3 If the camera is used in **Indoor** mode, you should set the camera's frequency to match with your country's electrical frequency. This can help prevent video flicker caused by fluorescent lights.
- 50Hz (Australia/UK)
- 60Hz (North America)

4 (**Certain devices only**) You can select Day Mode to manually disable the camera's infrared LEDs to see color night vision, provided there is sufficient ambient lighting. Default setting is **Automatic**. The camera's infrared LEDs will automatically switch on for black and white night vision based on the ambient light level.

5 Lets you horizontally reverse the orientation of the camera's video display.

6 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.

7 (**Certain devices only**) Adjust the camera's microphone volume. You can also turn off the camera's microphone by sliding the level all the way to the left.

8 (**Certain devices only**) Adjust the camera's speaker volume. You can also turn off the camera's speaker by sliding the level all the way to the left.

9 Save any changes made to the camera's audio and video settings.

VIDEO LAYOUT SETTING

(**Tracker Camera/Slimline Flocamonly**) Select the camera's live view layout: **Dual (both Pano and Zoom views), Pano, or Zoom**
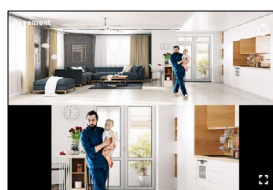
Dual layout
Top - 180° Panoramic wide-angle view
Bottom - Zoom view (tracks movement of detected person)

CHIME VOLUME SETTING

(**SwannBuddy Video Doorbell Only**) Select the volume of the chime speaker linked to your SwannBuddy Doorbell. You can completely turn the volume off by selecting the **Mute** option.

Wi-Fi Camera

1 You can change adjust the motion detection sensitivity level of the camera for the current mode. If you want to adjust the motion detection sensitivity for other modes, go to the **Modes** screen instead (via the **Modes** or **Live View** tab).
- Higher sensitivity settings will increase the distance at which motion events can be detected.
- Use lower settings to reduce detection range and minimize unwanted recordings.
- To turn off the motion detection feature, select **Off**.

2 (**Certain devices only**) Receive person detection alerts when the camera detects the presence of a person during the motion event or live view. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection alerts.
Note: To receive person detection alerts, the Motion Detection sensitivity setting (above) must not be set to **Off**.

3 (**Certain devices only**) You can change adjust the sound detection sensitivity level of the camera for the current mode.
- The highest sensitivity level (**Quiestest**) will detect most ambient sounds—even the quietest of sounds like whispers or keyboard typing.
- The lowest sensitivity level (**Loudest**) will only detect very loud noises like vacuum cleaners or smoke alarms.
- If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Mic Volume**. This will further reduce the camera's microphone sensitivity to background noise.
- Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
- To turn off the sound detection feature, select **Off**.

4 (**Certain devices only**) Select how long the camera's spotlights/floodlights will stay on when motion or sound is detected during night time.
Note: The camera's built-in night detection sensor, which reads the ambient light levels, will automatically keep the spotlights/floodlights off during daytime to conserve electricity and make them last longer. During daytime, you can manually turn on and off the spotlights/floodlights via the camera's live view screen by tapping the 💡 bulb icon.

5 (**Certain devices only**) Select how long the camera's built-in siren will sound when motion or sound is detected.
Note: Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.

6 Save any changes made to the camera's detection settings.

SLEEP PERIOD SETTING

(**Battery Cameras Only**) Select the time that must elapse before the camera can be triggered again by another motion activity.
Note: *Set a longer sleep period temporarily when you know that there's ongoing activity within the vicinity of the camera like someone mowing the grass in the backyard or guests walking in and out of a party. This will prevent unnecessary recordings and help conserve battery life.*

MOTION DETECTION MASK

This feature is currently applicable to the following Swann devices only:

- **SWIFI-CORECAM** CoreCam Security Camera
- **SWIFI-XTRCAM** Xtreem Wireless Security Camera
- **SWIFI-BUDDY** SwannBuddy Video Doorbell

IMPORTANT: Please note that if the camera's motion detection sensitivity level is currently set to **MAX**, the Motion Detection Mask set here will not take effect. To apply Motion Detection Mask, ensure the camera's motion detection sensitivity level is any level below **MAX** (for example, **CLOSE**, **MED** or **FAR**). You can adjust the camera's motion detection sensitivity via the **Devices tab > [your camera] > Motion Settings** or the **Modes tab > Edit Modes**.
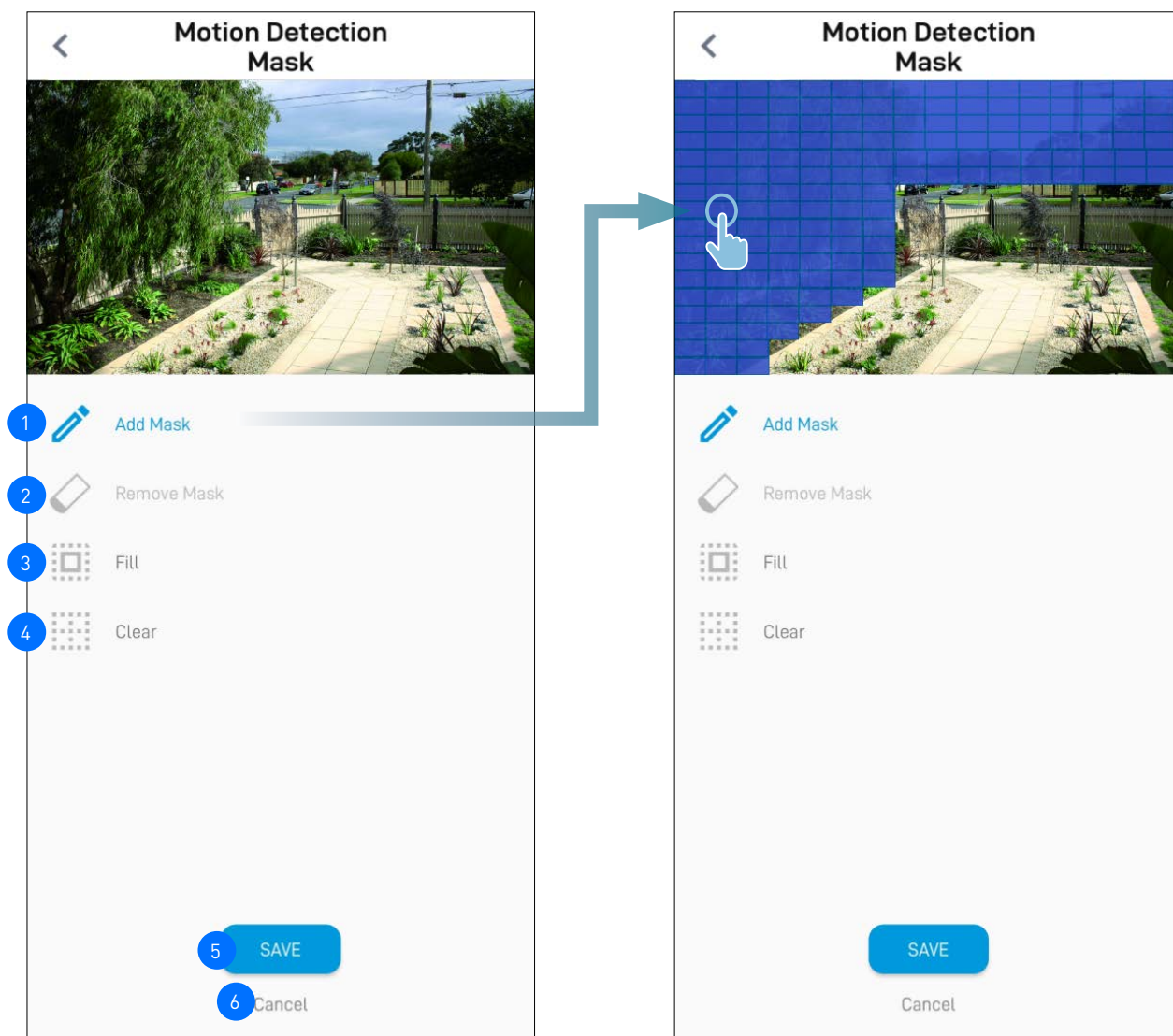
1   The Motion Detection Mask can reduce unwanted motion triggers by excluding certain areas from detection (for example, nearby bushes/trees swaying in the wind, the road where people or vehicles regularly pass by, high traffic areas, etc).
Tap "Add Mask" then use your finger to highlight the areas of the camera view that you want to exclude from motion detection. All areas highlighted in blue will be excluded from motion detection. If movement is detected in those areas, the camera will not trigger and record video.

2   Tap "Remove Mask" then use your finger to erase currently highlighted areas of the camera view.

3   Tap "Fill" to highlight the entire camera view. This will exclude all areas from motion detection.

4   Tap "Clear" to completely remove all highlighted areas from the camera view.

5   Tap to save the Motion Detection Mask setting.

6   Tap to discard any changes and return to the previous screen.

This feature is currently applicable to the following Swann device only: **SWIFI-CAM** Wire-Free Security Camera
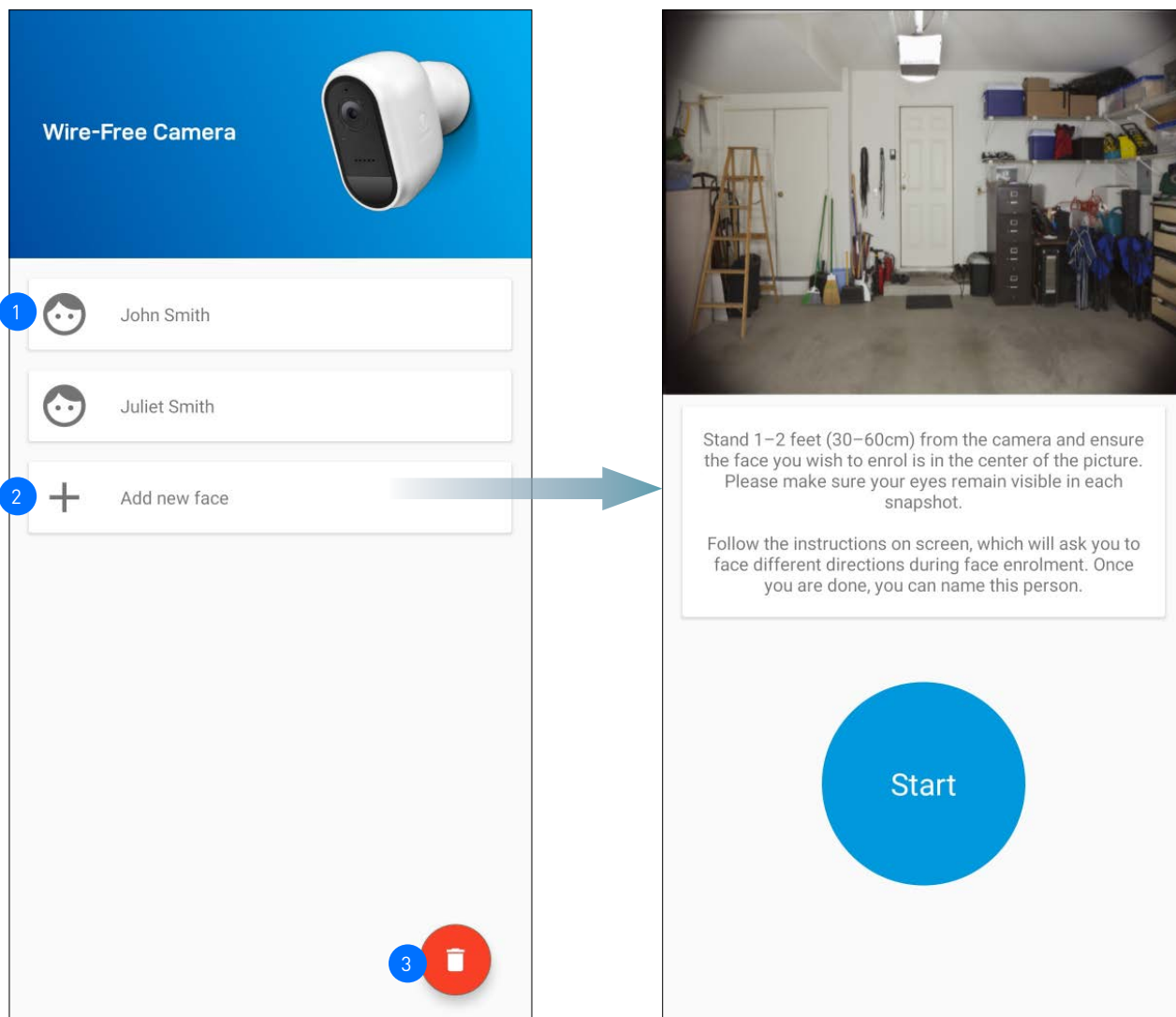
1   Displays the list of face recognition profiles which have been registered on the camera.

2   The Face Recognition video analytic feature uses profiles to represent individuals (e.g., family members). Each profile will require enrolling multiple face images (5 different face views) of an individual which you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Face Recognition alert notification from the app.
To register a new Face Recognition profile, tap on an empty slot and follow the on-screen instructions (as shown on the right figure) to capture the face images of the individual that you want to associate with the profile. You can enter a name for the profile once all of the required face images have been taken.

NOTE:
- It is recommended that you register the Face Recognition profiles at the camera location.
- Keep a distance of about 30cm to 70cm from the camera during the registration process.
- Ensure the face is centered and directly in front of the camera. The green dot that is displayed in the video window indicates where the face should look towards.
- If glasses are worn, ensure the frame of the glasses does not obscure the eyes and there is no reflection from the lens.
- If the individual occasionally switches between wearing glasses and not wearing glasses (for example, contact lens may be worn), simply register two separate Face Recognition profiles (i.e., with and without glasses) for the individual and name the profiles accordingly.
- To replace an existing Face Recognition profile, simply tap the profile and start the Face Recognition registration process again.
- You can store up to 10 Face Recognition profiles on the camera.
- To enable the Face Recognition feature, the camera's **Person Detection** setting (on the **Motion Settings** screen) must not be turned **Off**.
- Face recognition results may vary depending on many factors (distance, facial expressions, lighting, etc)

3   Remove all face recognition profiles from the camera.

NOTE: THE AVAILABILITY OF CERTAIN ADVANCED SETTINGS SHOWN BELOW MAY VARY DEPENDING ON DEVICE TYPE

1 — REBOOT

2 — RESET SETTINGS

3 — FORMAT

4 — FACTORY RESET

5 — REMOVE DEVICE
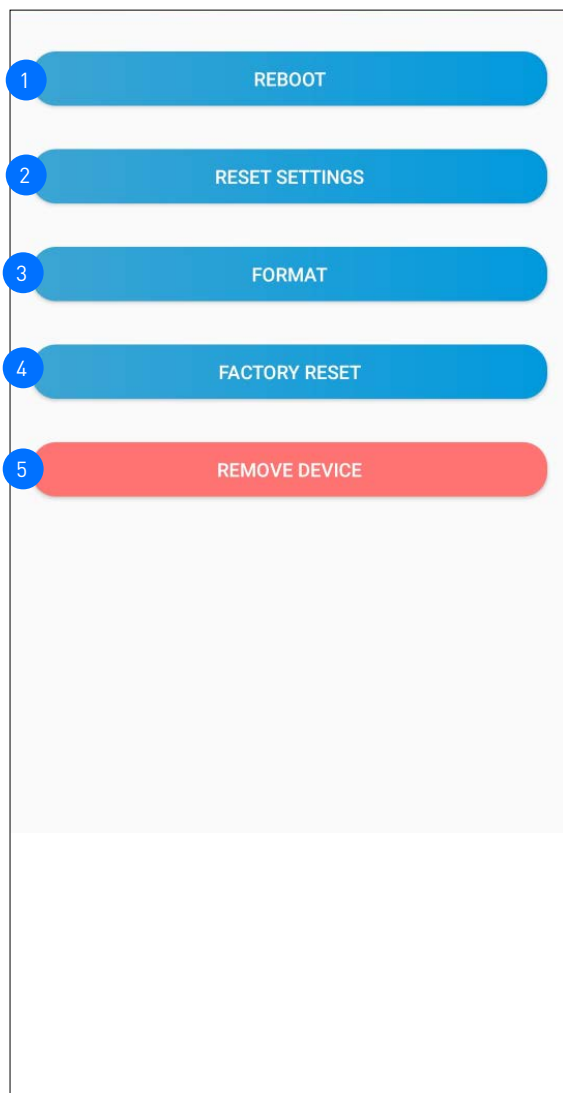
1 Tap to restart your camera. The camera's status will temporarily change from *ON* to *OFF* before coming back online as ON.

2 Tap to reset camera settings such as the name, timezone, audio, video, and detection settings to default values.

3 Tap to format the camera's internal memory (or installed microSD memory card) and permanently erase all recordings on it.

4 Tap to reset the camera to factory defaults. This is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings (camera name, timezone, etc) to factory defaults. If your camera is already offline, you can factory reset the camera using the physical Reset button located on the device. See **"Factory Resetting the Camera"** .

5 Tap to remove (unpair) the device from your Swann Security account.
Note: *In some cases, you might need to unpair your device such as your Wi-FI camera or DVR/NVR. For example, if you want to use your device with a different Swann Security account or if you give away your device to a family member, it must be unpaired first.*

Appendix

UPDATING YOUR SWANN SECURITY ACCOUNT PROFILE

You can update your Swann Security account profile information at any time. Tap **App Menu** ≡ **> Profile**.
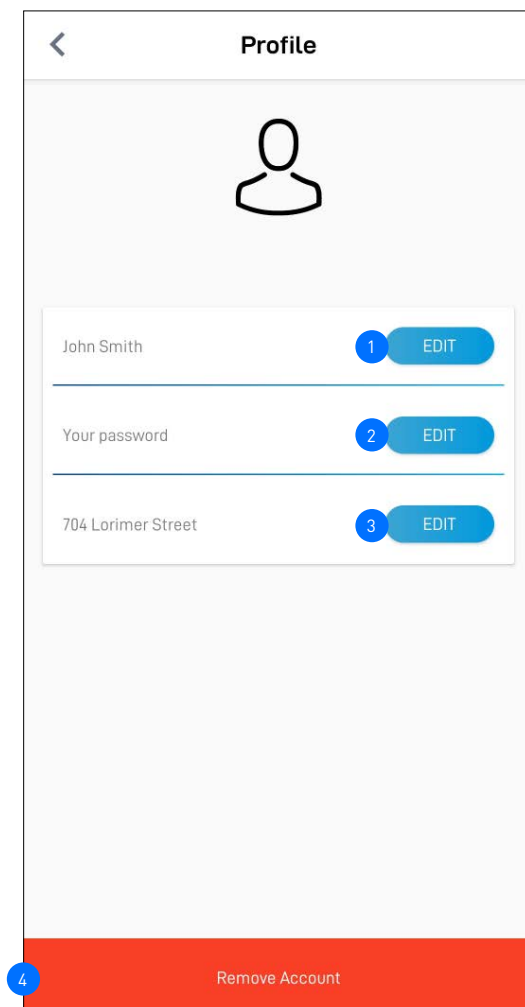
①   Tap to update your name.

②   Tap to change your Swann Security account login password.

③   Tap to change your address.

④   Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your Swann Security account.

You can easily change the Wi-Fi network that your camera is using, if your home has multiple Wi-Fi access points or if you have installed a new router.

To change to a different Wi-Fi network:

If the camera is currently online

1. From the app, tap the **Devices** tab > Select your camera > **WiFi SSID**.
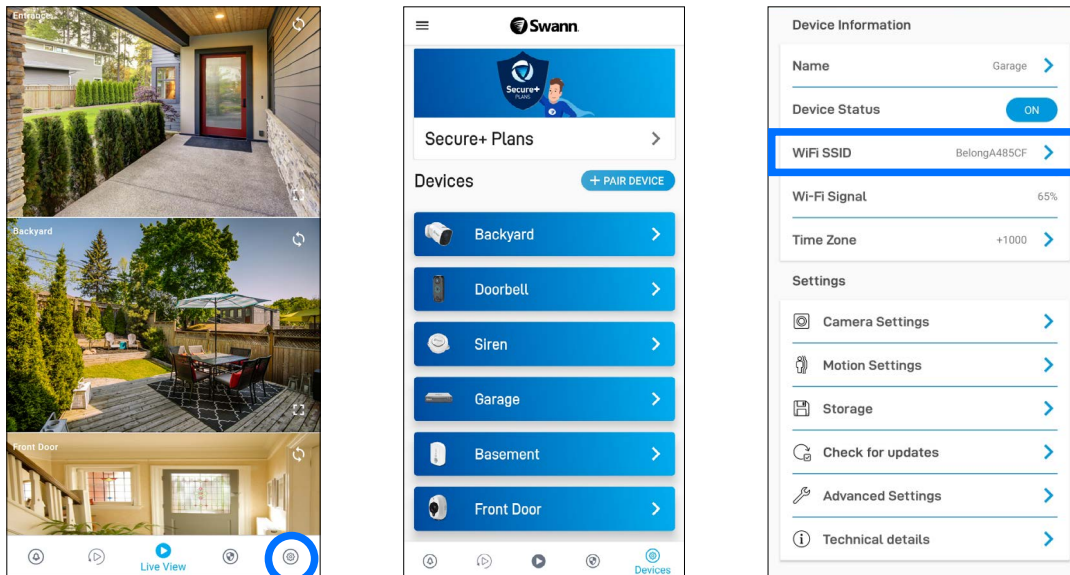
2. In the **Preferred Wi-Fi** dropdown box, select the Wi-Fi network that you want the camera to connect to, then enter the Wi-Fi network password. The Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your new Wi-Fi router/access point. Toggle 👁 to make sure that you have entered the Wi-Fi network password correctly.
   IMPORTANT: If the Wi-Fi SSID or password is incorrectly saved, the camera will fail to reconnect to Wi-Fi and you will need to perform the camera setup again via the Pair Device method.
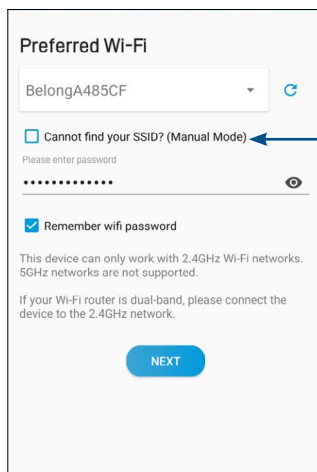
If you have a hidden Wi-Fi network, select this box and manually enter your Wi-Fi network name (SSID).

3. Tap the **Next** button. The camera will save the new Wi-Fi settings and restart. This can take up to 2 minutes. The camera tile on the Live View tab will refresh automatically and start livestream once the camera is connected to the new Wi-Fi network.

If the camera is already offline and no longer connected to Wi-Fi

From the app, go to **App Menu > Pair Device** and follow the on-screen instructions to set up your camera again. This will allow you to pair the camera to the new Wi-Fi network.

IMPORTANT: There is no need to remove the camera from your account first before you pair the device again. Removing the camera from your account will result in the deletion of all of the event clips stored locally on the camera's internal memory.

Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory defaults.

Note: Factory resetting your camera does not remove (unpair) it from your Swann Security account. If you're giving your camera to somebody else, you can remove the device from your account via the Advanced Settings screen.

Depending on whether your camera status is online or offline, you can perform a factory reset via the Factory Reset button in the app or the physical Reset/Pair button located on the camera.

METHOD A - VIA FACTORY RESET BUTTON IN APP (IF CAMERA STATUS IS ONLINE)

1. From the app, tap the **Devices** tab > Select your camera > **Advanced Settings**.
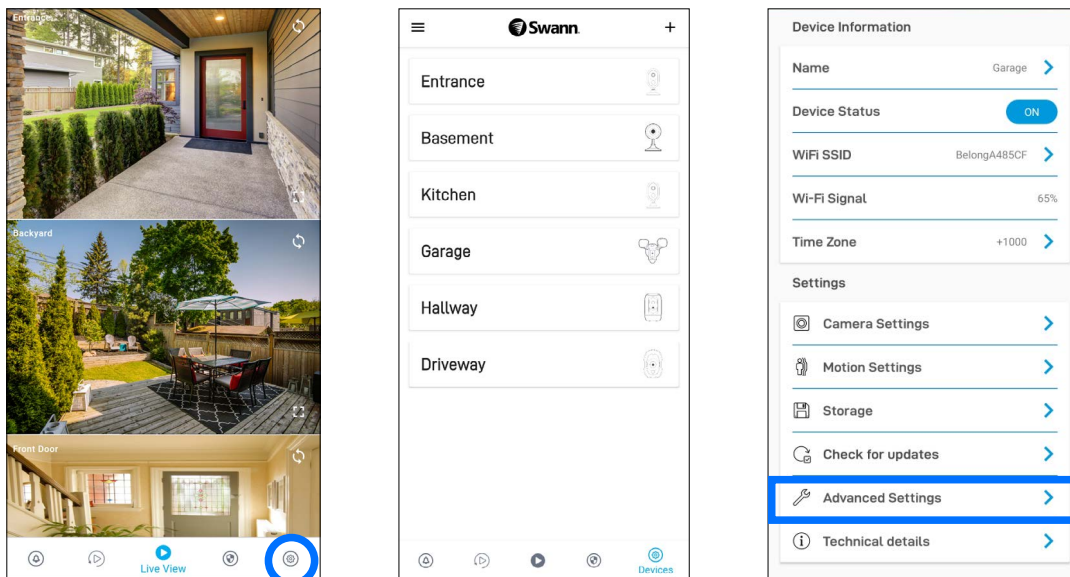
2. Tap the **Factory Reset** button.
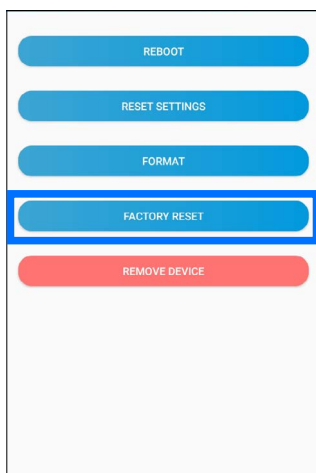
The camera will reset to factory defaults and restart automatically. When factory reset is complete, the LED indicator/ring on the camera will blink blue slowly to indicate that it is in pairing mode (on certain models, you will also hear the device say "**Ready for pairing**").

IMPORTANT: **After you factory reset your device, you'll have to pair it with your Wi-Fi network again. See "Pairing the Device" on page 6**.

—> SEE NEXT PAGE FOR METHOD B - VIA PHYSICAL RESET BUTTON

METHOD B - VIA PHYSICAL RESET BUTTON (IF CAMERA STATUS IS OFFLINE)

1. Locate the **Reset** and/or **Pair** button (see below figures) on the camera. Make sure the camera is plugged into the power supply or USB charger.

Xtreem Wireless Security Camera	SwannBuddy Video Doorbell	Security Tracker Camera
SET Button / RST (pinhole) Button	SET Button / RST (pinhole) Button	Reset Button
SpotCam/Outdoor Security Camera	**Floodlight Security Camera**	**4K Floodlight Security Camera**
Reset Button	Reset Button	Reset Button
Wire-Free Security Camera	**CoreCam Security Camera**	**Fourtify Wi-Fi Security System Main Camera**
Reset Button / Pair Button	Reset Button	Reset Button
Indoor Security Camera	**Security Pan Tilt Camera**	**Smart Security Camera**
Reset Button	Reset Button	Reset Button / Pair Button

2. Find the factory reset procedure for your device below:

2a. **For (<u>SWIFI models</u>) Indoor/Spotcam/Outdoor/Floodlight/Pan Tilt/Tracker Camera**

Press and hold the **Reset** button for 20 seconds until the blue LED indicator on the camera turns off. Release the **Reset** button. The camera will start the factory reset process which can take up to 2 minutes.

2b. **For (<u>SWIFI-XTRCAM</u>) Xtreem Wireless Security Camera / (<u>SWIFI-BUDDY</u>) SwannBuddy Video Doorbell**

Press and hold the **SET** and **RST** buttons simultaneously, then release the "**RST** button) and continue holding the SET button until the LED starts blinking red. Release the **SET** button. The camera will start the factory reset process which can take up to 2 minutes.

2c. **For (<u>SWIFI-CORECAM</u>) CoreCam Security Camera**

Make sure the Power switch is in the ON position. Press and hold the **Reset** button (for about 10 seconds) until the LED indicator on the camera turns off. Release the **Reset** button. The camera will start the factory reset process which can take up to 2 minutes.

2d. **For (<u>SWIFI-FOURTIFY4</u>) Fourtify Wi-Fi Security System Main Camera**

Press and hold the **Reset** button for 10 seconds. Release the **Reset** button. You'll hear the camera say "**Restore factory settings and format SD card**". The camera will start the factory reset process which can take up to 2 minutes.

2e. **For (<u>SWIFI-CAM</u>) Wire-Free Security Camera**

Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 25 seconds until the blue LED indicator on the camera turns off. Release the **Pair** button. The camera will start the factory reset process which can take up to 2 minutes.

2f. **For (<u>SWIFI-INTCAM</u>) Smart Security Camera**

Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 12 seconds until the camera's LED turns blue. Release the **Pair** button. The LED turns off. The camera will start the factory reset process which can take up to 2 minutes.

3. When factory reset is complete, the LED indicator/ring on the camera will blink blue slowly to indicate that it is in pairing mode (on certain models, you will also hear the device say "**Ready for pairing**").
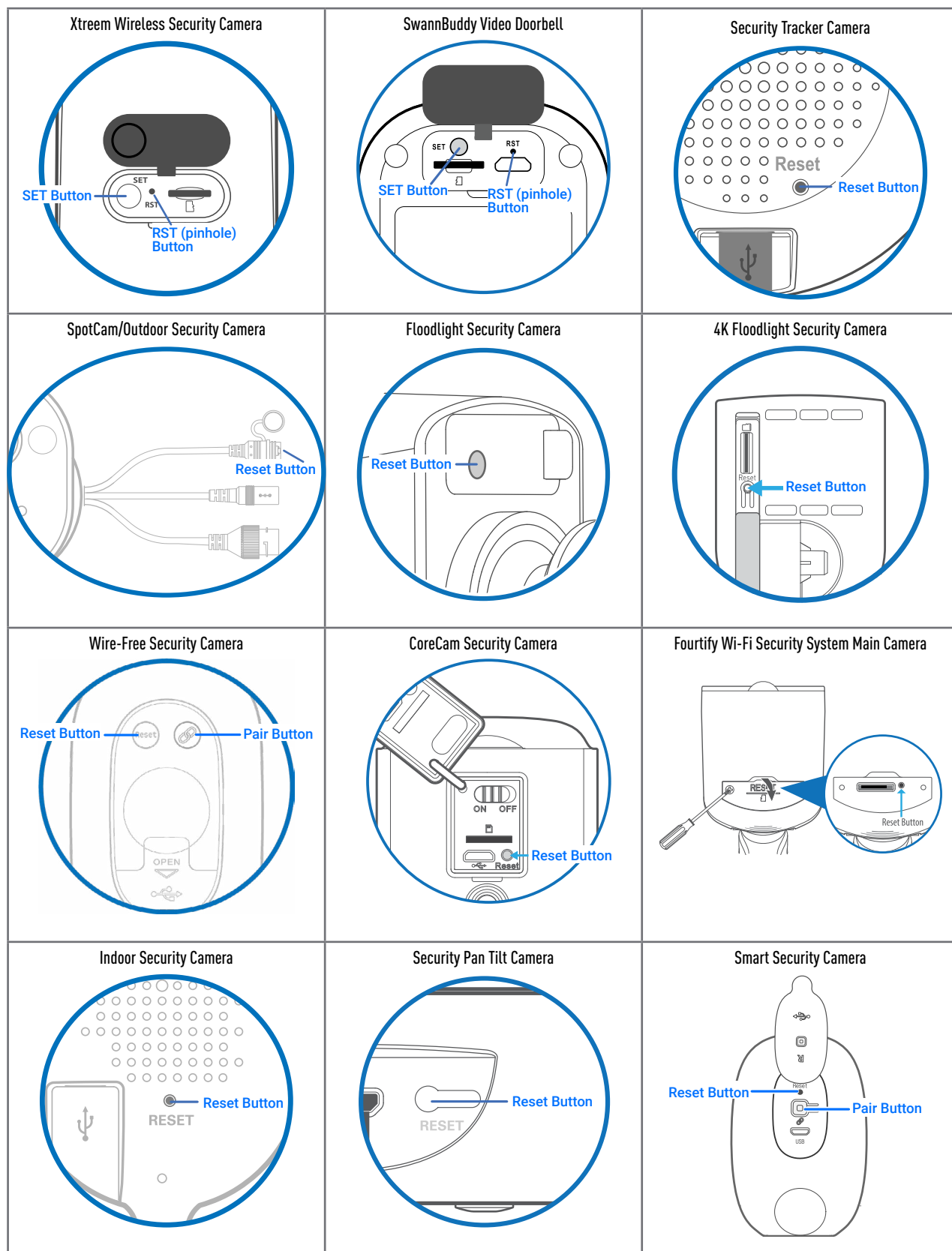
IMPORTANT: After you factory reset your device, you'll have to pair it with your Wi-Fi network again. See **"Pairing the Device" on page 6**.

TURNING OFF THE CAMERA

THIS SECTION IS APPLICABLE TO THE FOLLOWING SWANN CAMERA MODELS ONLY:

- **SWIFI-INTCAM** SMART SECURITY CAMERA
- **SWIFI-XTRCAM** XTREEM WIRELESS SECURITY CAMERA

You can turn your camera off completely at any time. We recommend doing this if you're taking the camera to a distant location, for example, your holiday residence, to help protect the integrity of the device.

SWIFI-INTCAM SMART SECURITY CAMERA

To turn the camera off:

- Press and hold the **Pair** button (see figure on the right for location) for 30 seconds. During this time, the camera's LED turns blue and then off completely to indicate the camera has turned off.

To turn the camera on again:

- Press the **Pair** button momentarily (about 2 seconds). The camera will restart and automatically reconnect to Wi-Fi.

Pair Button
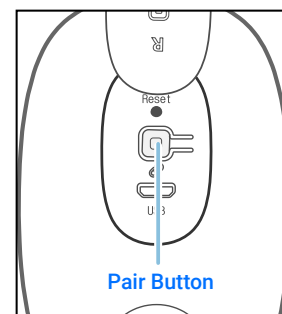
SWIFI-XTRCAM XTREEM WIRELESS SECURITY CAMERA
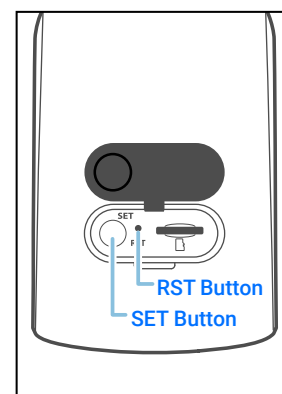
To turn the camera off:

- Press the **RST** button (see figure on the right for location) once. The camera's IR LEDs flash once then the camera turns off immediately.

To turn the camera on again:

- Press the **SET** button (see figure on the right for location) once. The camera will restart and automatically reconnect to Wi-Fi.

RST Button
SET Button

I have forgotten my Swann Security account password. How do I reset it?

Tap the "Forgot Password" link on the Sign In screen of the Swann Security app and submit the email address that you used to create your account. You'll shortly receive an email with instructions on how to reset your account password.

Can I access my devices with another phone?

Yes. Just install the Swann Security app on your other phone and sign in using the same Swann Security account credentials. For privacy, make sure to sign out of the app on any secondary devices before switching back to your primary phone.

Can I register my devices to another Swann Security account?

A device can be registered to a single Swann Security account only. If you want to register the device to a new account (for example, if you want to give the device to a friend), you'll first need to remove the device (i.e., unpair) from your account. Once removed, the device can be registered to another Swann Security account.

Where is my device's ID?

For CCTV systems (DVR/NVR): The device's ID is listed on a sticker located on the top of the device.
For SWIFI cameras: The device's ID (or MAC Address) is listed on a sticker located on the back, bottom or base of the device.
If the device is already paired to your account, you can find the device's ID in the app: **Devices tab** > [your camera] > **Technical details**

Will I be able to stream live video if I'm travelling overseas?

As long as your mobile phone and the Swann Security devices are both connected to the internet, you can conveniently check in on your devices via the Swann Security app from anywhere in the world.

Why is the live video stream slow to load?

Camera streaming issues may be caused by any of the following:

- Poor internet connection (e.g., weak spots in your cellular/wireless network coverage) is the most common reason. Test your internet speed at speedtest.net. We recommend internet speeds of at least 2Mbps (upload speed per camera) for optimal streaming performance. You can also install a Wi-Fi extender to improve the Wi-Fi coverage in your home to ensure the camera can receive a strong Wi-Fi signal.
- Limited internet bandwidth at home, for example, other video streaming services running at the same time on your network can cause congestion slowing down the internet upload and download speeds. As a general rule, the more devices you have connected to your Wi-Fi router, the more internet bandwidth you'll need.

Why have I stopped receiving notifications on my phone?

- The Swann Security app is not running in the background. If you recently restarted your phone, make sure to open the Swann Security app again.
- Some versions of the Android operating system automatically put apps to sleep to conserve battery life when your phone is not in use or when an app hasn't been used for a few days. You may need to turn off the "Optimize battery usage" setting under **Settings** > **Apps** > **Special Access** on your phone for the Swann Security app so that push notifications can be received. For more information, please see your phone's user guide.
- Check that the "Do Not Disturb" toggle in the Notifications tab of the app has not been turned ON, as this will suppress all push notifications from Swann Security.

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access so you can stream live video to your phone and manage the camera's settings.

I cannot connect the camera to my Wi-Fi network. How do I fix this?

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network or 5GHz band network.
- Test your Wi-Fi network with other devices such as smart TV to make sure it is operating properly. Bring your phone to the location where your camera will be installed and check the 🛜 Wi-Fi icon on your phone—at least 2 bars is recommended for the Wi-Fi signal to be considered reliable.
- Wi-Fi quality can vary significantly at different locations around the home due to environmental factors such as home construction type (e.g., metal objects are generally known to block Wi-Fi signals. A camera mounted on a metal surface may experience more Wi-Fi problems) and wireless interference from other electronic devices.
- If you're getting a weak Wi-Fi signal or can't connect to Wi-Fi at the installation site, try moving your router closer (to provide a stronger signal), installing a Wi-Fi extender (to increase signal coverage) or selecting another location with better Wi-Fi coverage. Be mindful of the physical barriers located between the camera and router. Ideally, try to place your camera within a clear line of sight to your router.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your WI-Fi router.
- The Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your Wi-Fi router.
- Check whether your Wi-Fi router is using MAC filtering. MAC filtering provides an extra level of security by ensuring that no unknown devices can connect to your Wi-Fi network without prior authorization. If you cannot disable MAC filtering, you will need to add the camera's MAC address to the router's white-list of allowed devices. You can find the camera's MAC address printed on a label at the bottom of the device.

Why is my camera offline?

Occasionally you might get a notification that your camera is offline. When your camera can't be reached by the Swann Security server, you'll get a notification that it is offline. This could mean your internet is down, the internet connection between your camera and our server is unstable, or your camera has been moved out of range from your Wi-Fi router. Normally, your camera should come back online by itself once your internet access is available again. If your camera stays offline for an extended period of time, try turning the power to the camera off for 10 seconds before turning it back on. You might also want to make sure that your internet connection is working properly. You can try rebooting your Wi-Fi router to resolve any network connectivity issue.

Why am I getting false motion alerts?

Moving cars, passersby, direct sunlight or reflection may cause unwanted motion detection. To minimize false motion detections, adjust the camera angle slightly downward and ensure the field of view is focused only on the immediate area of concern and excludes as much background activity as possible. If placed outdoors, avoid locations where your camera will be directly exposed to sunlight during the day. Also, take note of shiny surfaces in the vicinity, such as house or car windows, which can reflect sunlight and trigger your camera's motion sensor. You can also try lowering the motion detection sensitivity to suit the environment.

Can my camera still record events if my internet connection goes down?

Your camera continues to detect and record events locally to its internal memory even if your home Wi-Fi network or internet is having issues, as long as your camera is not powered off. Once your camera comes back online, it will attempt to upload any event clips that were recorded during the downtime to your cloud storage which you can later view from the **Playback** tab.

If I set my camera's live view quality to Low, will it also affect the video quality of event recordings?

No, event recordings will always be captured in the highest camera resolution available.

(Continued on the next page)

(For Battery-powered cameras) What can I do to maximize the battery performance on my camera?

Here are some simple and practical tips to get more battery life out of your camera:
- Make sure your camera's firmware is the latest version.
- Your camera will last longer when you stream at a lower resolution. The fewer pixels that your camera has to stream, the less power it uses.
- Lower the motion sensor sensitivity or turn off motion detection to conserve battery life when activity monitoring is not needed.
- Make sure your camera is properly positioned to eliminate any false motion triggering. The more events the camera records, the faster the battery life will drain.
- As a general rule, the nearer your camera is to your router, the better the wireless connection quality and battery performance. Your camera will work harder and use more power trying to maintain wireless connection the further it is away from your router. Consider installing a Wi-Fi range extender if your camera has poor Wi-Fi reception where it is located.
- Your camera can operate over a wide temperature range, however, in freezing conditions, the battery discharges more quickly and will not hold a charge for as long as it normally would in more moderate climates.

(For Wi-Fi camera models with cloud storage) How far back can I access my camera's cloud recordings?

Note: Please check the product specifications to find out if the cloud storage feature is available on your camera. For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the cloud subscription plan associated with the camera. To find out more about the cloud storage subscription plans available for your cameras, go to **App Menu > Secure+ Plans** or visit https://www.swann.com/swann-security-subscription

Can I disable the siren so it doesn't sound when my camera is triggered?

Yes, you can easily set your camera not to activate its built-in siren when an motion is detected. Go to **Devices** tab > Select the camera > **Motion Settings**, and under the **Siren** setting, select **OFF**.

How long is a camera event clip?

Event clips can be as short as 10 seconds and up to 1 minute in length, depending on how long the sound or motion activity lasts. The camera will begin recording an event when sound or motion is first detected, and continue to record until there is completely no sound or motion. If the camera continues to detect sound or motion for longer than a minute, a new recording will be created as a separate event in the camera's event history.

How long does it take for camera recordings to appear on the Playback tab?

Depending on the size of the video and the strength of your network, this can be highly variable. In normal circumstances, an event should be displayed on the Playback tab a few minutes after it has been recorded. Try pulling down the Playback tab to refresh the event history.

Why doesn't the camera event clip have sound?

Make sure that the camera's microphone volume setting is not turned OFF or the volume level set too low—the camera will not be able to pick up any sound in the background when it is recording the event.

(For certain devices with local microSD card storage access)
Can my camera record events without a microSD card installed?

No. The camera requires a microSD card to be installed. If the camera doesn't have a microSD card installed, it can still detect events but it will not be able to record video. The camera will also not be able to download and perform firmware updates without a microSD card.

(For certain devices with local microSD card storage access)
Why has my camera stopped recording events to the microSD card?

If you've recently removed your microSD card from the camera (for example, to copy files to your computer) and then re-inserted the card, the camera might not have recognized and mounted the microSD card properly. Try restarting your camera. From the app, go the **Devices** tab > Select the camera > **Advanced Settings**, and tap **Reboot**. If you have inserted a new microSD card, make sure to format the card first (**Advanced Settings** > **Format**)

(For certain devices with local microSD card storage access)
**What is the maximum microSD card size that can be used?**

The maximum microSD card size supported is generally 128GB (class 10 or higher recommended). Check your camera packaging for exact specifications.

If you're having trouble pairing your device with the Swann Security app, here are some tips that can help you fix the issue.
**Note: Screenshots are for reference only and may vary depending on device.**

- **PAIRING ERROR - "COULDN'T CONNECT. CHECK YOUR NETWORK CONNECTION AND TRY AGAIN"**
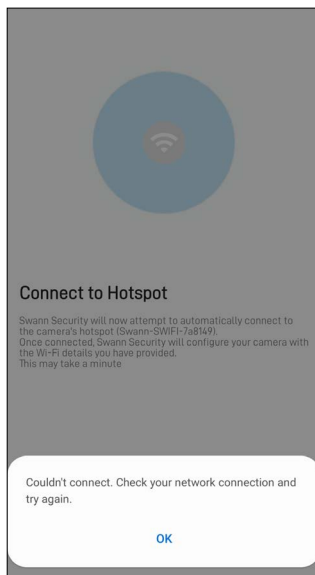

- Make sure that the camera is in pairing mode—the LED indicator on the camera will be blinking blue slowly. If the camera is not in pairing mode yet, the app will not be able to connect to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) and continue the pairing process.

- To enable pairing mode which temporarily activates the camera's Wi-Fi hotspot, simply follow the in-app instructions. In most cases, you will just need to press and hold the camera's Pair button (*about 5 seconds*) until the LED indicator starts blinking blue.

- **PAIRING ERROR - "FAILED TO CONNECT TO DEVICE"**
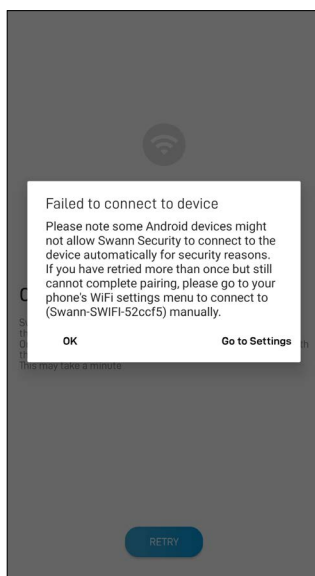
- On certain Android devices, there might be network policies that prevent the Swann Security app from connecting to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) automatically.
To fix this issue, tap "**Go to Settings**" and manually connect to the camera's Wi-Fi hotspot from your phone's Wi-Fi Settings screen. The name will be something like "**Swann-SWIFI-xxxxx**". Once connected, wait for approximately 10 seconds and a notification will appear saying "**Internet may not be available**". You must tap "**Keep Wi-Fi Connection**" so that your phone remains connected to the camera's hotspot. Then return to the Swann Security app and tap the **Retry** button to resume the pairing process.
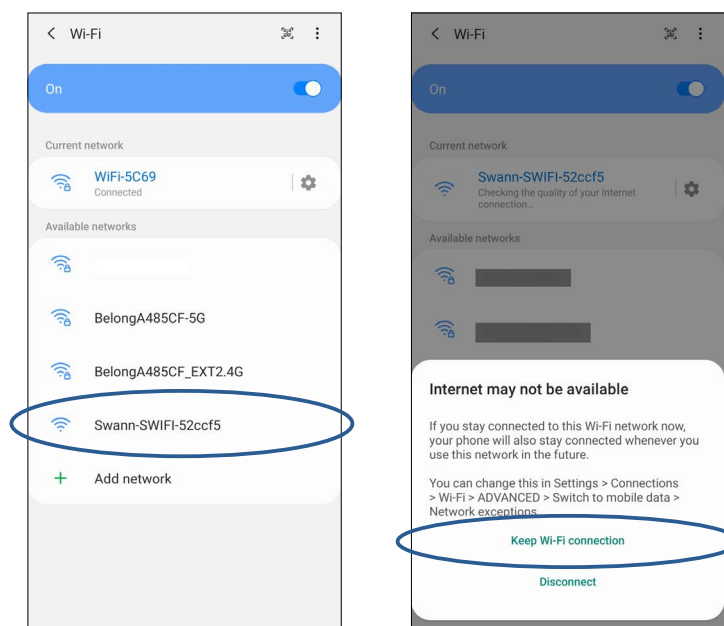
- If the above tip didn't do the trick, you can try the following:

1. Reset the camera to factory settings. For information on how to factory reset the camera, see **"Factory Resetting the Camera"** .

2. Restart your phone.

3. Open the Swann Security app on your phone and try pairing the camera again. Move the camera closer to your phone to make sure that it's in range.

• **PAIRING ERROR - "UNABLE TO VERIFY CONNECTIVITY"**
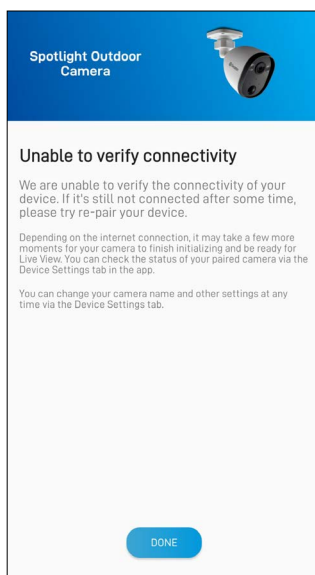
• If the LED on the camera is blinking blue fast, this indicates the camera is having issues connecting to your Wi-Fi network.

• Make sure your Wi-Fi network password is entered correctly. When entering the password for the Preferred Wi-Fi, toggle the 👁 icon to show the password and make sure you are entering it correctly. Wi-Fi passwords are case-sensitive, so check for uppercase, lowercase and special characters.

• Make sure your Wi-Fi network uses **2.4GHz** band (**Not 5GHz**). If your Wi-Fi router broadcasts separate 2.4GHz and 5GHz networks, make sure you choose the 2.4GHz network. **If your router broadcasts the 5GHz network only, contact your Internet Service Provider for information about your router and how to switch it to dual-band (2.4GHz/5GHz).**

• Make sure the camera is within Wi-Fi range. Should you move the camera out of Wi-Fi range after pairing, the camera will not be able to connect to Wi-Fi. Also, if you don't have a strong connection, push notifications from the camera can be delayed as a result. To check Wi-Fi signal strength, connect your phone to Wi-Fi where you plan to install your camera and see if you get 2 bars of Wi-Fi signal or more. If the Wi-Fi signal is too weak, try moving your router closer or consider installing a Wi-Fi range extender.

• Test your internet speed at www.speedtest.net. You need at least 1 Mbps upload speed per camera.