Helpdesk & Resources

Visit Swann Support Center at support.swann.com. You can register your product for dedicated customer support, download guides, find answers to commonly asked questions, and more.

- Product Registration
- Customer Support
- Product Manuals
- Frequently Asked Questions
- Support Community

5 Limited Warranty - Terms & Conditions

Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann's repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component will render all warranties void. By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality.

6 FCC Verification

This equipment has been tested and found to comply with the limits for Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

These devices comply with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) These devices may not cause harmful interference.

(2) These devices must accept any interference received, including interference that may cause undesired operation.

4K Dome Security Camera

Add-on Dome Camera for 4K DVR Systems

Instruction Manual

1 Introduction

Congratulations on the purchase of your Swann 4K Dome Security Camera.

- Add this camera to your Swann 4K Series wired security system with the ability to see more detail than before, in amazing Ultra HD

- Mount the camera inside or outside to see faces, license plates, packages & more with state-of-the-art powerful digital zoom

- Swann's True Detect™ heat & motion-based PIR detection reliably captures & records activity, with reliable push notifications & fewer false triggers

- Cut the cost of crime & know what's happening with this discreet dome-style camera to suit homes, offices, small businesses & retail stores
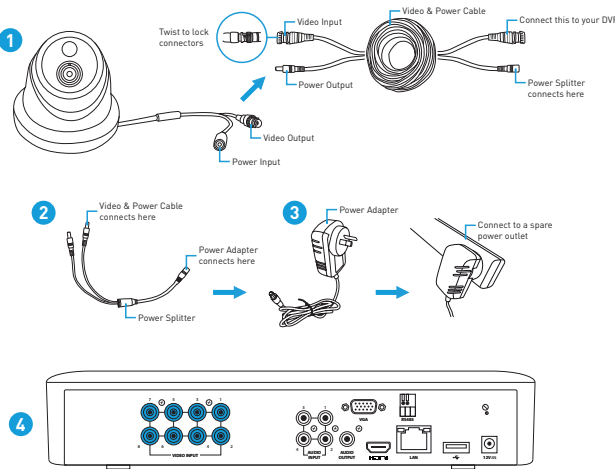
Important instructions

1. Make sure the camera is fixed correctly and stable if fastened in place.

2. Only use the supplied power adapter (12V) and power splitter (if supplied).

3. Do not operate if wires and terminals are exposed.

Please note: Have a look at the camera location tips included with your DVR, to select the best location for your camera (the camera location tips provided here are for general purpose only).

Important note: All jurisdictions have specific laws and regulations relating to the use of cameras. Before using any camera for any purpose, it is the buyer's responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of cameras.
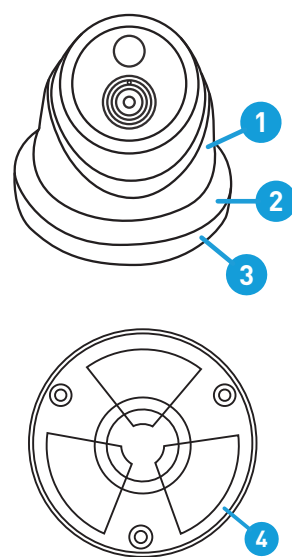
2 Connecting the Camera

For single camera packs, connect the supplied power adapter directly to the power input on the video & power cable.

1. Connect the video output and power input connections on the camera to the corresponding connections on the supplied video & power cable.

2. Connect the supplied power splitter to the power input on the video & power cable (repeat this step if multiple cameras are included).

3. Connect the supplied power adapter to the other end of the power splitter then connect the power adapter to a spare wall socket.

4. Connect the video output on the video & power cable to an available camera input on your DVR. Twist the connection to lock it in place.

3 Mounting the Camera

The camera can be mounted onto a flat vertical or horizontal surface and must be of sufficient strength to hold the camera.

→ Hold the dome enclosure **(1)** and the dome ring **(2)** then rotate the mounting bracket **(3)** clockwise to remove it from the camera.

→ Position the camera bracket **(4)** in the location you want to mount it, and mark the mounting holes on the surface to position the screws (a mounting template has been included).

→ Using the appropriate screws for the surface you are mounting to, secure the bracket in place.

→ Run the cable then place the camera into the dome enclosure and dome ring and aim the camera to the desired position. The camera can be rotated left or right or up and down. Check the image on your DVR and make adjustments as necessary.

→ After you've finished adjusting the viewing position, rotate the dome ring to the mounting bracket counter clockwise to lock the position in place.

4 Camera Location Tips

1. Take into consideration what you want to monitor and where you'll get the best view of it.

2. How you're going to connect the camera to your monitoring system; remember that cables and connections should be kept out of the weather.

3. How to keep the camera out of harm's way. It's recommended to mount your camera at an elevated position.

4. Place your camera as close to the area of interest as practicable. The best position is from about 13ft/4m above looking slightly down, keeping in mind the details you are looking for.

5. Although the sky looks nice when you look at the live view from your camera, it is an unlikely direction for an offender to approach. Make sure your camera has minimal sky in it as the light in daylight can make the foreground of the image darker.

6. Think about the most likely way a potential offender may approach your home, use your camera to give you the best coverage of these areas.

7. The camera's casing is resistant to different weather conditions and tampering. It would take an overwhelming event to damage the housing.

8. Even though the camera is weather and water-resistant, prolonged exposure to adverse weather conditions such as sunlight or excessive moisture, may eventually damage the internal components of the camera and adversely affect its performance.

9. Run cables inside a wall cavity or other protected enclosure, and ensure that all wiring and connectors are insulated and protected from moisture.

10. Don't put your cable near live electrical wiring. AC electricity generates radio "noise" which can interfere with the signal from your camera.