



SWANNBUDDY 4K VIDEO DOORBELL
SWANN SECURITY APP PAIRING GUIDE
ANDROID VERSION



ENGLISH

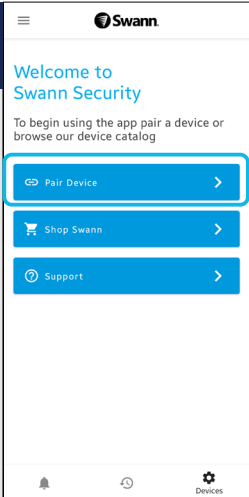
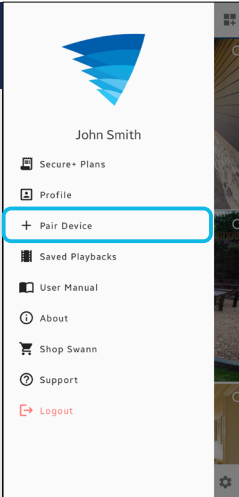

GETTING STARTED

Before pairing the SwannBuddy 4K Video Doorbell with the Swann Security app, check the following:

- » The SwannBuddy is charged. If you need information on how to charge the SwannBuddy, refer to the quick start guide that came with it. The quick start guide can also be downloaded from support.swann.com or [here](#).
- » Your phone is connected to a 2.4GHz Wi-Fi network. 5 GHz networks are not compatible with the SwannBuddy.
- » Have your Wi-Fi network password ready. You'll need to enter it during pairing.
- » Ensure your phone's Location setting is turned on as the app requires this permission temporarily to detect Wi-Fi networks.
- » Your phone is running the latest version of the Swann Security app available on the [Play Store](#).

PAIRING THE SWANNBUDDY

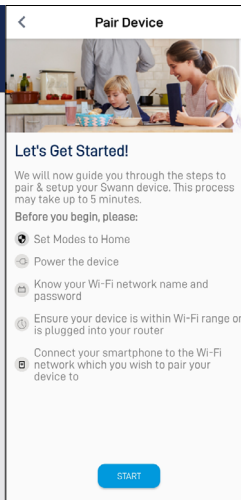
The following instructions will take you through the device pairing process in the Swann Security app to connect your SwannBuddy to your home Wi-Fi network and link it to your Swann Security account.

Step 1A		Step 1B	
<p>Once you have signed into the Swann Security app, if your Swann Security account has no devices associated with it, simply tap the Pair Device button to pair the SwannBuddy.</p>		<p>If the SwannBuddy is an additional device you're adding to your Swann Security account, tap the app menu icon  in the top left and select Pair Device.</p>	

Step 2

Review the "**Let's Get Started**" tasks displayed on the screen and complete them as necessary.

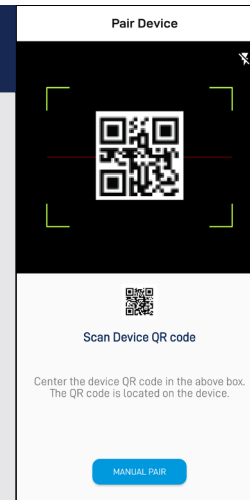
When you're ready, tap the **Start** button.



Step 3

Scan the QR code located on the back of the SwannBuddy with your phone.

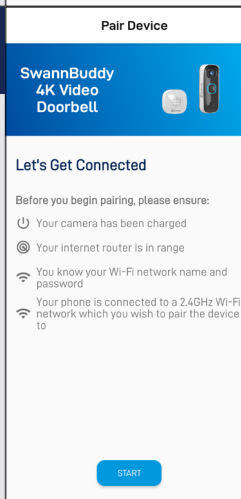
Note: If your phone is unable to scan the QR code, tap the **Manual Pair** button, choose "**SwannBuddy 4K Video Doorbell**" from the product menu, and type in the device ID (consisting of 12 alphanumeric characters) located beside the QR Code.



Step 4

To ensure the successful pairing of the SwannBuddy, review the "**Let's Get Connected**" tasks displayed on the screen and complete them as necessary.

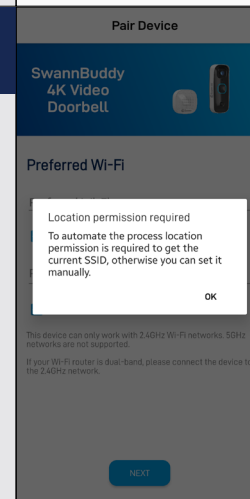
When you're ready, tap the **Start** button.



Step 5 (Initial setup only)

Tap **OK** on the "**Location permission required**" box and allow the app to access your device's location when prompted. This permission is necessary to obtain information about the current and nearby Wi-Fi networks for the device pairing process.

Note: If your Android phone gives you the choice to select '**Precise**' or '**Approximate**' location from the popup box, make sure to select '**Precise**'.



Step 6

The app will detect the Wi-Fi network your phone is using and automatically enter it into the **Preferred Wi-Fi** box.

Note: If you have multiple Wi-Fi access points at home and wish to connect the SwannBuddy to a specific one, tap the **Down** arrow to reveal a list of nearby Wi-Fi networks. Alternatively, you can manually enter the Wi-Fi network name in the Preferred Wi-Fi by checking the "**Cannot find your SSID?**" box. For optimal performance, it is recommended to select the Wi-Fi network closest to the SwannBuddy's final location.

Pair Device

SwannBuddy
4K Video Doorbell

Preferred Wi-Fi

SwN_AP_BPNG

☐ Cannot find your SSID? (Advanced Mode)


Please enter password

☒ Remember wifi password

This device can only work with 2.4GHz Wi-Fi networks. 5GHz networks are not supported.
If your Wi-Fi router is dual-band, please connect the device to the 2.4GHz network.

NEXT

Step 7

Enter your Wi-Fi network password (it's case sensitive, so enter it exactly the same as it was created or found on your router/access point) You can toggle  to check that your Wi-Fi password has been entered correctly.

If you want the app to remember the password for this Wi-Fi network the next time you pair a Swann device, simply check the '**Remember WiFi password**' box.

Tap the **Next** button to continue.

Pair Device

SwannBuddy
4K Video Doorbell

Preferred Wi-Fi

SwN_AP_BPNG

☐ Cannot find your SSID? (Advanced Mode)

Please enter password

☒ Remember wifi password

This device can only work with 2.4GHz Wi-Fi networks. 5GHz networks are not supported.
If your Wi-Fi router is dual-band, please connect the device to the 2.4GHz network.

NEXT

Step 8

Enter a name for the SwannBuddy. You can also choose a name from the list of common locations around the home.













Tap the **Next** button to continue.

Pair Device

SwannBuddy
4K Video Doorbell

Please enter device name

Front Door

 Front Door	 Back Door
 Garage	 Backyard
 Living Room	 Driveway
 Porch	 Kitchen
 Front Yard	 Bedroom
 Dining Room	 Side

12 3 4 5 6 7 8 9

NEXT

Step 9


Ensure the SwannBuddy is in pairing mode by checking the LED indicator ring on the front; it should be blinking blue slowly. If the LED indicator ring is either off or blinking fast, tap '**Blue LED not blinking slowly? Tap Here**' and follow the on-screen instructions, which will guide you on how to put the SwannBuddy in pairing mode.

Once you've confirmed the SwannBuddy is in pairing mode, tap the **Next** button to continue.

Pair Device

SwannBuddy
4K Video Doorbell

Verify Device is in Pairing Mode



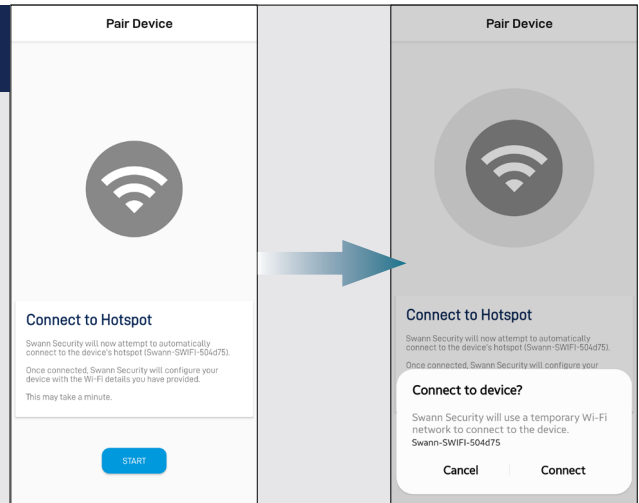
New devices are in pairing mode when they are first powered. If the blue LED on the front of your device is blinking slowly, it is already in pairing mode.

Blue LED not blinking slowly? Tap [Here](#)

NEXT

Step 10

Tap the **Start** button, and then tap **Connect** when the popup requesting permission to connect to the SwannBuddy's Wi-Fi network appears. The app will automatically establish a connection to the SwannBuddy's Wi-Fi network (*Swann-SWIFI-xxxxxx*, where *xxxxxx* is the last six characters of the device MAC ID) and begin the pairing process. You will hear the SwannBuddy say "**Setup is in progress**".



Step 11

Please wait for a few moments while the SwannBuddy is being set up and linked to your Swann Security account.

Once the pairing process is complete, you will hear the SwannBuddy say "**Connection successful. You can use your device now.**" This confirms that the SwannBuddy has been successfully paired.

Tap the **Next** button to continue.

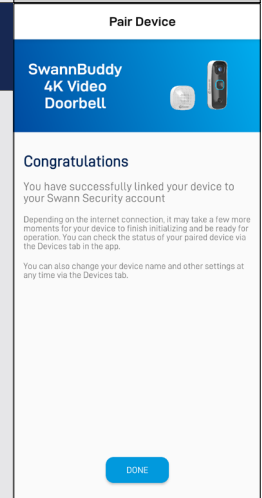


Step 12

Congratulations! The SwannBuddy is now ready to use.

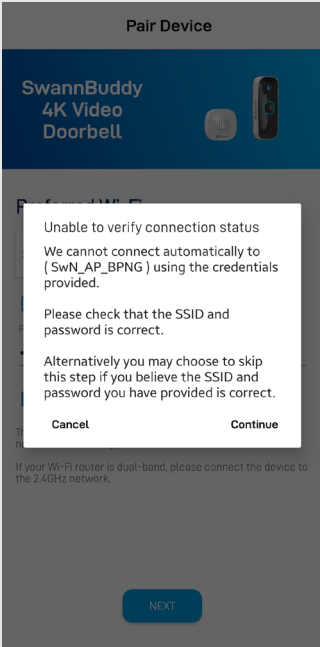

Tap the **Done** button. The Live View tab is displayed where you can watch live video.

 To learn more about using the Swann Security app to watch live video, playback recordings, and configure camera settings, simply download the manual from the **App Menu > User Manual**.



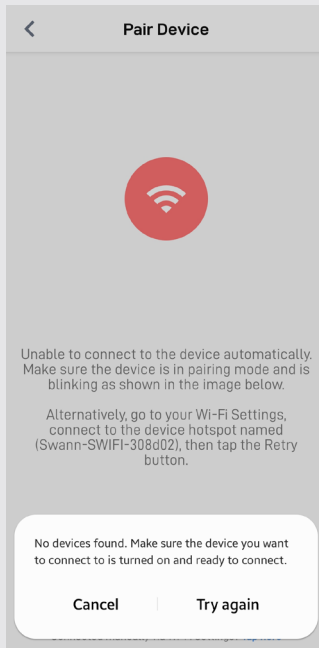
TROUBLESHOOTING

If you're having trouble pairing the SwannBuddy with the Swann Security app, here are some tips that may help fix the issue.
Note: Screenshots shown are for illustration purposes only and may be subject to change as improvements are made to the app.

Unable to verify connection status	Solution
 A screenshot of the SwannBuddy app's pairing screen. At the top, it says 'Pair Device'. Below that, the app name 'SwannBuddy' and '4K Video Doorbell' are displayed next to a small image of the device. A white error dialog box is centered on the screen with the following text: 'Unable to verify connection status', 'We cannot connect automatically to (SwN_AP_BPNG) using the credentials provided.', 'Please check that the SSID and password is correct.', and 'Alternatively you may choose to skip this step if you believe the SSID and password you have provided is correct.' At the bottom of the dialog are 'Cancel' and 'Continue' buttons. Below the dialog, a small note says 'If your Wi-Fi router is dual-band, please connect the device to the 2.4GHz network.' At the very bottom of the screen is a blue 'NEXT' button.	<ul style="list-style-type: none">• Make sure the Wi-Fi network you want the SwannBuddy to join is not an unencrypted (open) network or a 5GHz band network.• If your Wi-Fi router broadcasts separate 2.4GHz and 5GHz networks, make sure to choose the 2.4GHz network for the SwannBuddy. 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).• The Wi-Fi connection may not be stable during pairing. Confirm that the SwannBuddy is within range of your Wi-Fi router. Try moving the SwannBuddy closer to your Wi-Fi router or using a Wi-Fi range extender, which can improve the Wi-Fi coverage throughout your home.• The Wi-Fi network password is case sensitive, so ensure lowercase, uppercase and special characters are correctly entered during the pairing process (see Step 6). Double-check the entered password by toggling the  icon on the screen to display the password.• Check if 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 it is, you will need to add the SwannBuddy's MAC address to the Wi-Fi router's white-list of allowed devices. You can find the SwannBuddy's MAC address (ID) printed on the back of the device.

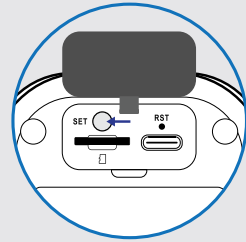
TROUBLESHOOTING

No device found



Solution

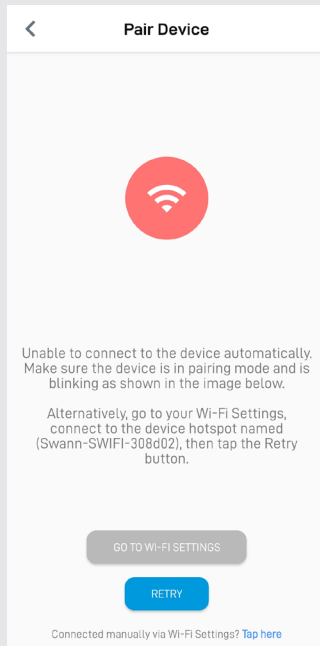
- Make sure the SwannBuddy is charged.
- Make sure the SwannBuddy is in pairing mode by checking if the LED indicator ring on the front is blinking blue slowly.
- If the SwannBuddy is not in pairing mode, press and hold the **SET** button (refer to the figure on the right) on the back of the SwannBuddy for 6 seconds. After a few moments, you will see the LED indicator ring blinking blue slowly, and hear the SwannBuddy say "**Ready for pairing**" indicating that it is in pairing mode. Return to the app and tap "**Try again**" to attempt pairing again.



TROUBLESHOOTING

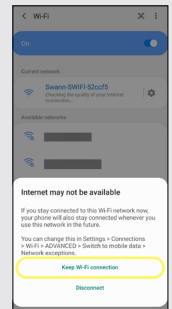
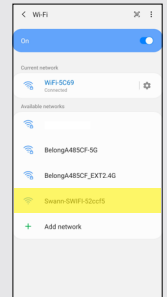
Unable to connect to the device automatically

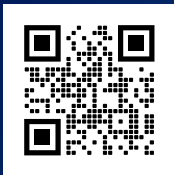
Solution



In some cases, there might be phone network/security policies preventing the Swann Security app from connecting to the device's Wi-Fi network automatically. To fix this issue, you'll need to manually connect your phone to the SwannBuddy's Wi-Fi via the Wi-Fi Settings on your phone.

1. Tap the **Go to Wi-Fi Settings** button on the error screen and then connect to the SwannBuddy's Wi-Fi network which will be named something like **"Swann-SWIFI-xxxxxx"**.
2. 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 SwannBuddy's Wi-Fi network.
3. Return to the Swann Security app then tap the **Retry** button to attempt pairing again.





SCAN QR CODE FOR:

- FAQs & Help Articles
- Manuals, Guides & Videos
- Technical Support
- Community Forums

The content in this guide is for information purposes only and is subject to change without notice. While every effort is made to ensure that this guide is accurate and complete at the time of publication, no liability is assumed for any errors and omissions that may have occurred.

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4KBUDDYANDROIDPAIR-VER1

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