

Smart Video Doorbell SwannBuzz App Manual

iOS and Android

Contents

Getting Started

Installing the SwannBuzz App.....	4
Creating a SwannBuzz Account.....	5
Pairing the Doorbell.....	6
Testing the Doorbell.....	9

About the App Interface

My Devices Screen.....	11
Menu.....	12
Live View Screen.....	13
Activity Screen.....	14
Playback Screen.....	15
Profile Screen.....	16
Doorbell Settings Screen.....	17

Device Maintenance

Renaming the Doorbell.....	23
Changing the Wi-Fi Network.....	24
Restarting the Doorbell.....	26
Turning the Doorbell Off.....	28
Removing the Doorbell from your SwannBuzz Account.....	29

Help

Doorbell Light Ring Guide.....	31
Troubleshooting.....	32
Frequently Asked Questions.....	33



Getting Started

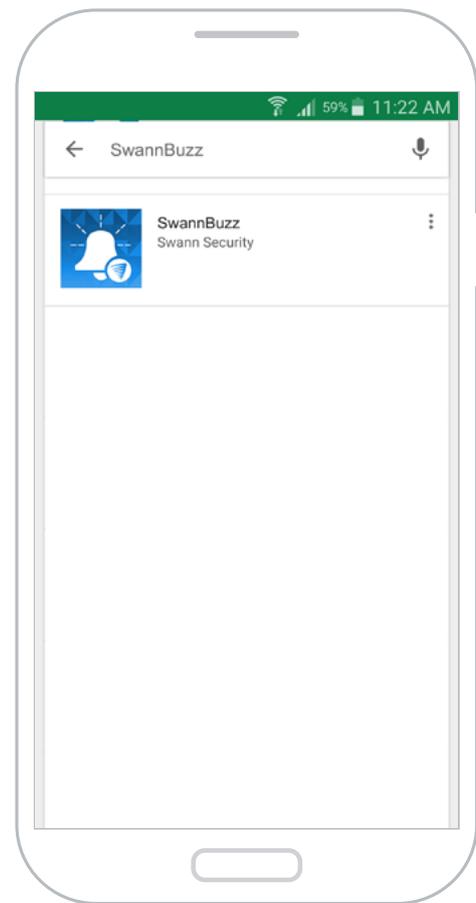
Installing the SwannBuzz App

iOS

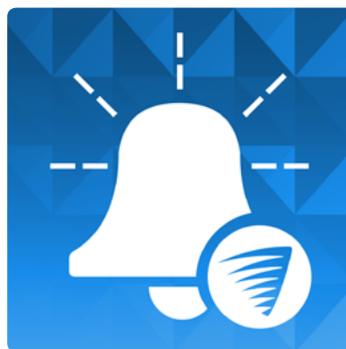


If you have an Apple iPhone, download the latest version of the SwannBuzz app from the Apple App Store.

Android



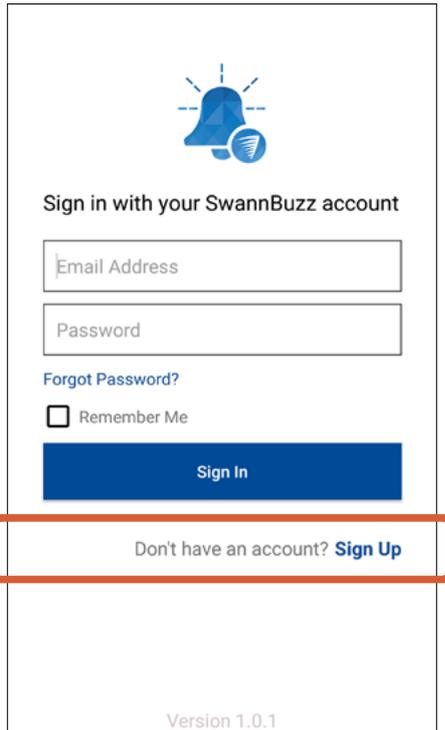
If you have an Android smartphone, download the latest version of the SwannBuzz app from Google Play™ (tap Apps > Play Store).



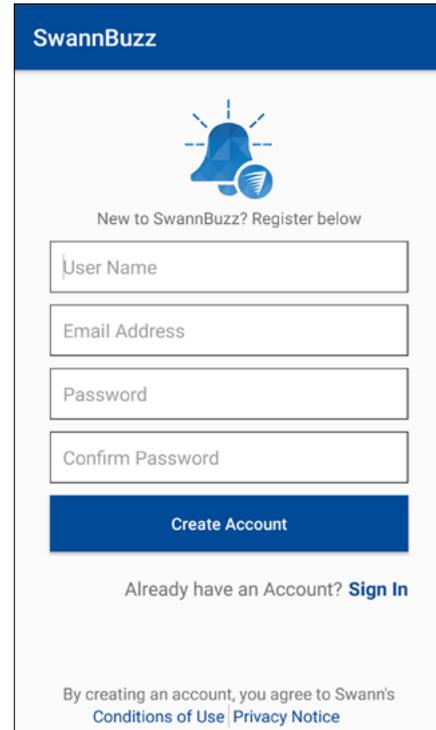
SwannBuzz

After installation completes, the SwannBuzz app icon will appear on your smartphone's Home screen or Apps screen. Tap on the icon to open the app.

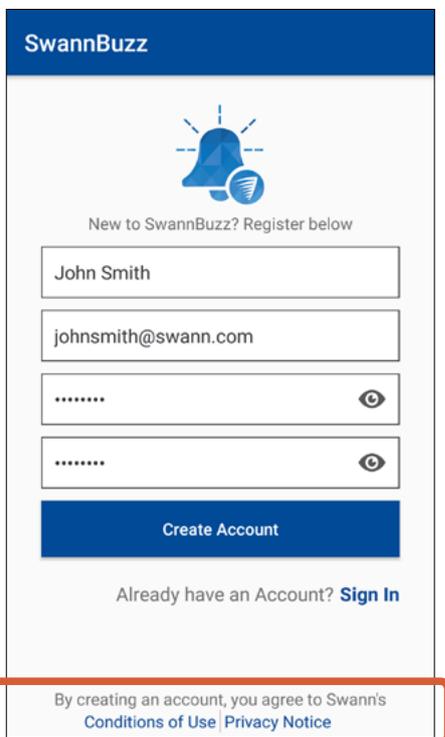
Creating a SwannBuzz Account



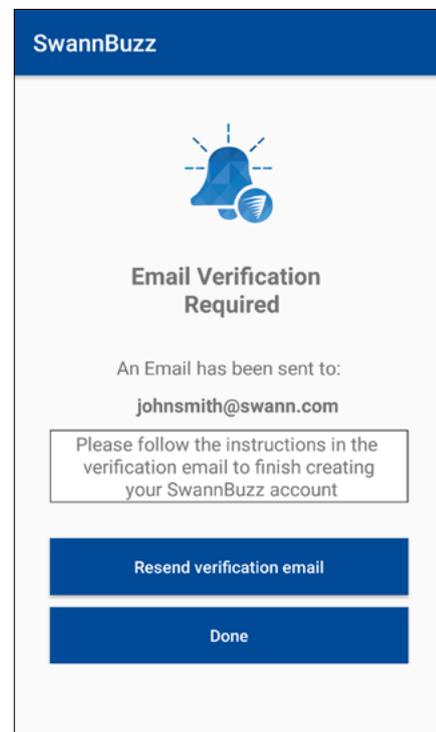
Open the SwannBuzz app and tap **Don't have an account? Sign Up**.



Enter your name, email address, a login password (at least 8 characters) and the same password as confirmation.

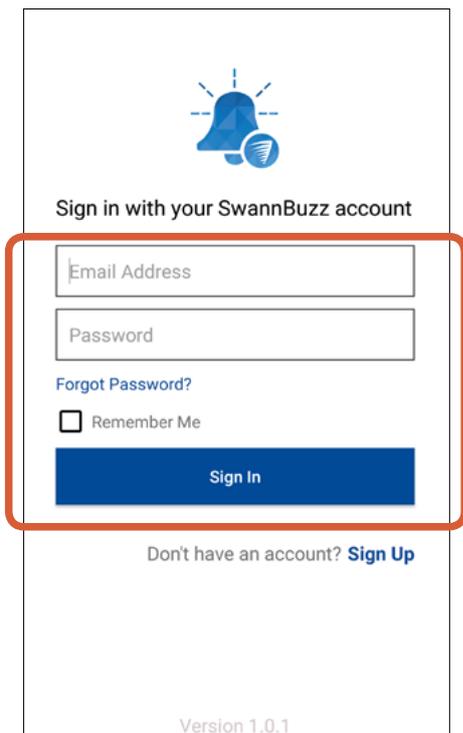


Open and read the "Conditions of Use & Privacy Notice", then tap **Create Account** to agree to these terms and create your SwannBuzz account.



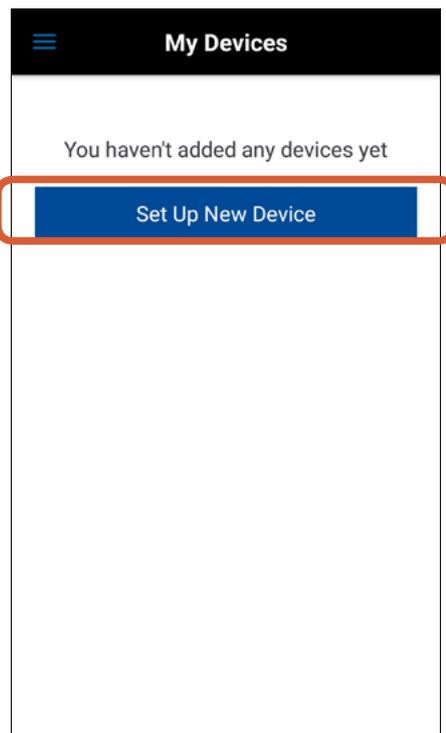
Go to your email inbox and open the link in the verification email to activate your SwannBuzz account. Tap **Done** to return to the login screen.
TIP Can't find the verification email? Check the spam folder for an email with the subject "Welcome to SwannBuzz - Activation Email". Or tap **Resend verification email** to get another link sent to your inbox.

Pairing the Doorbell

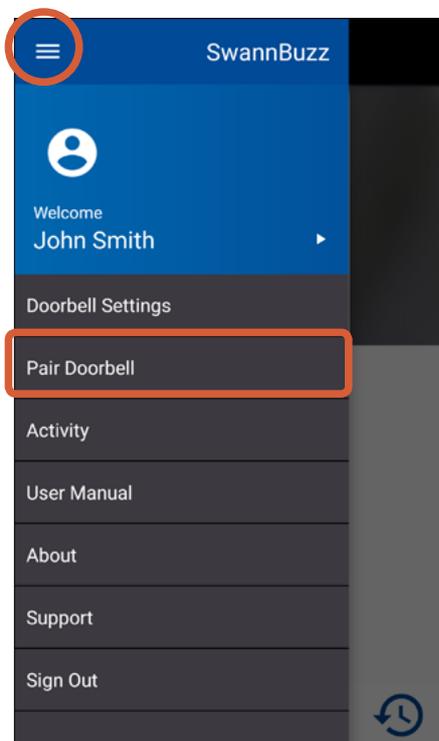


Open the SwannBuzz app and sign in using your SwannBuzz account.

TIP Select the **Remember Me** checkbox to save your SwannBuzz login credentials so that you don't have to sign in every time you open the app.



If this is the first time you're pairing a Doorbell, tap **Set up New Device**.



You can also pair additional Doorbells (one at a time) by opening the menu and tapping **Pair Doorbell**.

Click to play demo of pairing process (*Adobe Reader required). For best viewing experience, maximize the PDF window. You can pause the demo at any time to follow the step instructions here.

Was this demo helpful?

Back Smart Video Doorbell Setup

LET'S CONNECT

- 1 Press and hold the **Doorbell** and **Reset** buttons then release only the Reset button.
- 2 Continue holding the **Doorbell** button for another 5 seconds then release. The light ring around the **Doorbell** button should be blinking blue slowly.
- 3 Tap **Next** to continue

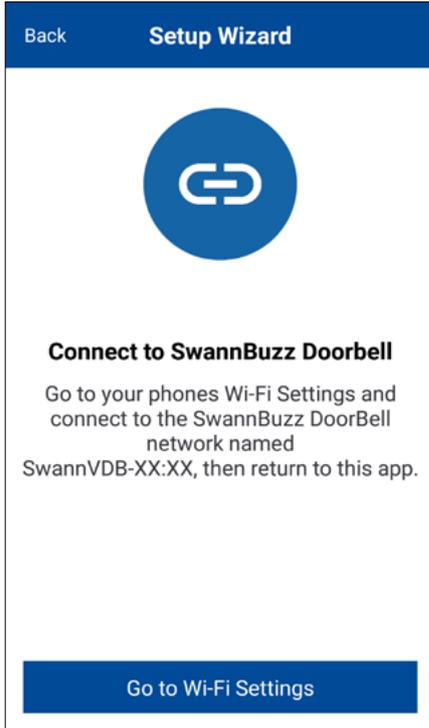
Next

Follow the on-screen instructions to enable pairing mode on the Doorbell, then tap **Next**.

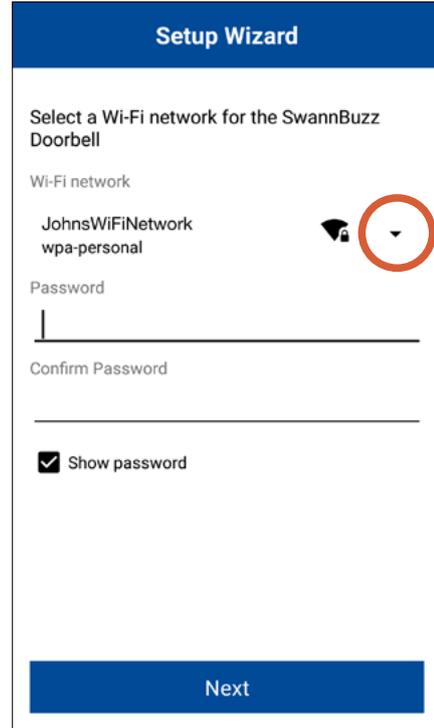
TIP Pairing mode will last for 10 minutes. This is indicated by the light ring blinking blue slowly. If the Doorbell is not paired within this period, it will turn off automatically to save power.

(Continued on the next page)

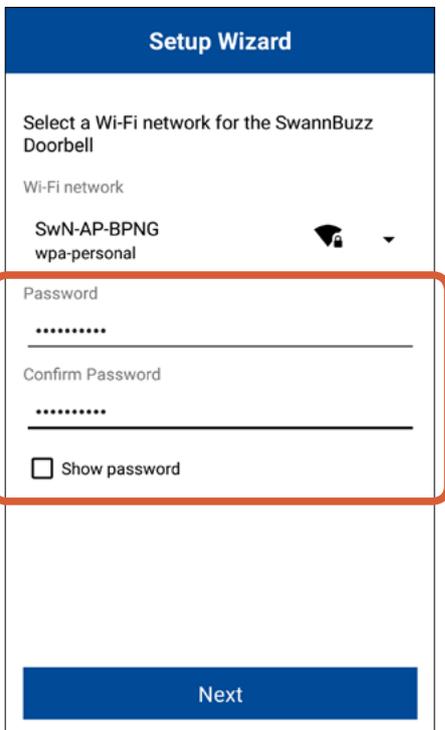
Pairing the Doorbell



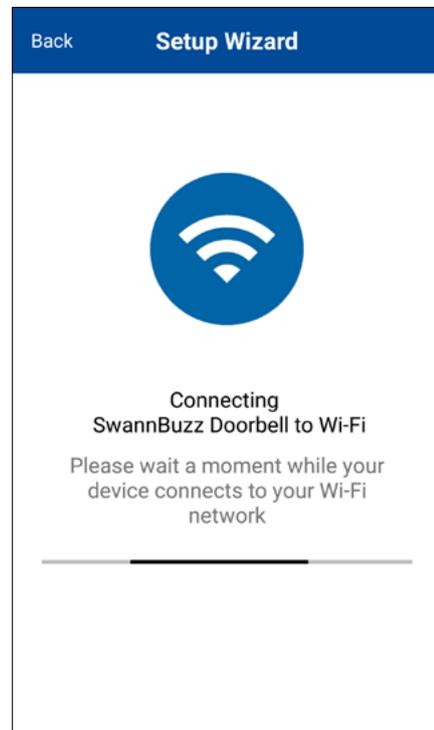
Connect your phone to the Doorbell's temporary Wi-Fi hotspot. Tap **Go to Wi-Fi Settings** and connect to the Wi-Fi network named "SwannVDB-XX:XX". Once connected, return to the app.



Select your preferred Wi-Fi network connection for the Doorbell by tapping the down arrow—a list of available wireless networks nearby is displayed. **Note:** The Doorbell will only connect to a 2.4GHz network.



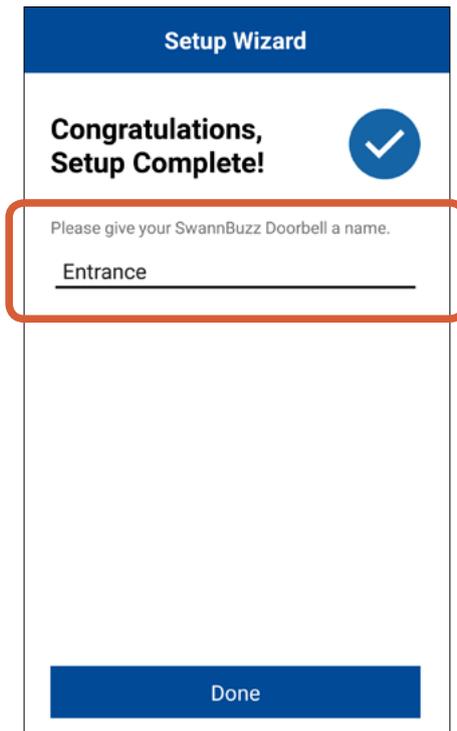
Enter and confirm the password for the selected Wi-Fi network, and then tap **Next**. **TIP** Your Wi-Fi password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your router. You can tap the **Show password** box to show or hide the password.



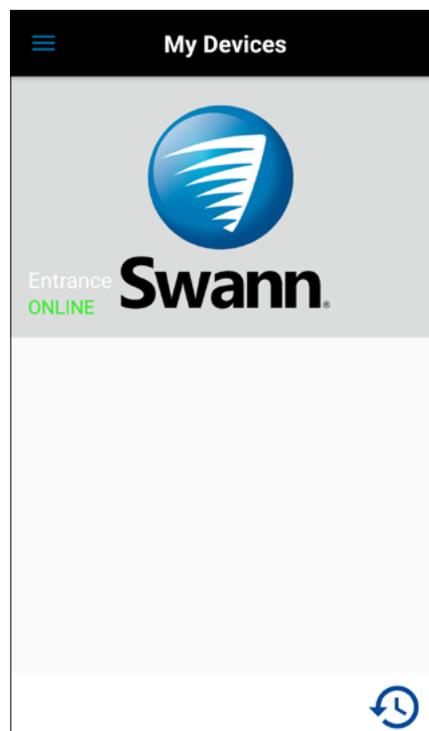
Wait a moment for the Doorbell to join your Wi-Fi network. This can take up to a minute.

(Continued on the next page)

Pairing the Doorbell



Once the Doorbell has successfully joined your Wi-Fi network, you will be prompted to change the Doorbell's default name. Tap the name field and enter a descriptive name. For example, enter the location of the doorbell. The name can include up to a combination of 32 characters and spaces. Tap **Done** to exit setup.



The newly paired Doorbell appears on the **My Devices** screen. From here, you can start live view, open the activity history, and access the menu to manage settings, pair additional Doorbell devices, and more. For details, see "[My Devices Screen](#)" on page 11.

Testing the Doorbell

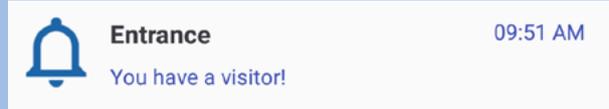
To check that your Smart Video Doorbell has been set up properly, you can press the Doorbell front button. When anyone rings your Doorbell, a push notification (see below for example) is sent to your phone. Simply open the notification on your phone to answer the call. The SwannBuzz app will launch and automatically show a live video feed from your Doorbell. By default, Talk mode (green mic button) is active for Ring events. You can disable Talk mode by tapping the mic button so it turns red and your visitor won't be able to hear you. You can end the live video feed from your Doorbell by tapping the "END" button. For more information about the other features and settings including using the SwannBuzz app in general, see the "[About the App Interface](#)" section.

Doorbell Ring Notification

iOS



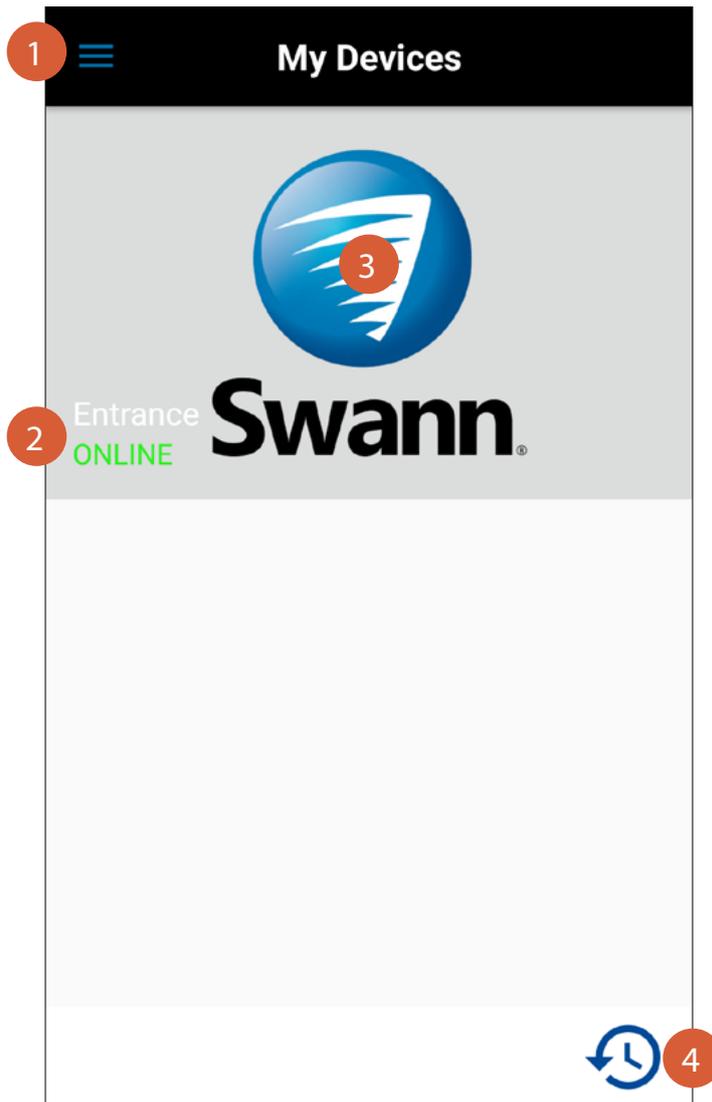
Android



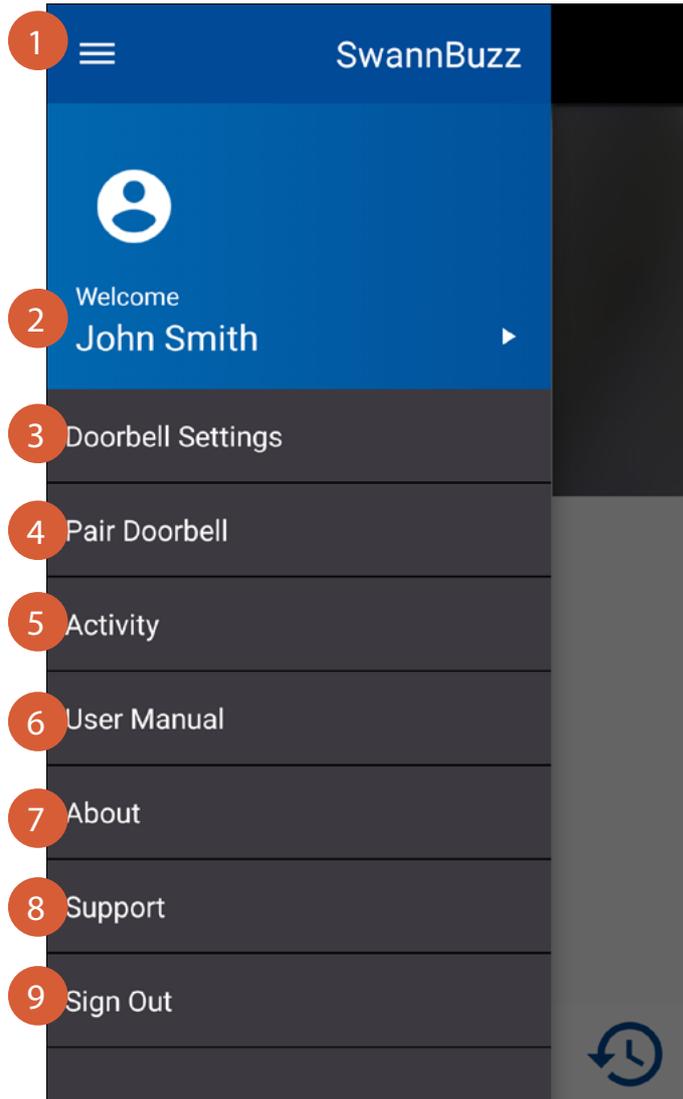


About the App Interface

My Devices Screen

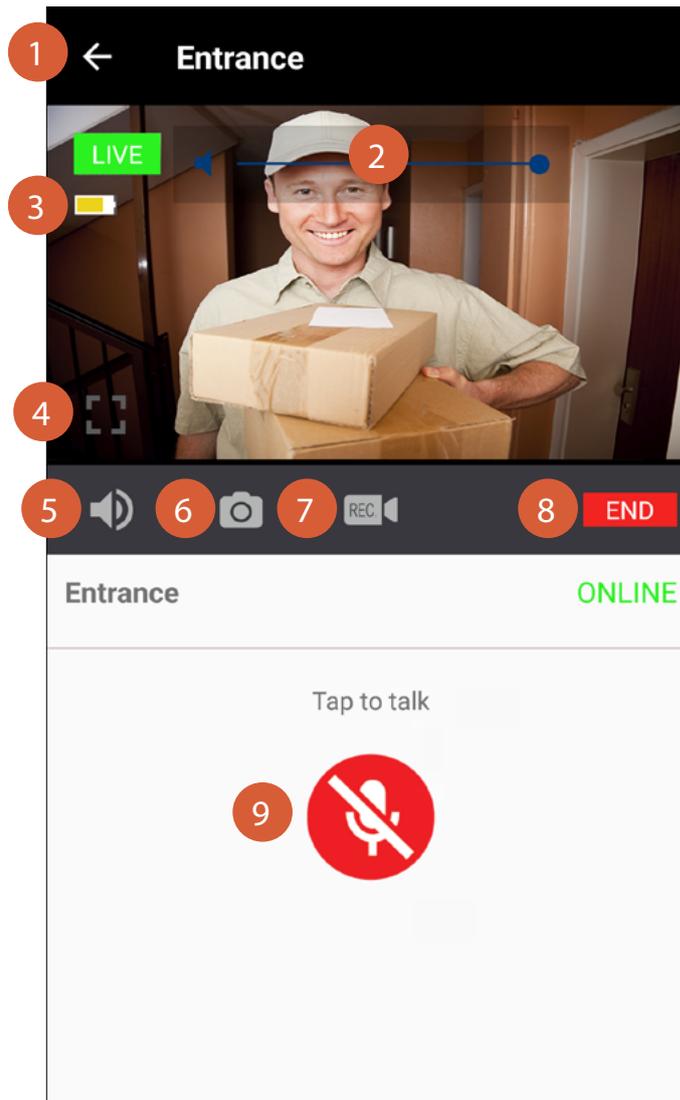


- 1 Open the menu where you can edit your SwannBuzz account profile, manage doorbell settings, pair another doorbell, and more. See "[Menu](#)" on page 12.
- 2 The Doorbell name and connection status.
- 3 Tap to start the live video feed from the Doorbell. For more information, see "[Live View Screen](#)" on page 13.
- 4 Tap to go to the **Activity** screen, where you can browse and view recent and past motion and on-demand recordings. For more information, see "[Activity Screen](#)" on page 14.



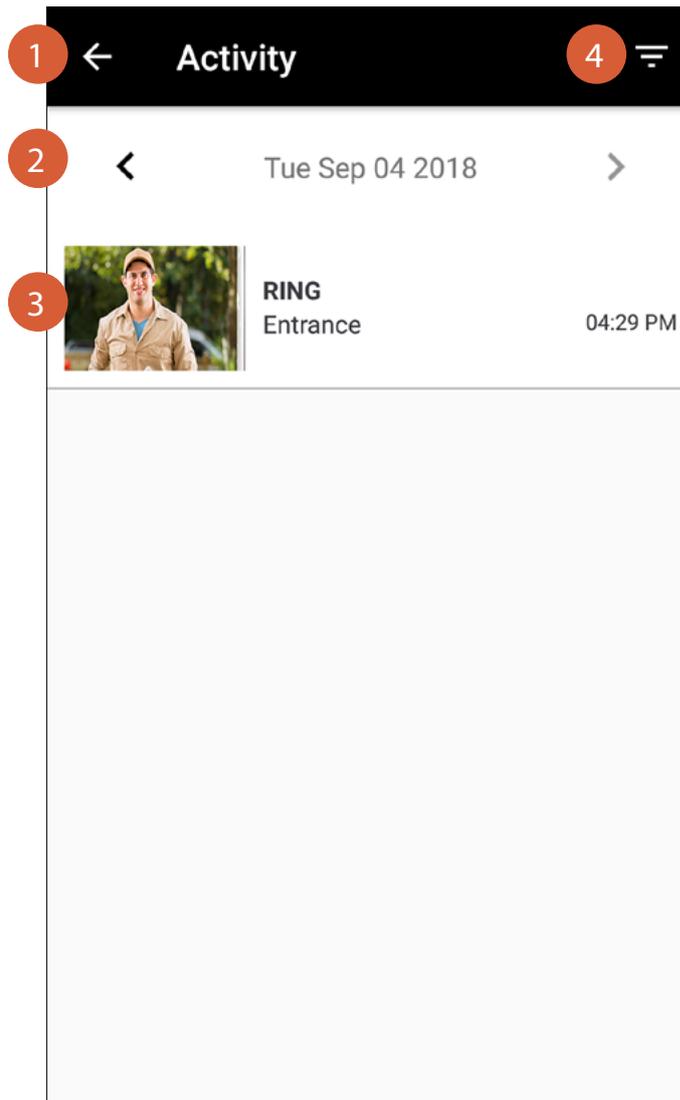
- 1 Close the menu.
- 2 Edit your SwannBuzz account profile such as your profile picture, name or login password. For more information, see "[Profile Screen](#)" on page 16 .
- 3 Manage settings for your Doorbells, including renaming and removing devices from your SwannBuzz account. For more information, see "[Doorbell Settings Screen](#)" on page 17 .
- 4 Add another Doorbell device to your SwannBuzz account.
- 5 Display the activity timeline, where you can view and download recent and past Ring, Motion and On-demand recording events, as well as permanently delete events from the timeline.
- 6 Download the app manual (PDF file) to your phone. For best viewing experience, open the manual using Acrobat Reader (available on the Apple App Store or Google Play).
- 7 Display the app version information, terms of service and privacy policy.
- 8 Open the Swann Support Center website on your phone's web browser.
- 9 Sign out of the SwannBuzz app.

Live View Screen



- 1 Go back to the **My Devices** screen.
- 2 Tap here to display the volume slider and adjust the Doorbell's microphone volume.
- 3 The battery icon indicates the Doorbell's current battery level.
TIP For the actual percentage of battery level remaining, go to the Doorbell's settings and view **Battery Status**.
- 4 Tap to view fullscreen (landscape mode). If your phone's screen orientation is not locked, turning your phone sideways will also display the video window in full screen automatically.
- 5 Tap to mute the live video. Tap again to unmute.
- 6 Tap to capture a photo from the live video. Photos are automatically saved to your phone's internal memory—look for the "SwannBuzz" folder.
- 7 Tap to record a video. Each recording is limited to 15 seconds and will stop automatically. You can view and download your recordings via the Activity screen. Look for the activity named "On Demand Record".
- 8 Tap to end the live video and go back to the **My Devices** screen.
- 9 Tap to enable Talk mode. (Talk mode is not automatically enabled for on-demand and motion event live streaming) When the microphone button turns green - "**Ready to talk**", you'll be able to talk to your visitor through the Doorbell's speaker. Tap again to disable Talk mode; your visitor won't be able to hear you.

Activity Screen

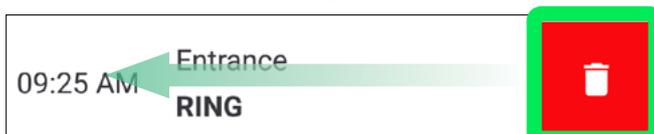


1 Go back to the **My Devices** screen.

2 Tap the left or right arrow to view the previous or following day's activity timeline. The current day's activity timeline is shown by default when you open the **Activity** screen.

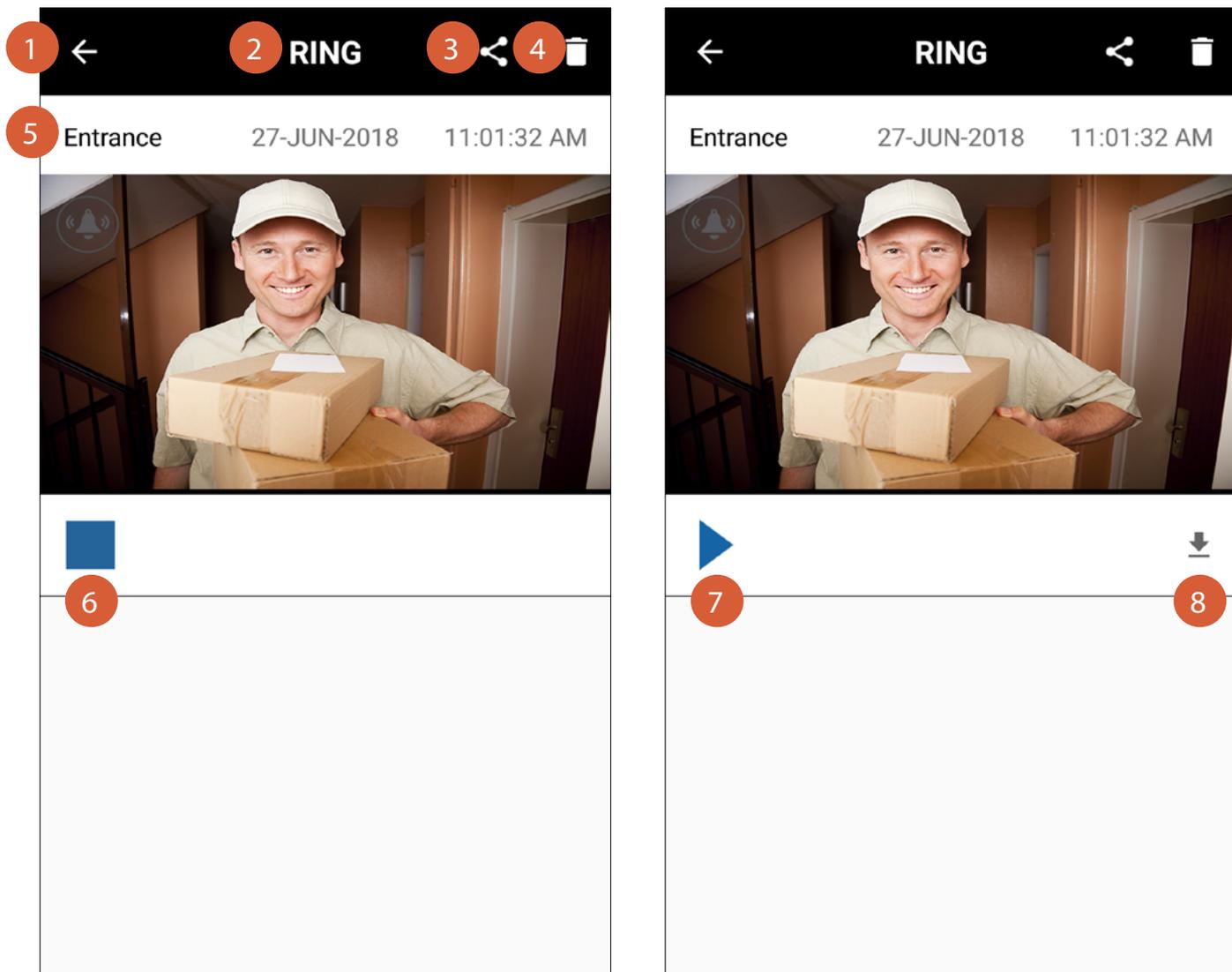
3 The timeline shows a history of all activities, such as Ring and Motion events as well as On-demand recordings (short videos recorded from the live video feed), with the most recent event of the day shown first.

- To view or download the video recording of an activity, tap on the activity. See "[Playback Screen](#)" on page 15.
- To delete an activity from the timeline, swipe left on the activity, then tap the **Bin** button as shown below. If the activity contains essential footage, make sure to download the video first.



4 Tap to search the timeline using a filter. You can filter activities by date and time period.

Playback Screen



1 Go back to the **Activity** screen.

2 The activity type.

3 Tap to share "Snapshot" or "Video" of the activity with friends and family via popular email/messaging apps installed on your phone.

TIP The "Video" option will only appear in the Share menu after the video recording has been downloaded to your phone.

4 Tap to delete the recording of the activity from the Doorbell permanently. This will also remove the corresponding activity from the activity timeline. If you have not downloaded the recording to your phone, it cannot be recovered once it has been deleted.

5 The Doorbell name and the date and time when the activity was recorded.

6 Tap to stop playback. When you stop playback, the  **Download** icon appears in the right hand side of the screen if you have not yet downloaded the recording to your phone.

7 Tap to start playback. If you have already downloaded the recording, it will load directly from your phone (instead of the Doorbell) and you can also pause, rewind, and fast forward through the video.

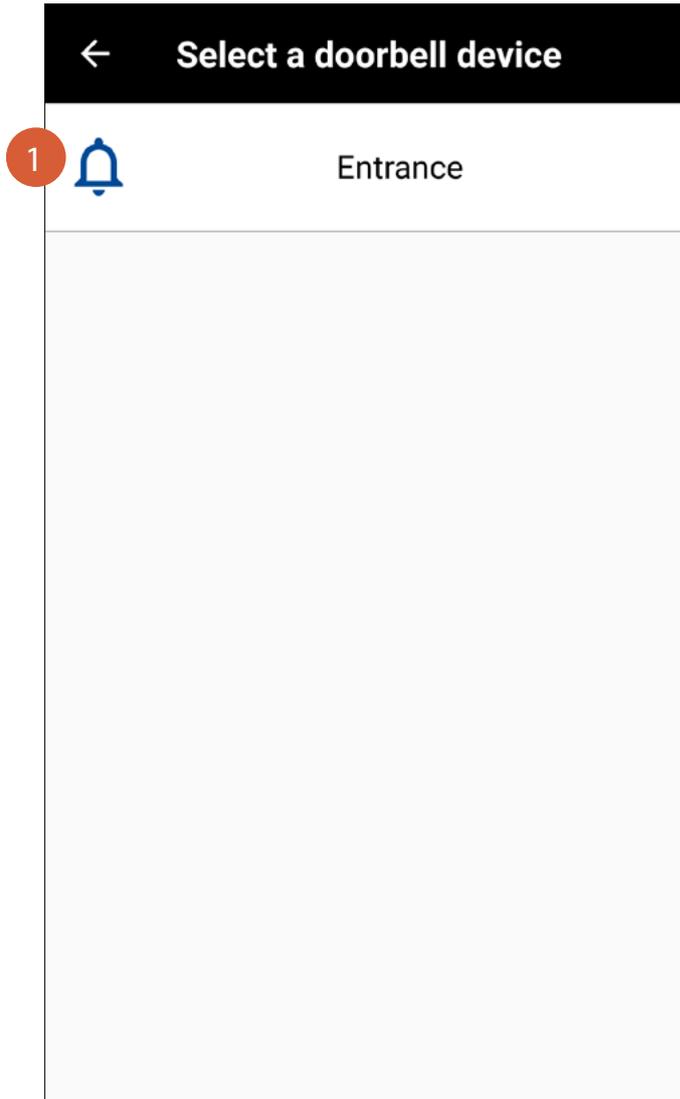
8 Tap to download the recording of the activity to your phone. Please note that it may take up to several minutes to download the video clip, depending on the file size, which can vary based on the video length and recording quality, and the network conditions on both your Doorbell and phone. Make sure to stay connected to the network. The video will automatically play after the download is finished.

Profile Screen

The screenshot shows a mobile application interface for editing a profile. At the top, there is a dark blue header with a back arrow and the title "Profile". Below the header is a blue profile card. On the left side of the card is a white profile picture icon with a plus sign, labeled with a red circle containing the number 1. To the right of the icon is the name "John Smith". Below the profile card are four text input fields. The first field is labeled "FULL NAME" and contains the text "John Smith", with a red circle containing the number 2 next to it. The second field is labeled "EMAIL" and contains the text "johnsmith@swann.com", with a red circle containing the number 3 next to it. The third field is labeled "CURRENT PASSWORD" and is empty, with a red circle containing the number 4 next to it. The fourth field is labeled "SET NEW PASSWORD" and is empty, with a red circle containing the number 5 next to it. At the bottom of the screen is a blue button with the text "Save".

- 1 Shows your profile picture. Tap the + button to set up or edit your profile picture.
- 2 Tap to edit your name.
- 3 Shows the email address registered with your SwannBuzz account.
- 4 If you want to change your SwannBuzz account password, you must enter the current password first (for authentication).
- 5 After entering your current password above, enter your new password (must contain at least eight characters) here, then tap the **Save** button at the bottom of the screen. The SwannBuzz app login screen is displayed to indicate that the new password has taken effect. You will need to sign in again using the new password.

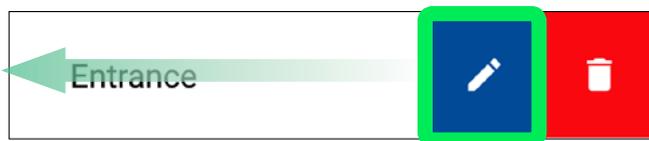
Doorbell Settings Screen



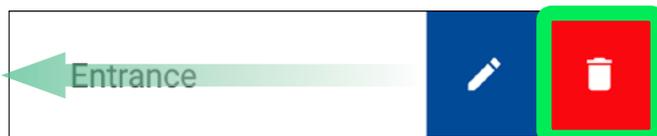
1

Lists all of the Doorbells that are paired and registered to your SwannBuzz account.

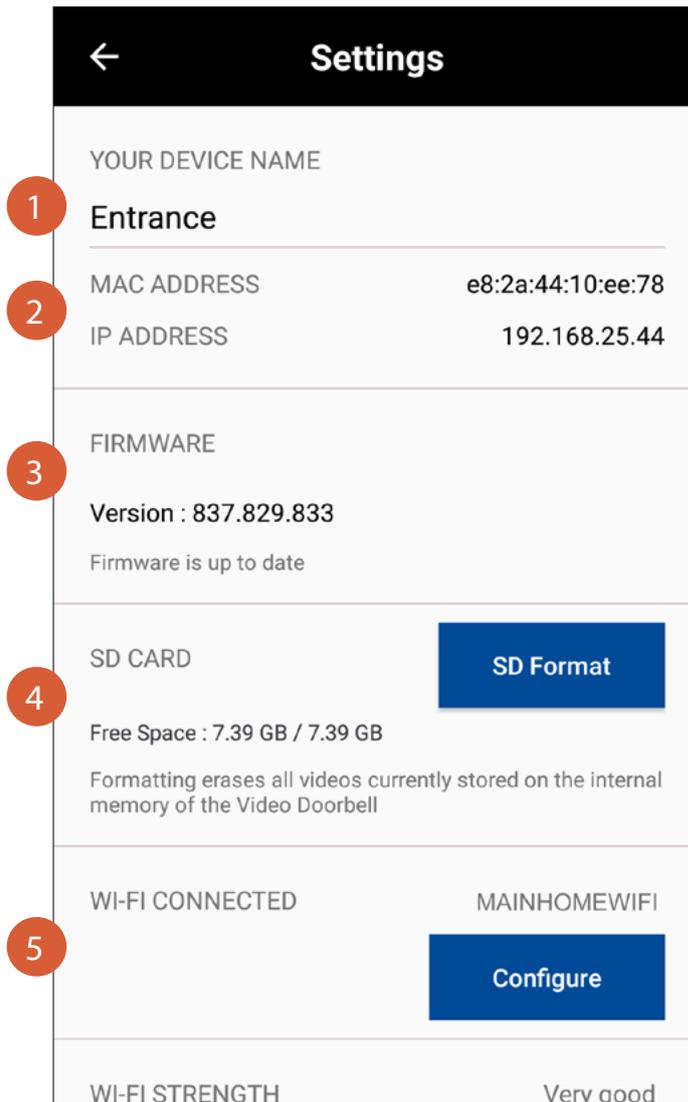
- To manage settings for a Doorbell, tap the Doorbell name.
- To rename a Doorbell, swipe left on the Doorbell name, then tap the **Pencil** button as shown below.



- To unpair and remove a Doorbell from your account, swipe left on the Doorbell name, then tap the **Bin** button as shown below.

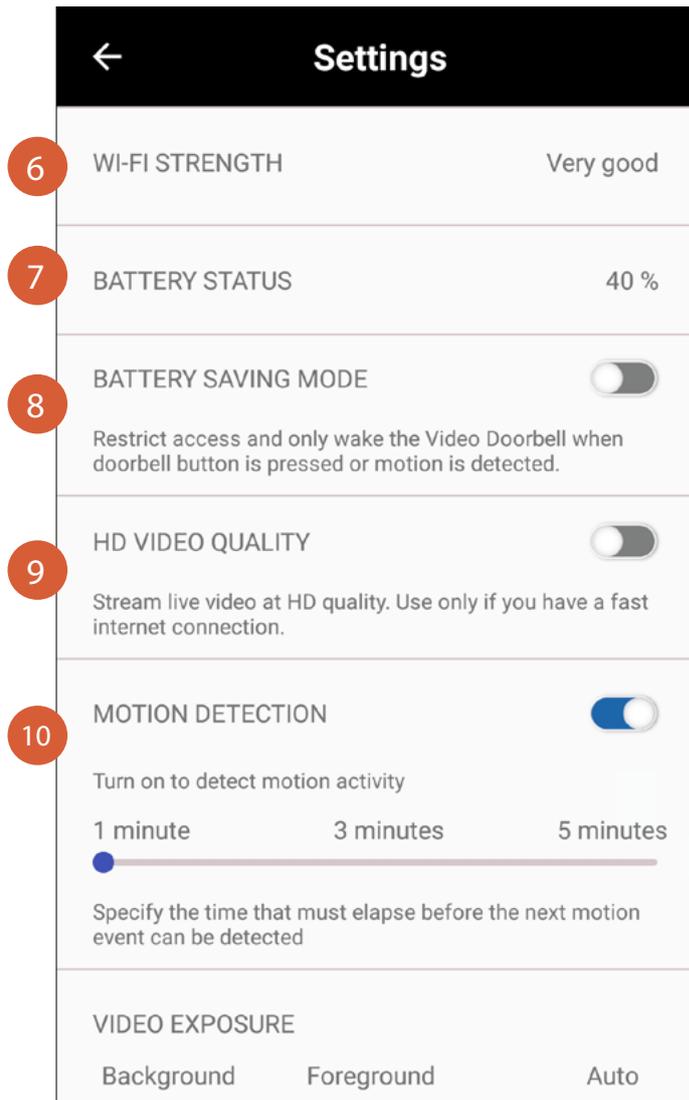


Doorbell Settings Screen



- 1 Shows the Doorbell name.
- 2 Shows the MAC address and the IP address of the Doorbell. The MAC address is a unique 12-character hardware ID assigned to the doorbell that makes it easily identifiable on your wireless network.
- 3 Shows the current firmware version of the Doorbell and whether it is the latest. Periodically firmware updates will be released for the Doorbell. They can include bug fixes or feature improvements. When a new firmware version is available, the **Update Firmware** button is displayed. Simply tap the **Update Firmware** button to start the firmware update process. If the Doorbell has less than 40% battery life, you'll be prompted to plug it into a USB power source first.
- 4 Shows the amount of free space remaining on the Doorbell. The **SD Format** button clears the Doorbell's internal memory completely—all recordings as well as activity history in the timeline will be permanently deleted.
- 5 Shows the name of the Wi-Fi network the Doorbell is using. If multiple networks are available in the vicinity and you would like to change the Doorbell's Wi-Fi connection, tap the **Configure** button. Before you can change Wi-Fi settings, your phone needs to be connected to the same Wi-Fi network as the Doorbell. For more information, see ["Changing the Wi-Fi Network" on page 24](#).

Doorbell Settings Screen



6

Shows the strength of the Wi-Fi signal the Doorbell is receiving. In general, the closer the Doorbell is to your router/access point, the stronger the signal strength, and the more reliable and faster the Wi-Fi connection between the Doorbell and your router/access point.

7

Shows the battery status of the Doorbell—"Battery Level Remaining" or "Charging".

8

Turn **Battery Saving Mode** on or off. By enabling **Battery Saving Mode**, the Doorbell's battery will last longer as core functions, such as live view and activity retrieval, are disabled. Please note that the Doorbell will appear "Offline" in the app except for when the doorbell button is pressed or motion is detected; either of these events will wake the Doorbell temporarily so that you can talk to your visitor or view the motion event. You can also access and change Doorbell settings in the app during this time.

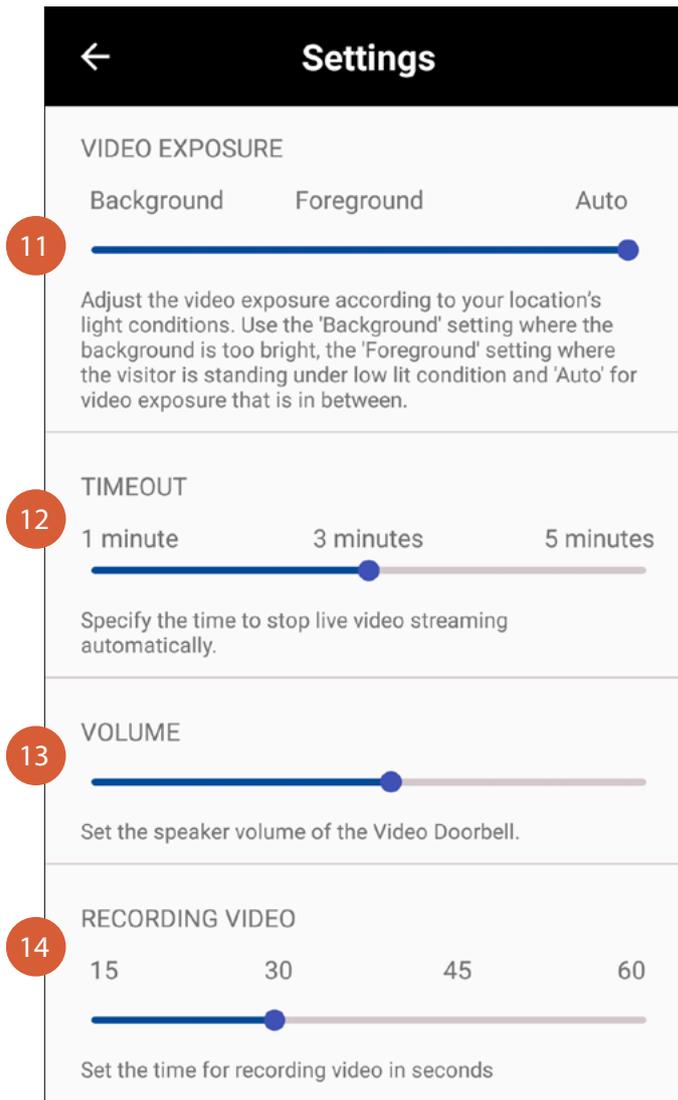
9

Turn **HD Video Quality** on or off. If you have a poor internet connection or very limited data caps, we recommend leaving this setting "Off" to help ensure smooth live video streaming and playback performance with less impact on data usage.

10

Turn **Motion Detection** on or off. When **Motion Detection** is on, the Doorbell will record video and send a push notification to your phone each time the built-in motion sensor is triggered. You can set how long the motion sensor will be inactive after each detection. If you're receiving too many notifications, try setting a longer time period. Please note that constant triggering of the motion sensor and frequent recording of events will drain the battery faster, resulting in decreased battery life.

Doorbell Settings Screen



11

Drag the slider left or right to adjust the video exposure between "Background", "Foreground" and "Auto". To obtain a good balanced image, try matching the exposure according to the lighting conditions of the surrounding area. The default setting is "Auto"—the Doorbell will automatically adjust the exposure.

12

Drag the slider left or right to set the timeout period for the live stream.

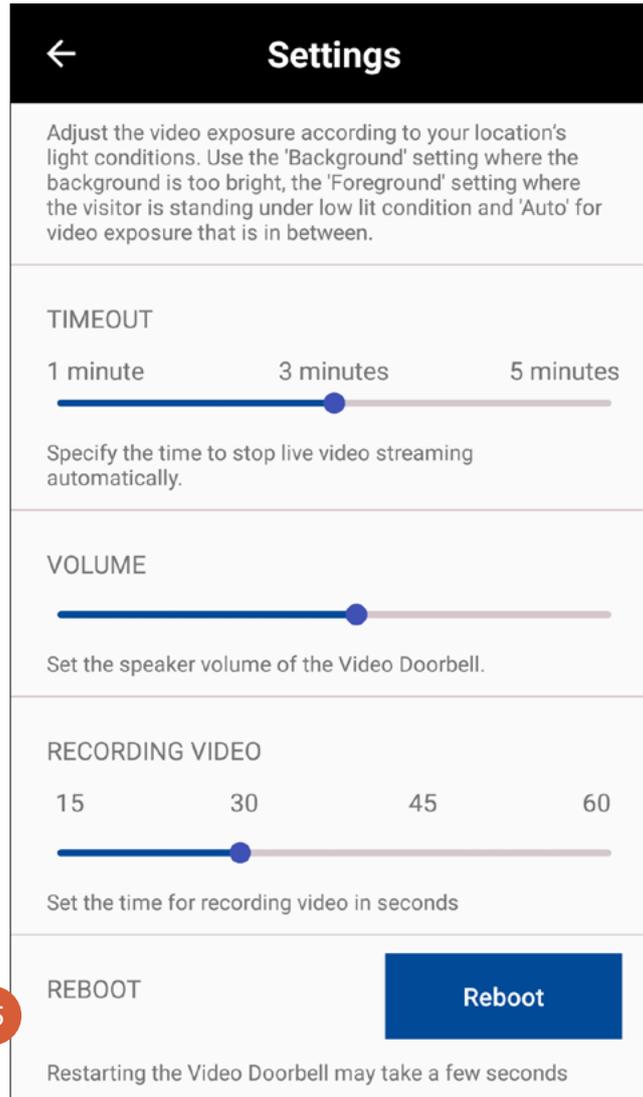
13

Drag the slider left to right to decrease or increase the volume of the Doorbell's speaker.

14

Drag the slider left or right to set the recording time for each motion event. Longer recording times will increase battery consumption.

Doorbell Settings Screen



15

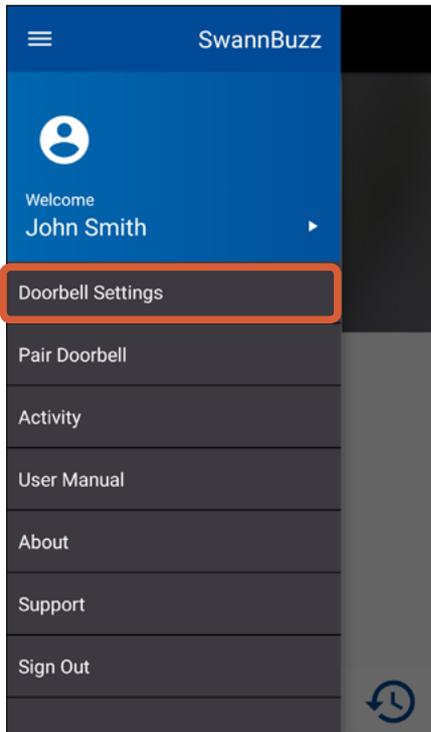
Tap the **Reboot** button to restart the Doorbell. This is useful if, for some reason, you're having trouble downloading events from the Doorbell. A reboot can often fix connectivity issues quickly. Please note that the Doorbell will not be accessible for a few minutes while it reboots.



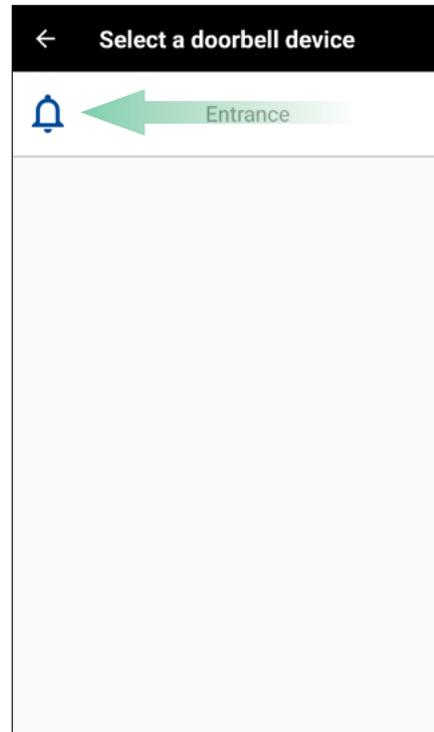
Device Maintenance

Renaming the Doorbell

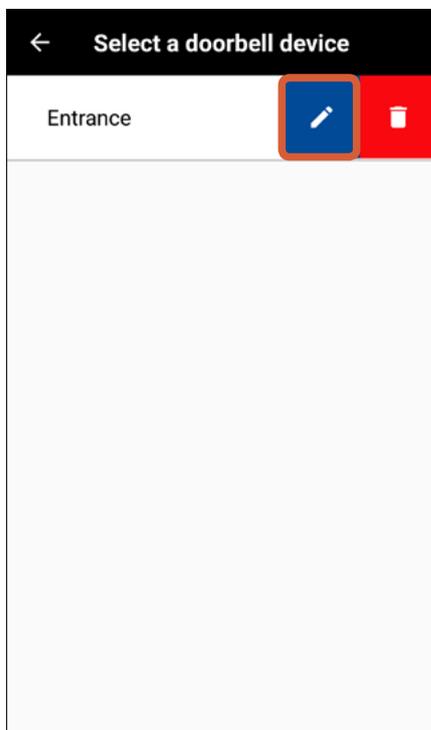
Want a fancier name for your Doorbell? You can easily rename the Doorbell.



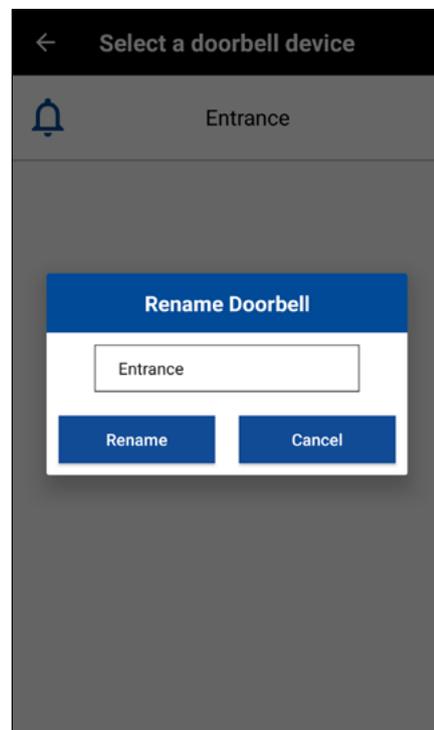
From the **My Devices** screen, open the menu and select **Doorbell Settings**.



Swipe left on the Doorbell that you want to rename.



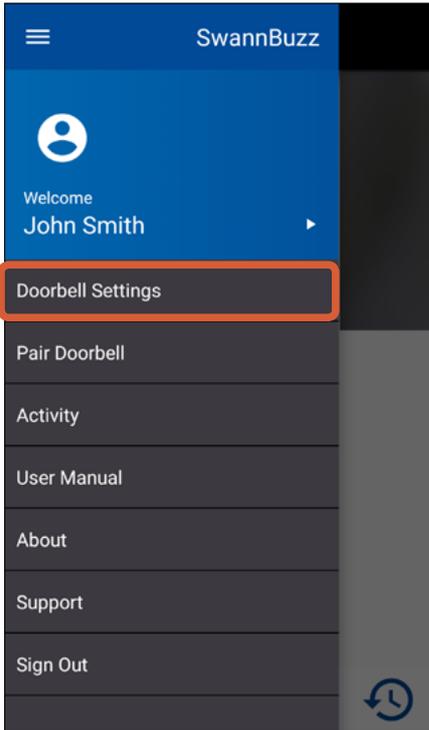
Tap the **Pencil** button.



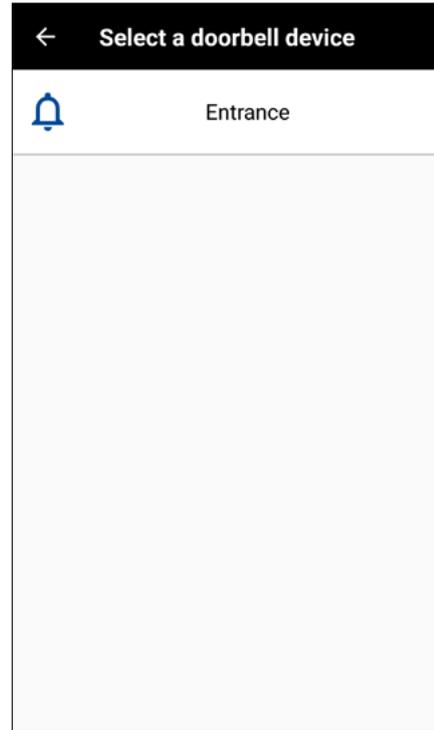
Enter a new name (up to 32 characters including spaces) for the Doorbell in the popup box, and then tap the **Rename** button.

Changing the Wi-Fi Network

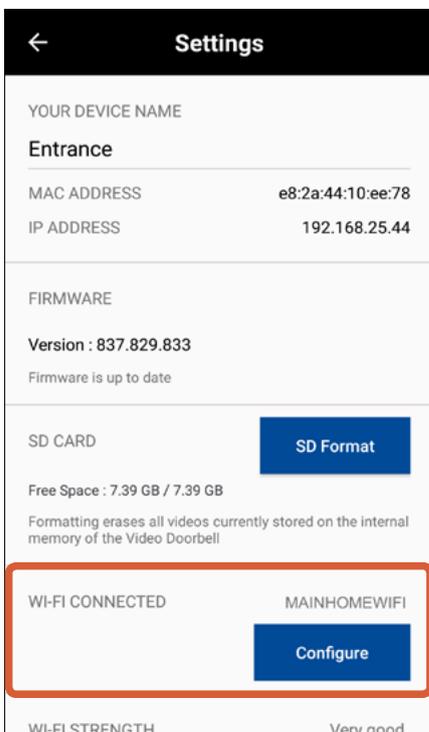
If you have multiple access points in your home, you can easily change the Wi-Fi network your Doorbell is connected to.
Note: Make sure to use a network that will provide a strong Wi-Fi signal to the Doorbell where its final location is.



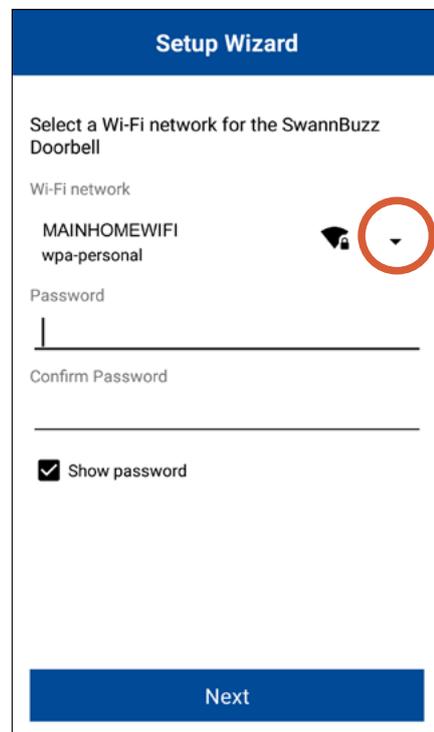
From the **My Devices** screen, open the menu and select **Doorbell Settings**.



Select the Doorbell for which you want to change the Wi-Fi network.



Under **Wi-Fi Connected**, the Wi-Fi network of the Doorbell is shown. Make sure your phone is connected to the same Wi-Fi network as the Doorbell. Then tap the **Configure** button.



Select your preferred Wi-Fi network connection for the Doorbell by tapping the down arrow—a list of available wireless networks nearby is displayed.
Note: The Doorbell will only connect to a 2.4GHz network.

(Continued on the next page)

Changing the Wi-Fi Network

Setup Wizard

Select a Wi-Fi network for the SwannBuzz Doorbell

Wi-Fi network

LOUNGE-AP
wpa-personal

Password

Confirm Password

Show password

Next

Enter and confirm the password for the selected Wi-Fi network, and then tap **Next**.
TIP Wi-Fi passwords are case sensitive, so make sure to enter it exactly the same as it was created or as found on your router. You can tap the **Show password** box to show or hide the password.

Settings

YOUR DEVICE NAME

Entrance

MAC ADDRESS e8:2a:44:10:ee:78

IP ADDRESS 192.168.25.44

FIRMWARE

Version : 837.829.833

Firmware is up to date

SD CARD **SD Format**

Free Space : 7.39 GB / 7.39 GB

Formatting erases all videos currently stored on the internal memory of the Video Doorbell

WI-FI CONNECTED LOUNGE-AP **Configure**

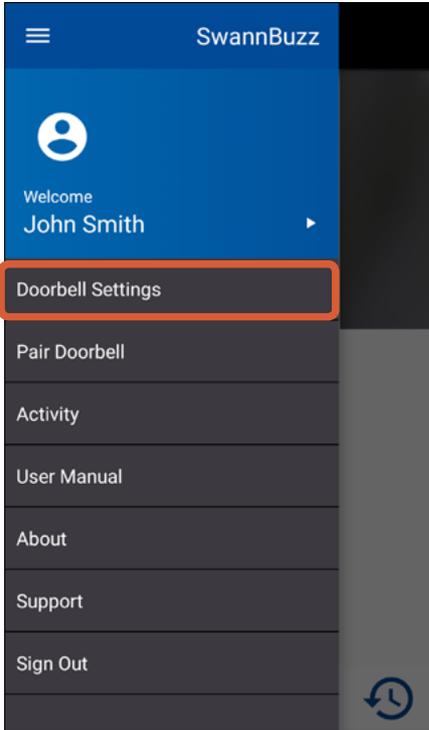
WI-FI STRENGTH Very good

The app returns to the **Settings** screen once the Doorbell has successfully connected to the selected Wi-Fi network as shown under **Wi-Fi Connected**.

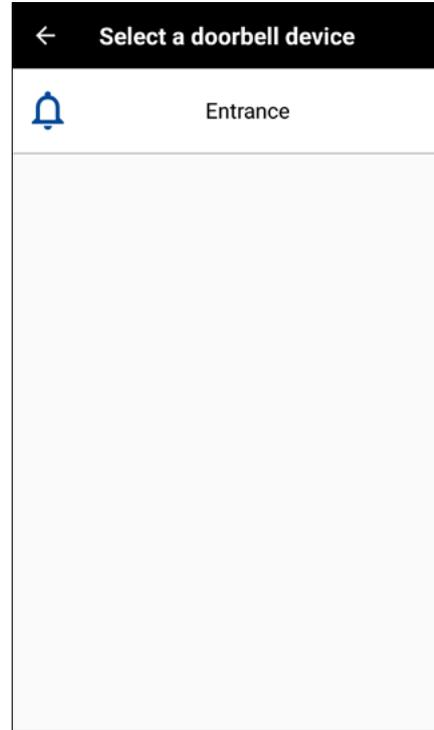
Restarting the Doorbell

There are two ways to restart the Doorbell, either via the app or manually on the device via the Reset button. If you're having difficulties with the Doorbell, such as issues with network connectivity and downloading clips, try restarting the Doorbell.

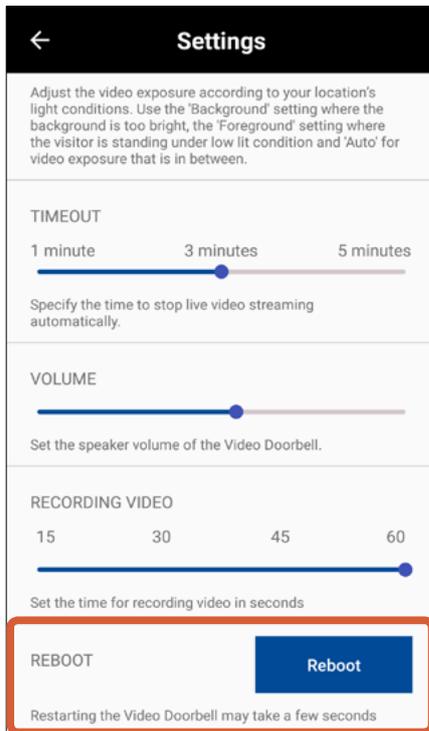
- **Restart via App**



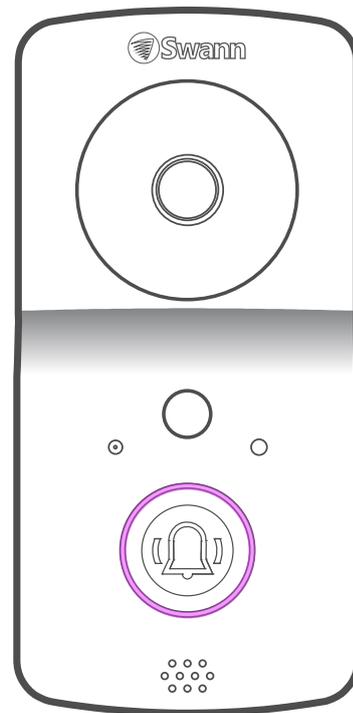
From the **My Devices** screen, open the menu and select **Doorbell Settings**.



Select the Doorbell that you want to restart.



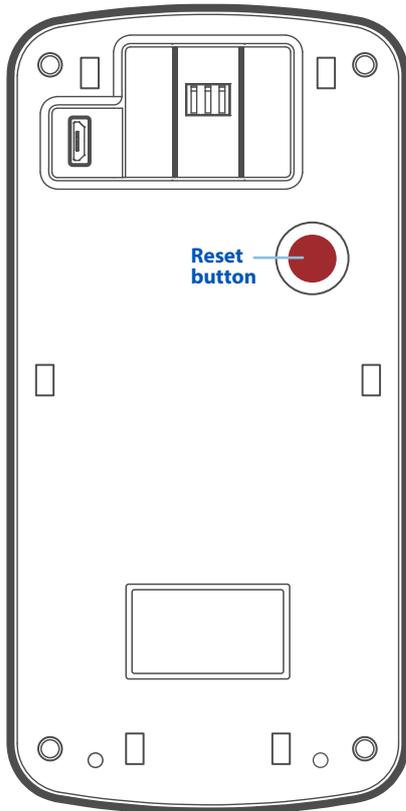
Scroll down all the way down to the bottom and tap the **Reboot** button.



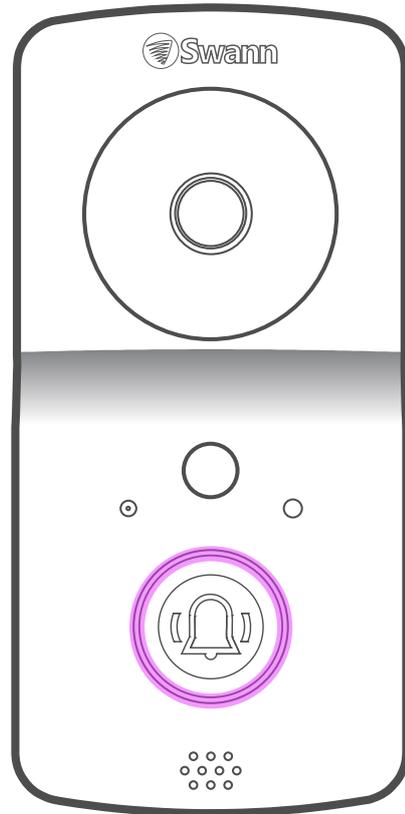
The light ring on the Doorbell glows purple and turns off when the Doorbell has finished restarting.

Restarting the Doorbell

- **Restart via Doorbell Device**



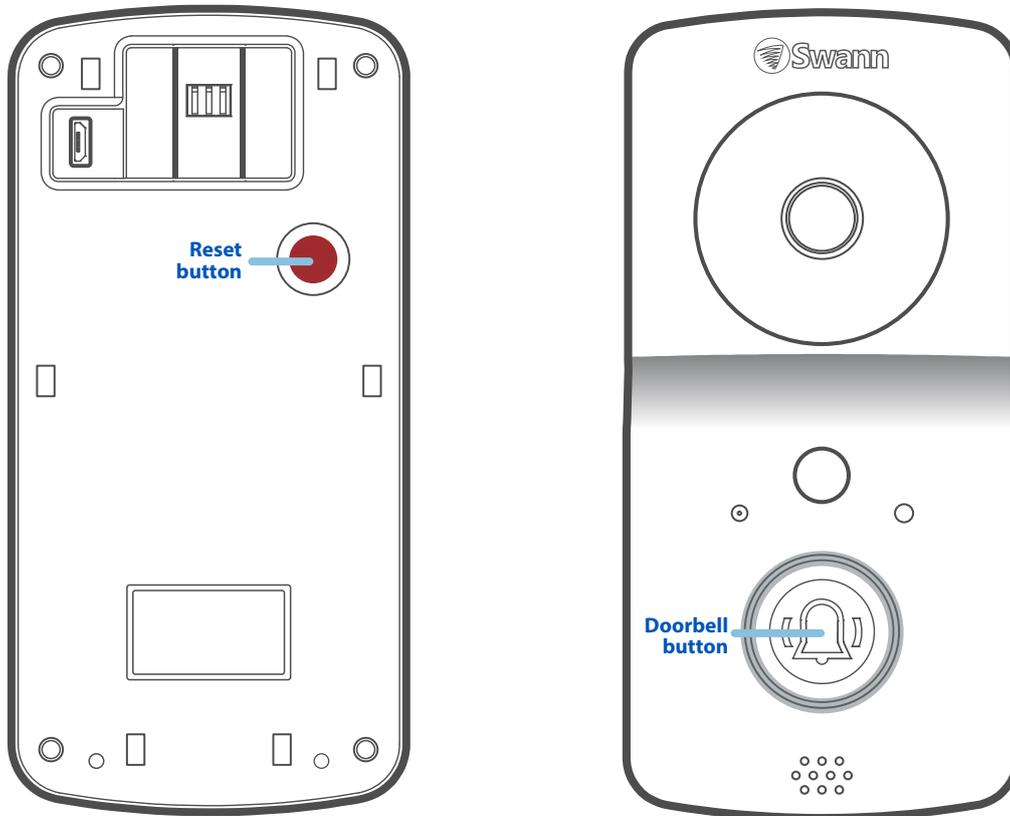
Press the **Reset** button for two seconds.



The light ring on the Doorbell glows purple and turns off when the Doorbell has restarted. It can take about 30 seconds for the Doorbell to restart.

Turning the Doorbell Off

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



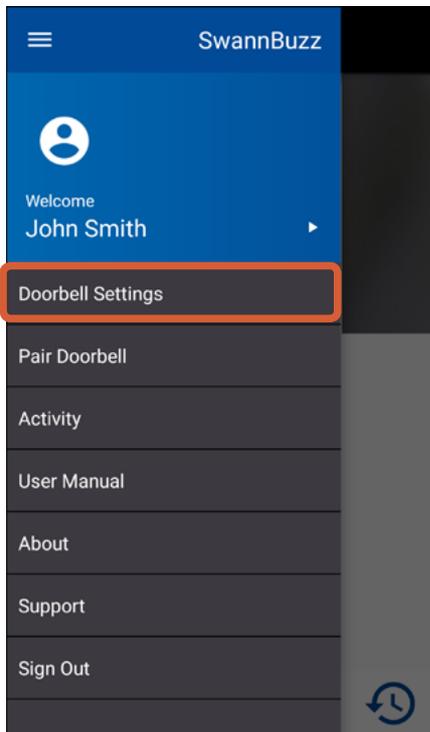
Press and hold the **Reset** and **Doorbell** buttons at the same time, then release the **Reset** button and continue holding the **Doorbell** button for another 15 seconds. The LED ring will blink purple once, then blue before turning off after you release the Doorbell button.

To turn the Doorbell back on, simply press the **Reset** button for two seconds. The Doorbell automatically connects to the Wi-Fi network it was previously connected to. This can take up to 30 seconds. Once connected, the LED ring will turn off.

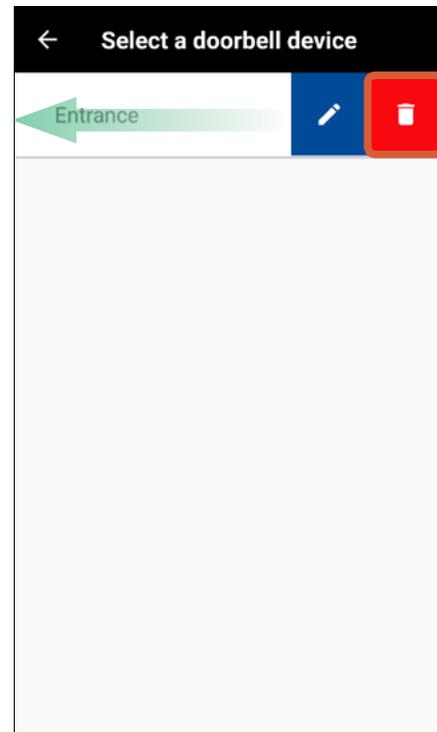
Note: If your router or Wi-Fi network settings have changed, the Doorbell will need to be paired again

Removing the Doorbell from your SwannBuzz Account

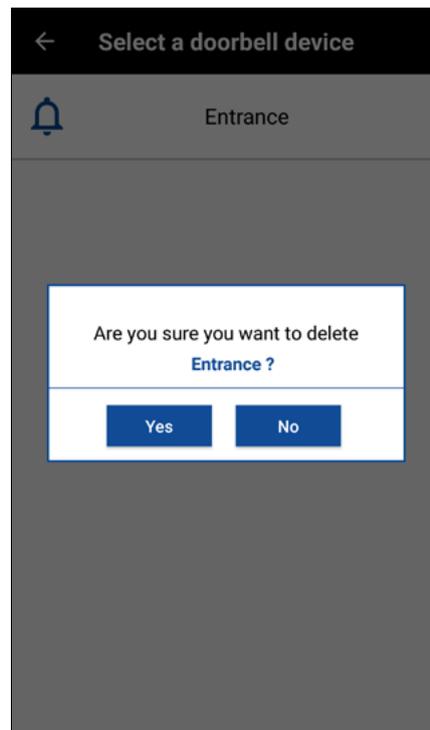
You can easily delete the Doorbell from your account, if necessary. For example, if you're giving away your Doorbell, you need to do this first so someone else can set it up under their own account. When you delete the Doorbell, all related activity history including recordings will be erased; so make sure to download activity recordings you want to keep to your phone.



From the **My Devices** screen, open the menu and select **Doorbell Settings**.



Swipe left on the Doorbell that you want to remove, then tap the **Bin** button.



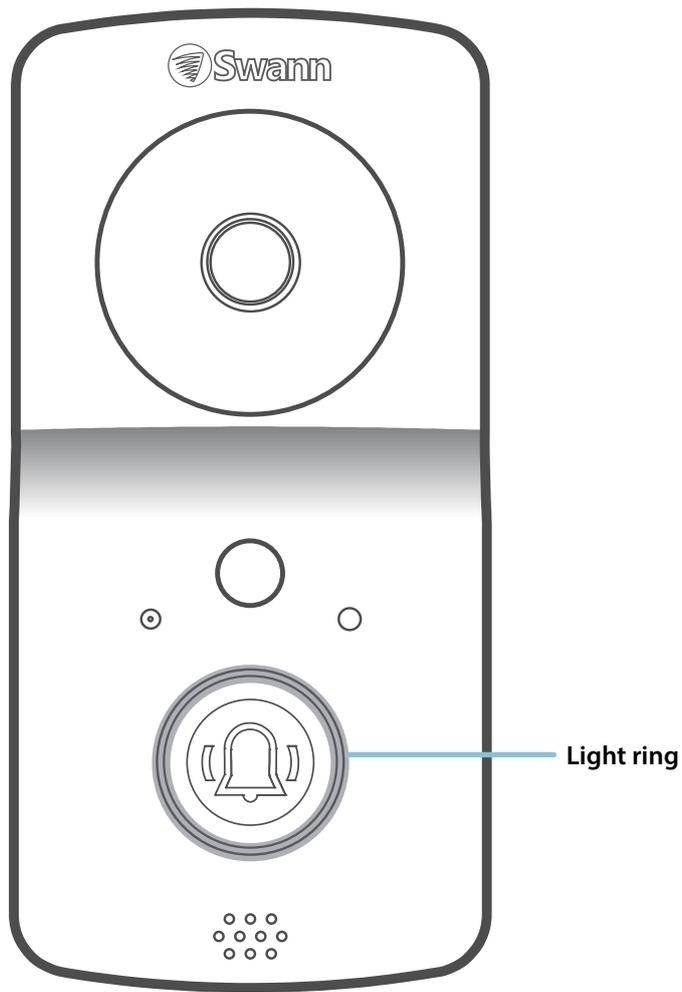
A confirmation box appears. Tap the **Yes** button to confirm that you want to delete the Doorbell from your account. The Doorbell is reset to factory default and goes into pairing mode.

Note: If the Doorbell was in the **OFFLINE** state prior to deletion, you'll need to manually reset the Doorbell to factory default - Press and hold the Reset (at the rear) and Doorbell buttons at the same time, then release the Reset button and continue holding the Doorbell button for another 6 seconds.



Help

Doorbell Light Ring Guide



Action	Light Ring
Charging (USB)	Solid blue
Pairing mode	Slow blinking blue
Connecting to Wi-Fi	Solid purple
Doorbell front button press	Three blue blinks
Live streaming / Motion recording	Solid red

Troubleshooting

In most cases, setting up and using the Doorbell with the app is easy and trouble-free. If you encounter connection or other issues, however, please check the following sections for help and advice. Should you need additional assistance, please visit support.swann.com.

I cannot connect the Doorbell to my Wi-Fi network

- Make sure the Wi-Fi network that you want the Doorbell to join is not an unencrypted (open) network.
- Make sure the Wi-Fi network is using the 2.4GHz frequency. The Doorbell does not support 5GHz networks.
- Test your Wi-Fi network with other devices such as your phone or smart TV to make sure it is operating properly.
- The Wi-Fi connection is not stable during pairing. Try pairing the Doorbell closer to your Wi-Fi router.
- Make sure the Doorbell is in pairing mode. Follow the on-screen pairing instructions carefully and don't skip any steps.
- Your 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 Doorbell's MAC address to the router's white-list of allowed devices. You can find the Doorbell's MAC address printed on a label at the back of the device.

The Doorbell status shows "Offline"

- There could be an issue with your internet connection (e.g., service disruption). Please try again in a few minutes.
- The Doorbell is completely out of battery power. Plug the Doorbell into your USB charger to charge it.
- The Doorbell has been disconnected from your Wi-Fi network. Press the Reset button on the back of the Doorbell for two seconds to automatically re-connect to your Wi-Fi network. Make sure the Doorbell is getting a good signal from your Wi-Fi router. You may need to install a Wi-Fi repeater or extender to boost the network signal.
- The Doorbell is in Battery Saving Mode. Press the Doorbell button or trigger motion detection (if enabled) to wake the Doorbell.

I stopped receiving notifications on my phone

The SwannBuzz app is not running in the background of your phone. If you have restarted your phone recently, make sure to open the SwannBuzz app.

It takes a long time to download recordings

Depending on the video file size and the network conditions on both your Doorbell and phone, it may take up to several minutes to download the video recording of an event. Generally, under normal operating conditions, a 15-second video recording would take under a minute to download.

The Doorbell is not charging

- Make sure the power outlet for your USB charger is switched on.
- Make sure the USB cable plugs are fully inserted into their respective ports.

The Doorbell doesn't connect to Wi-Fi after I installed a new router

If your previous router's Wi-Fi network is no longer operating or if the Wi-Fi network name is same but password has changed, you'll need to pair (Menu > Pair Doorbell) the Doorbell again so it can configure itself with your new router's Wi-Fi settings. Please note that it is not necessary to remove the Doorbell from your SwannBuzz account before pairing it again.

Frequently Asked Questions

How do I adjust the volume of my Doorbell's chime?

Go to your Doorbell's settings in the app and drag the "VOLUME" slider to the left or right to decrease or increase the speaker volume.

Will I be able to see visitors at night?

In low light conditions, the Doorbell's night detection sensor will activate the built-in infrared LEDs around the camera lens, illuminating the area in front of it so you can clearly see who's there. Please note that night videos will appear in black and white.

How long will my Doorbell last on a full charge?

The length of time your Doorbell operates on a full charge depends on how frequently you use it, the Wi-Fi connection quality, and various settings. Like other electronic devices, more frequent usage will mean the battery draining more quickly. When you want to prioritize battery life, try turning on Battery Saving Mode (via Doorbell settings). This feature will help conserve battery life by not allowing the Doorbell to be accessed on your app except when the front button is pressed or motion is detected.

How can I improve the battery life on my Doorbell?

Try these tips to extend your Doorbell's battery life:

- Set the live stream timeout period (Doorbell Settings > Timeout Period) to 1 minute
- Turn "Motion Detection" off. If "Motion Detection" is turned on, reduce the recording time (Doorbell Settings > Recording Video) to 15 seconds
- Turn "HD Video Quality" off
- Turn "Battery Saving Mode" on

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

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

Can I access my Doorbell on another phone?

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

Frequently Asked Questions

Why am I getting false motion events?

Moving cars, passersby, direct sunlight or reflection may cause unwanted motion detection. To minimize false motion detections as much as possible, the Doorbell should ideally be facing the immediate area of the front door or porch only (where someone would enter and approach).

A prompt to update the Doorbell's firmware pops up in the app

Please update your Doorbell's firmware to the latest version for improvements in performance and feature enhancements. The firmware update process can take up to 5 minutes.

The battery percentage level is not shown while my Doorbell is charging. How do I find out when my Doorbell is fully charged?

The app will send a push notification when your Doorbell is fully charged. Once your charger has been removed, please wait a few minutes for the app to update the battery percentage level.

I pressed the Doorbell button back-to-back but my Doorbell sounded once only

The initial press of the Doorbell button will ring the Doorbell and immediately begin video recording, and during the recording period, subsequent presses of the Doorbell button will not ring the Doorbell (until video recording is over). You will, however, continue to get notifications on your phone and hear the indoor speaker accessory (if installed) ring each time the Doorbell button is pressed.

Some of my events on the Activity screen display the Swann logo as thumbnail

If, for some reason (for example, poor internet connection), the app fails to retrieve the snapshot of the event from your Doorbell, the Swann logo will be shown instead.

Will my Doorbell record events if it loses Wi-Fi connection?

Your Doorbell actively continues to detect activity and record video to its internal memory even if your internet connection is down.

I received a push notification that my Doorbell's battery is low

You'll get a "Battery Low" push notification once when your Doorbell's battery level is at 20% and then again at 10%.

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

For the latest version of this user manual, please visit: www.swann.com

Apple and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries.

Google, Android, and Google Play are trademarks of Google Inc.

© 2018 Swann Communications

Version: 2018-10