


Getting Started

Installing the Swann Security App



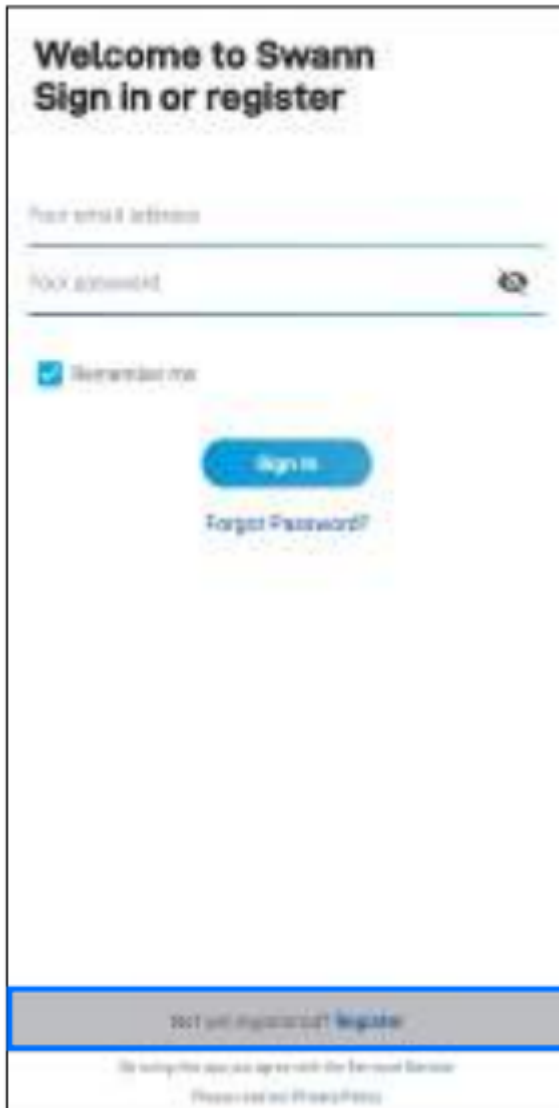
Search and download the latest version of the Swann Security app using the Google Play  store app on your phone.



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




The image shows a mobile app screen for Swann Security. At the top, it says "Welcome to Swann" and "Sign in or register". Below this are two input fields: "Full email address" and "Your password". There is a "Remember me" checkbox which is checked. A blue "Sign in" button is visible, along with a "Forgot Password?" link. At the bottom, there is a grey bar with the text "Not yet registered? Register" highlighted with a blue border. Below this bar, there is a small line of text: "By using the app you agree with the Service Terms" and "Phone call or WhatsApp".

Open the Swann Security app and tap **Not yet registered? Register**



The image shows a mobile application registration screen. At the top, there is a navigation bar with a left-pointing chevron and a right-pointing chevron. Below the navigation bar, the text "Let's get started." is displayed in a bold, black font. Underneath this text, there are two input fields. The first field is labeled "First name" and the second field is labeled "Last name". Both fields have a light blue underline. The rest of the screen is blank white space.

Enter your first and last names, then tap . This helps us verify your identity if you contact us for assistance with your account or device.

The screenshot shows a mobile application interface with the following elements:

- Navigation arrows at the top left and top right.
- Section header: **Where are your devices located?**
- Form fields:
 - Street address: 75-76 Launceston St
 - Suburb: Port Melbourne
 - Postcode: 3207
 - City: Melbourne
 - Country selection: A dropdown menu with the text "Please select a Country" and options for "United Kingdom", "Australia", and "Canada".

Enter your device location (if GPS is off) or make any changes to the auto-populated address fields if necessary, then tap **>**. This helps us personalize your experience on the Swann Security app and other Swann services.



Creating your Swann Security Account

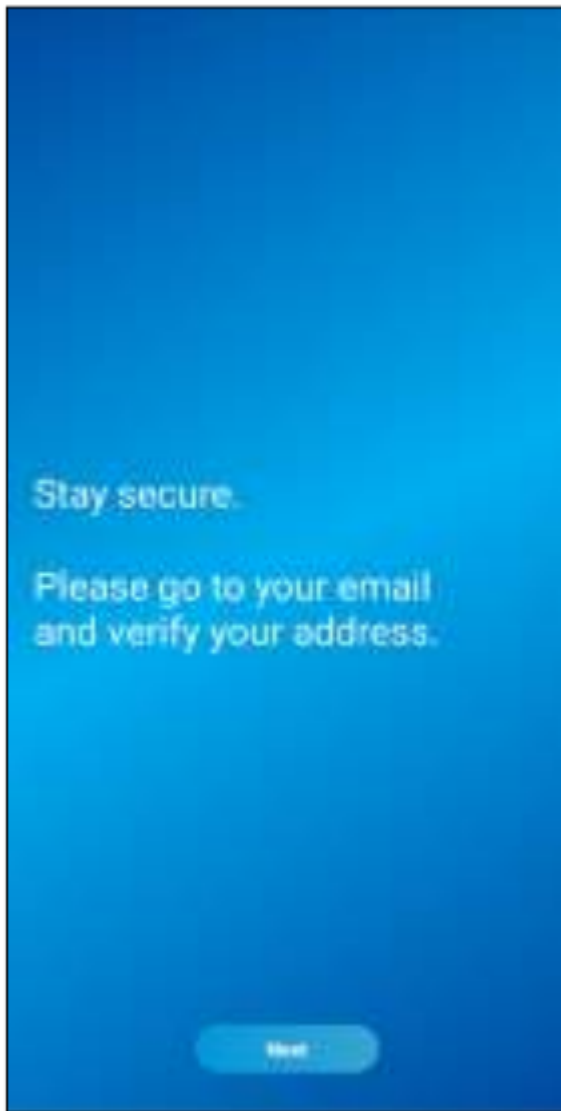


The screenshot shows a mobile application interface for account creation. At the top, there is a back arrow on the left and a 'Cancel' button on the right. The main heading is 'Last Step.' Below this, there are three input fields: 'New email address', 'Enter a password', and 'Please confirm password'. Each password field has an eye icon to toggle visibility. Below the input fields is a checkbox labeled 'By creating an account you agree with the Swann Terms of Service'. A large blue 'Register' button is centered below the checkbox. At the bottom, there are two checked checkboxes: 'I agree to receive emails from Swann' and 'Swann is committed to making your commands safer. Learn how you can help'. A 'Privacy Policy' link is located at the very bottom.

Enter your email address, desired password (between 8 - 32 characters), and confirm the password. This will be the email address and password you use to sign into the Swann Security app.



Read the Terms of Service and Privacy Policy (link on the bottom of the screen), select the checkbox to agree to the Terms of Service, and then tap Register to create your account



To finish creating your 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 **Next** to return to the **Sign In** screen.




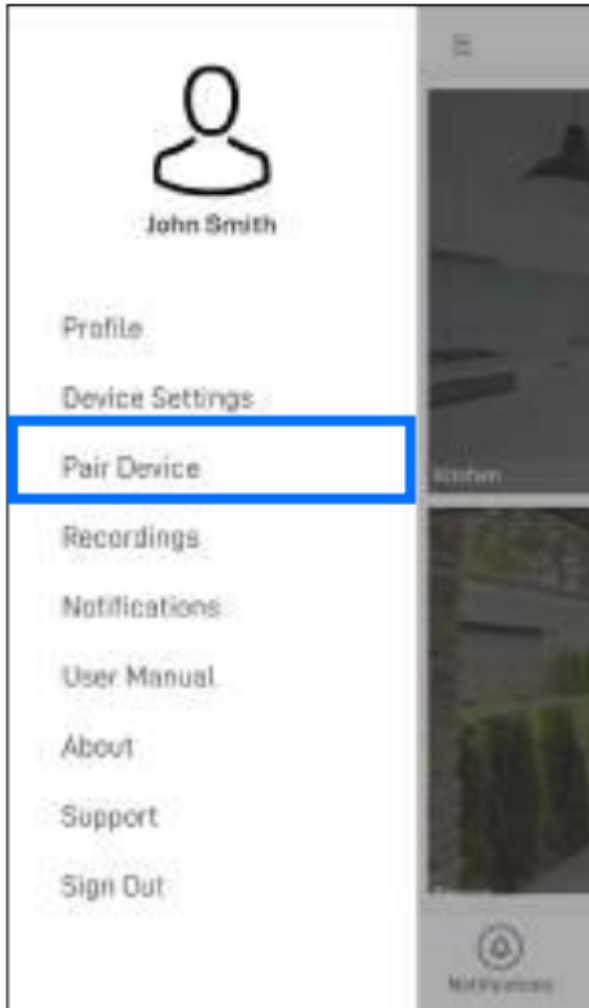
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap **Sign In**.


NOTE You can toggle the **Remember Me** option on to save your login credentials so you don't have to sign in every time you open the app.

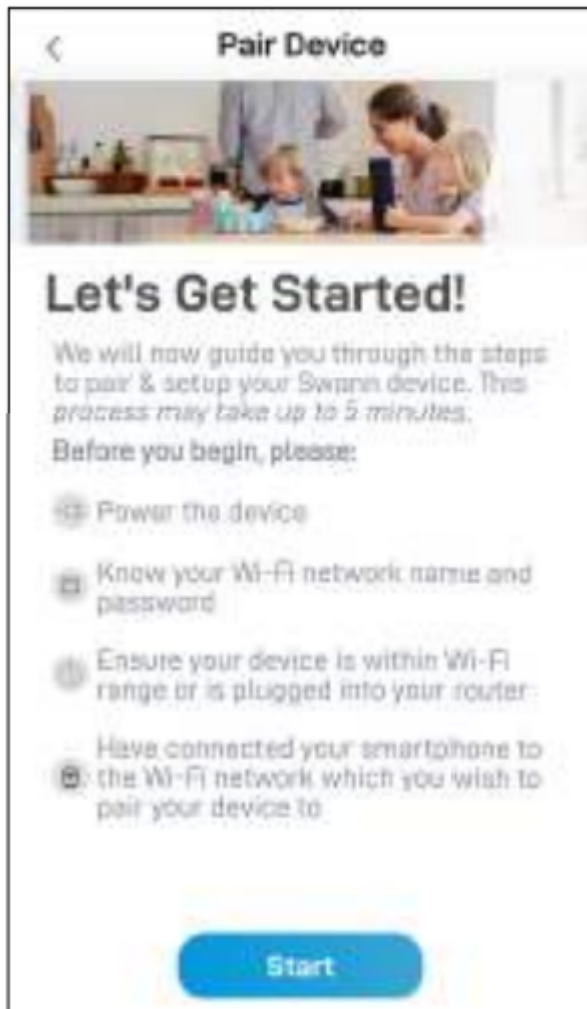
Pairing the Device



If this is your first time pairing a Swann device, tap the **Pair Device**  button.



If you are pairing a second or subsequent Swann device, open the **Menu** , and then tap **Pair Device**.



For specific instructions on how to pair your Swann device:

- To pair the CCTV system such as the DVR or NVR, go to page 9.
- To pair the Alert Indoor Camera, go to page 11.
- To pair the Security Tracker Camera, go to page 16.
- To pair the Security Pan Tilt Camera, go to page 21.
- To pair the Spotlight Outdoor Camera, go to page 26.
- To pair the Wi-Fi Floodlight Security Camera, go to page 31

Pairing the Device - CCTV System



Before you start the pairing process, make sure your CCTV system is powered and connected to the internet modem/router. Tap the **Start** button to proceed.

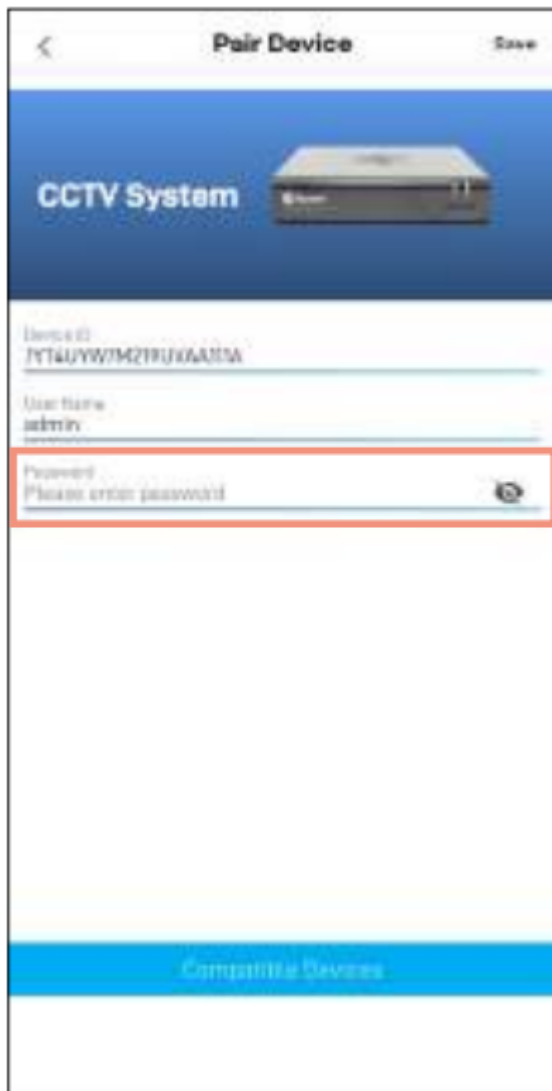
NOTE If you need information on how to install and connect your CCTV system to the internet, refer to the quick start guides that came with your CCTV system.




Scan the CCTV system's QR code. The QR code's location is generally found on the top of the device.

NOTE If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "CCTV System" from the product menu, and type in the CCTV System's ID located below the QR code which looks something like this:



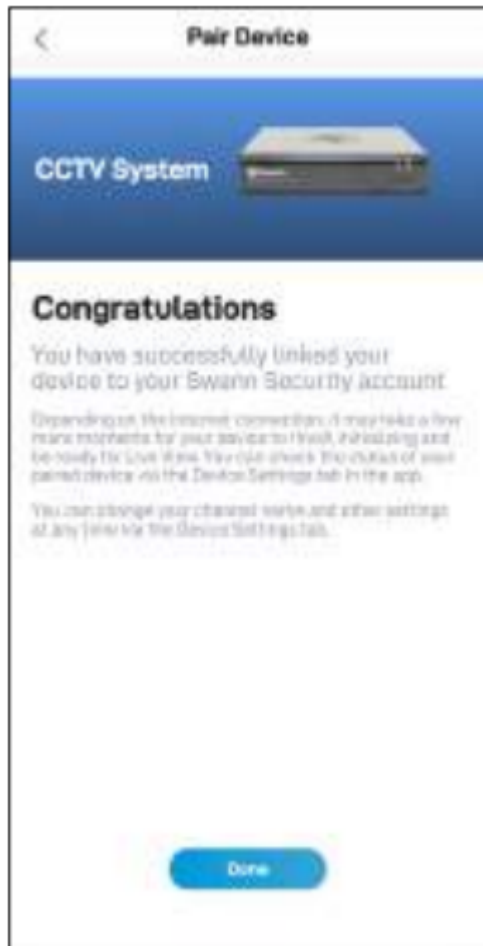


Enter the password of your CCTV system which is the same password you use to unlock the CCTV system's main menu locally. This is normally the password that you created when setting up your DVR or NVR for the first time using the integrated Startup Wizard.

NOTE Toggle  to make sure that you have entered the password correctly.



Tap **Save** at the top of the screen. The app will establish a connection with your CCTV system and register it to your Swann Security account.



Once the pairing process is complete, tap the Done button.

The camera channels associated with your CCTV system will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for live feed from all of the camera channels on your CCTV system to start streaming.
- For more information about the Live View display, see "Live View Tab - CCTV System" on page 38.

Pairing the Device - Alert Indoor Camera



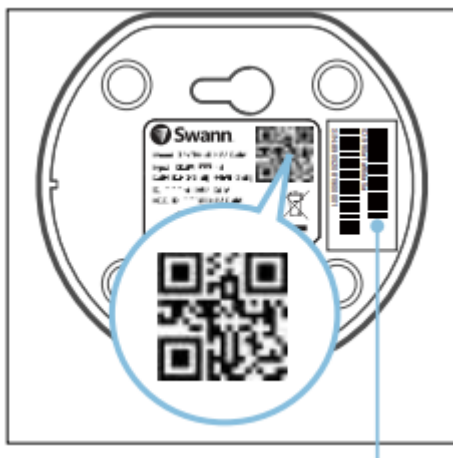
Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should check that your phone is connected to a 2.4GHz Wi-Fi network and you have the Wi-Fi network password handy. Your phone's Location (GPS) setting should also be switched on as the app requires this permission temporarily to detect Wi-Fi networks during pairing.

Tap the **Start** button to proceed.



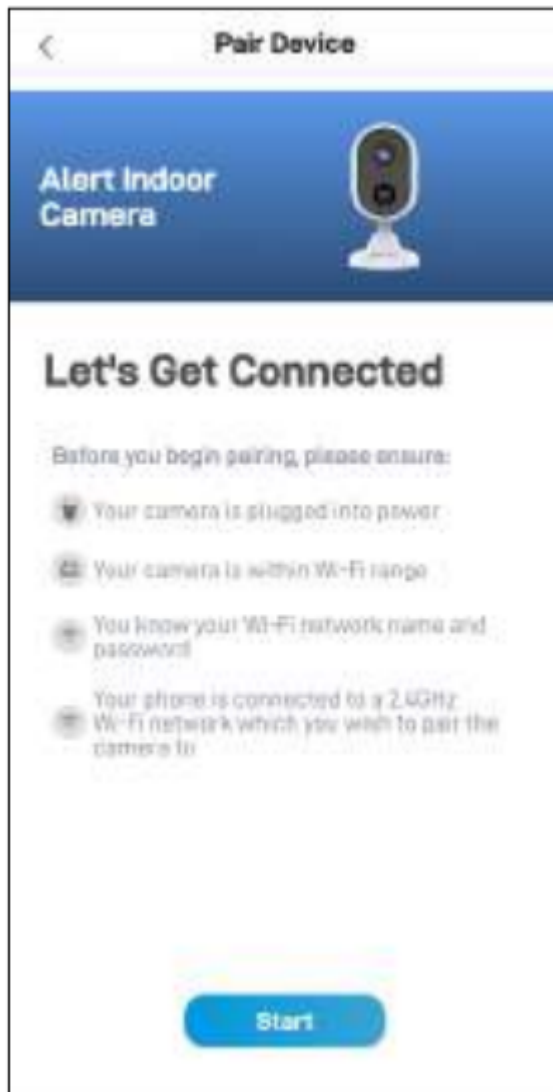
Scan the camera's QR code. The QR code's location is generally found under the base of the camera, as shown below.



If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "Alert Indoor Camera" from the product menu, and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.



Enter a name for your camera and then tap the **Next** button.



Tap the **Start** button to continue.



The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE


- Make sure thme home Wi-Fi network your camera will be joining is a 2.4GHz network.
- If you have multiple home Wi-Fi networks and prefer to connect your camera to another WiFi, simply tap the Wi-Fi name field and enter the Wi-Fi network name (SSID) manually.
- For best performance, use the Wi-Fi closest to the final location of your camera.





Enter and confirm your Wi-Fi network password, and then tap the Next button.

NOTE

- Your Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point.
- Toggle  to make sure that you have entered your Wi-Fi network password correctly.
- If you select the "Remember WiFi password" checkbox, the Password and Confirm Password fields will be pre-filled with what you have currently entered the next time you pair a camera. This will make device pairing more convenient if your phone is always connected to the same Wi-Fi network at home.

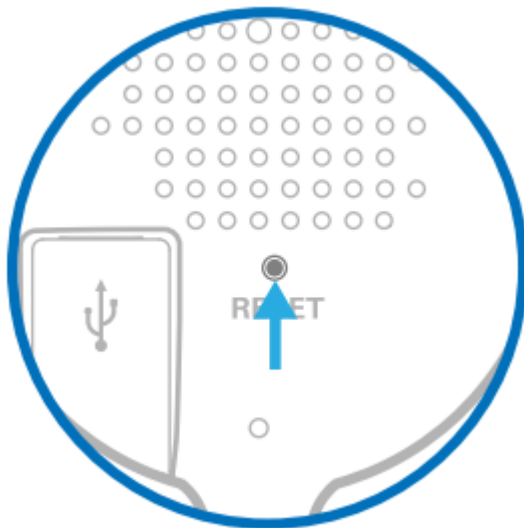


Check if the LED indicator on your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Next** button.

NOTE

If your camera is not in pairing mode (LED is not blinking blue slowly)

Press and hold the **Reset** button (as shown below) on the back of your camera for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

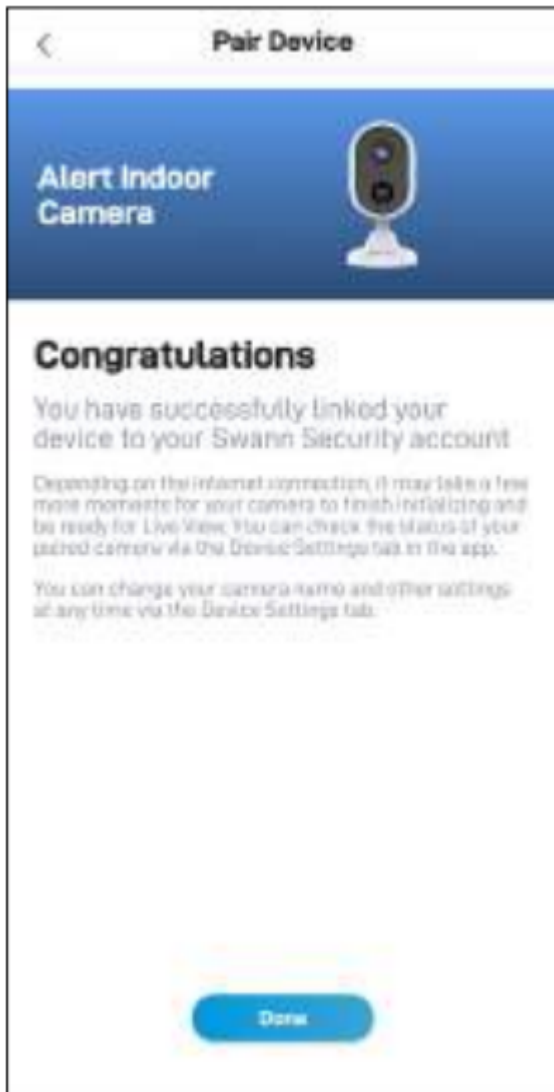


Tap the **Start** button to allow the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.

NOTE

If, for any reason, the app fails to connect automatically to the camera's hotspot, you can manually connect to the camera's hotspot:

Go to the Wi-Fi settings on your phone and connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*). Then, return to the app and tap the **Retry** button to continue setup.



Once the pairing process is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View tab, see "Live View Tab - Wi-Fi Cameras" on page 40.



- As the camera completes initialization for the first time, you will get notifications that the device has been restarted and the device is online.
- The camera will also automatically check for firmware updates. If an update is available, the camera will download and install the update. You can monitor the progress of the firmware update through the popup box displayed in the app.
- You can check the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Settings tab. For more information, see "Alert Indoor Camera -Settings Overview" on page 53.

Pairing the Device - Security Tracker Camera

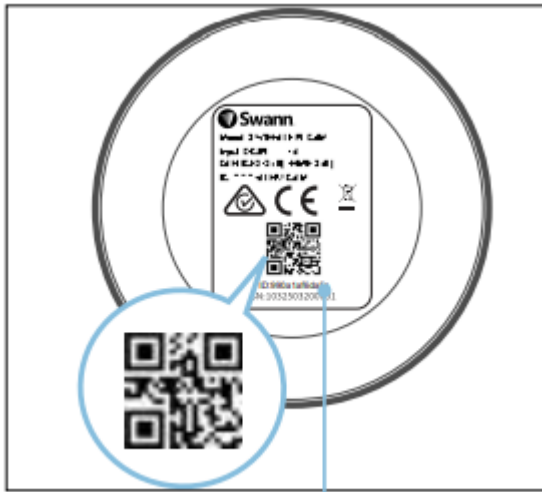
Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should check that your phone is connected to a 2.4GHz Wi-Fi network and you have the Wi-Fi network password handy. Your phone's Location (GPS) setting should also be switched on as the app requires this permission temporarily to detect Wi-Fi networks during pairing.

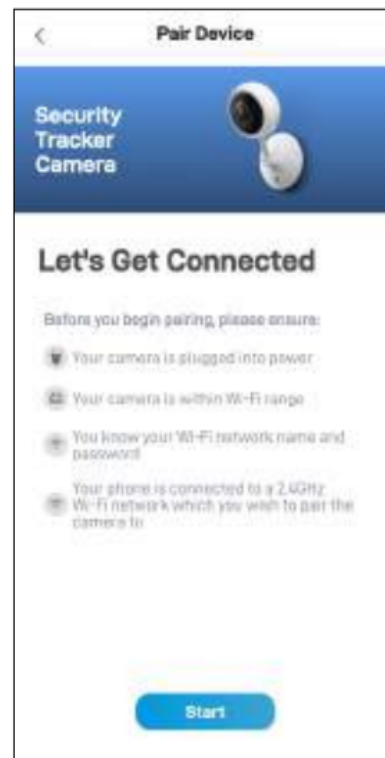
Tap the **Start** button to proceed.



Scan the camera's QR code. The QR code's location is generally found under the base of the camera, as shown below.



If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "Security Tracker Camera" from the product menu, and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.



Enter a name for your camera and then tap the **Next** button.

Tap the **Start** button to continue.

The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

NOTE

- Make sure the home Wi-Fi network your camera will be joining is a 2.4GHz network.

- If you have multiple home Wi-Fi networks and prefer to connect your camera to another WiFi, simply tap the Wi-Fi name field and enter the Wi-Fi network name (SSID) manually.
- For best performance, use the Wi-Fi closest to the final location of your camera.



Enter and confirm your Wi-Fi network password, and then tap the Next button.

NOTE

- Your Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point.
- Toggle tSJ to make sure that you have entered your Wi-Fi network password correctly.
- If you select the "Remember WiFi password" checkbox, the Password and Confirm Password fields will be pre-filled with what you have currently entered the next time you pair a camera. This will make device pairing more convenient if your phone is always connected to the same Wi-Fi network at home.

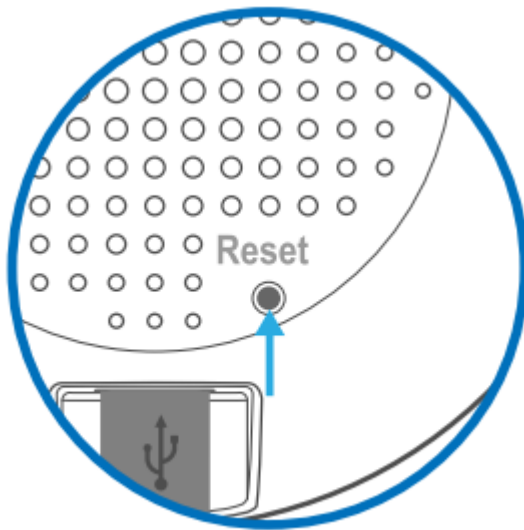


Check if the LED indicator on your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Next** button.

NOTE

If your camera is not in pairing mode (LED is not blinking blue slowly)

Press and hold the **Reset** button (as shown below) on the back of your camera for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button



Tap the **Start** button to allow the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.

NOTE

If, for any reason, the app fails to connect automatically to the camera's hotspot, you can manually connect to the camera's hotspot:

Go to the Wi-Fi settings on your phone and connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*). Then, return to the app and tap the **Retry** button to continue setup.

Pairing the Device - Spotlight Outdoor Camera

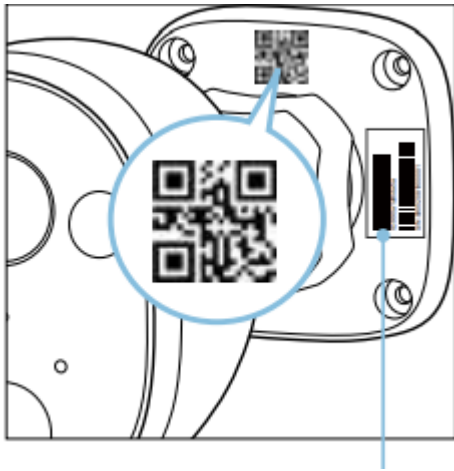
Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it.

At this point, you should check that your phone is connected to a 2.4GHz Wi-Fi network and you have the Wi-Fi network password handy. Your phone's Location (GPS) setting should also be switched on as the app requires this permission temporarily to detect Wi-Fi networks during pairing.

Tap the **Start** button to proceed.

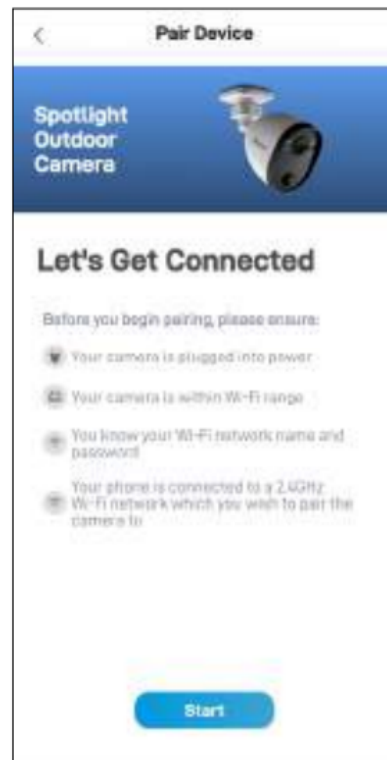
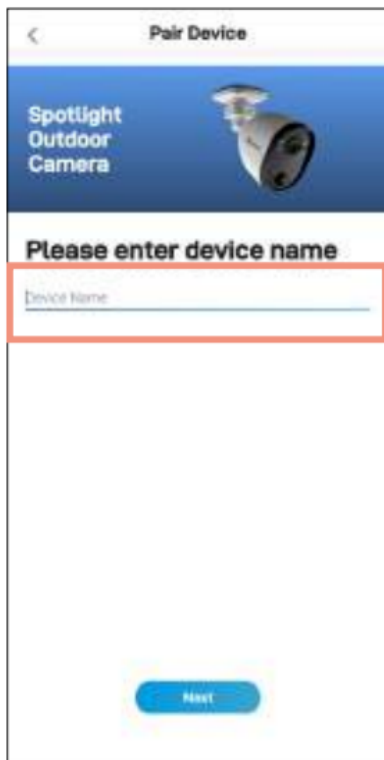


Scan the camera's QR code. The QR code's location is generally found on the base of the camera, as shown below.



If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "Spotlight Outdoor Camera" from the product menu, and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.

Enter a name for your camera and then tap the **Next** button.



Tap the **Start** button to continue.



The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.

Enter and confirm your Wi-Fi network password, and then tap the **Next** button.

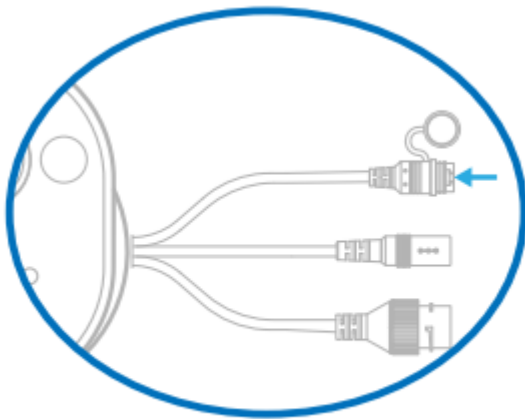


Check if the LED indicator on your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Next** button.

NOTE

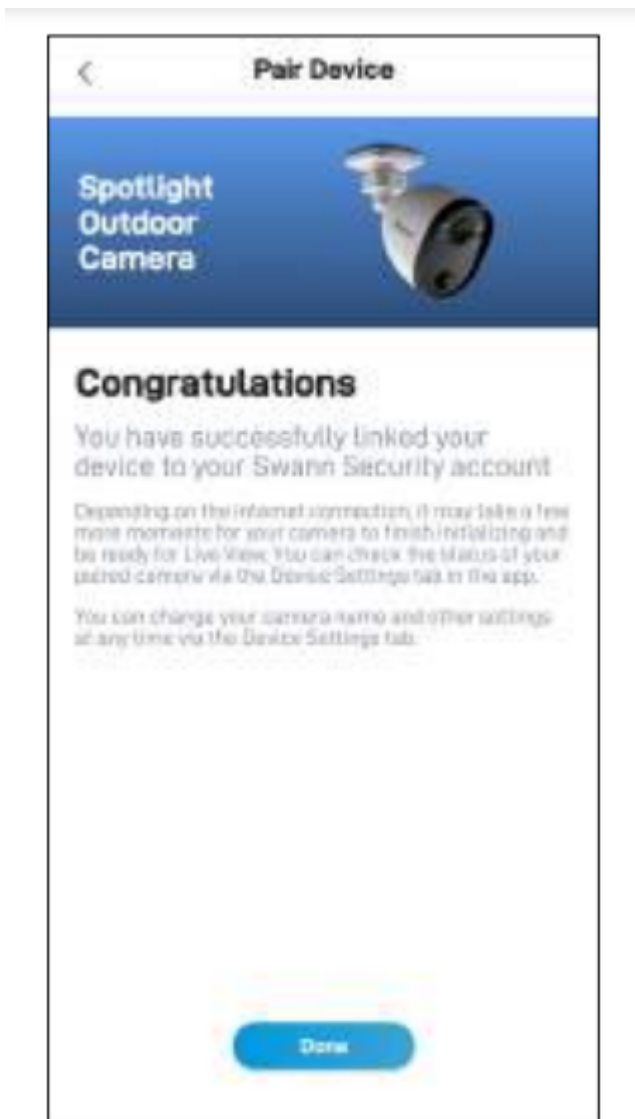
If your camera is not in pairing mode (LED is not blinking blue slowly)

Press and hold the **Reset** button on the camera cable (as shown below) for 5 seconds until the LED indicator starts blinking blue rapidly, and wait for about 30 seconds. When the LED indicator starts blinking blue slowly, your camera is in pairing mode.



Location of Reset button

Tap the **Start** button to allow the app to automatically connect to the camera's hotspot (e.g., *Swann-SWIFI-xxxxxx*) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.



Once the pairing process is complete, tap the Done button. Your camera will be displayed on the Live View tab.

NOTE

- Depending on the internet connection, it may take a few moments for your camera's live video to start streaming.
- To learn about the Live View tab, see "Live View Tab - Wi-Fi Cameras" on page 40.
- As the camera completes initialization for the first time, you will get notifications that the device has been restarted and the device is online.
- The camera will also automatically check for firmware updates. If an update is available, the camera will download and install the update. You can monitor the progress of the firmware update through the popup box displayed in the app.
- You can check on the status of your camera, change the camera name, and adjust various camera settings such as the timezone and motion detection via the Settings tab. For more information, see "Spotlight Outdoor Camera - Settings Overview" on page 66.

Pairing the Device - Wi-Fi Floodlight Security Camera

Before you start the pairing process, make sure your camera is powered. If you need information on how to power your camera, refer to the quick start guide that came with it. At this point, you should check that your phone is connected to a 2.4GHz Wi-Fi network and you have the Wi-Fi network password handy. Your phone's Location (GPS) setting should also be switched on as the app requires this permission temporarily to detect Wi-Fi networks during pairing. Tap the **Start** button to proceed.

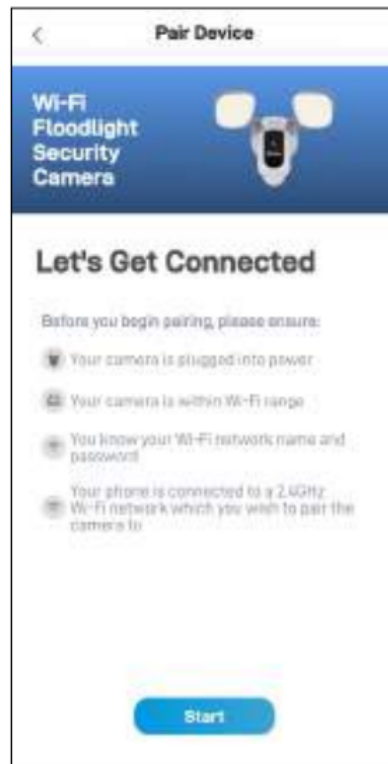


Scan the camera's QR code. The QR code's location is generally found on the back of the camera, as shown below.



If your phone can't scan the QR code, tap the **Manual Pair** button at the bottom of the QR code scanning screen, select "Wi-Fi Floodlight Security Camera" from the product menu, and type in the camera's ID (consists of 12 alphanumeric characters) located on this sticker label.

Enter a name for your camera and then tap the **Next** button.



Tap the **Start** button to continue.

The Wi-Fi network name field is auto-filled with the Wi-Fi network that your phone is currently using. Your camera will join this Wi-Fi network by default.



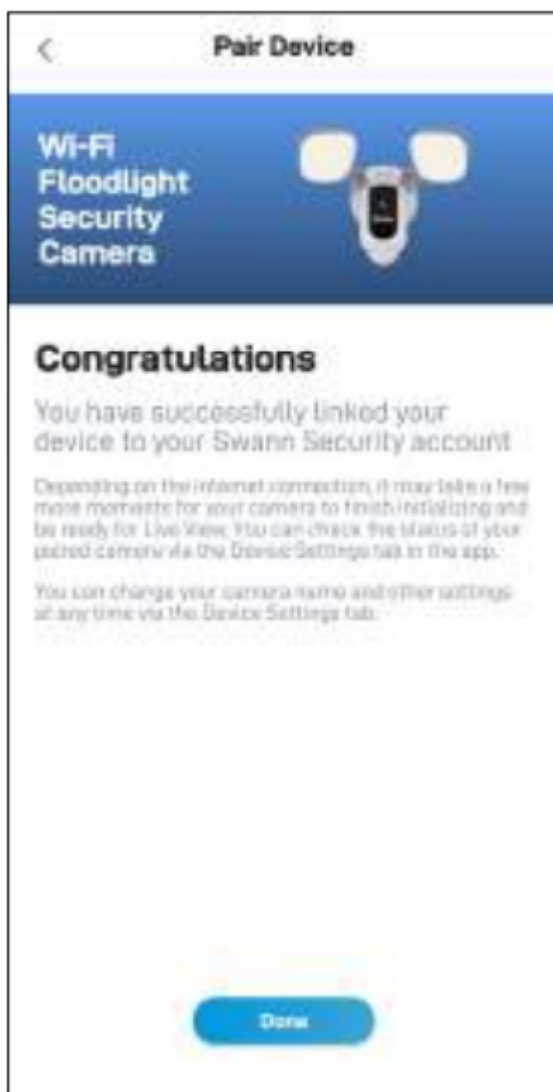
Enter and confirm your Wi-Fi network password, and then tap the **Next** button.

Check if the LED indicator on your camera is blinking blue slowly as shown. If so, your camera is already in pairing mode (i.e., the camera's hotspot is activated temporarily) and ready to pair. Tap the **Next** button.





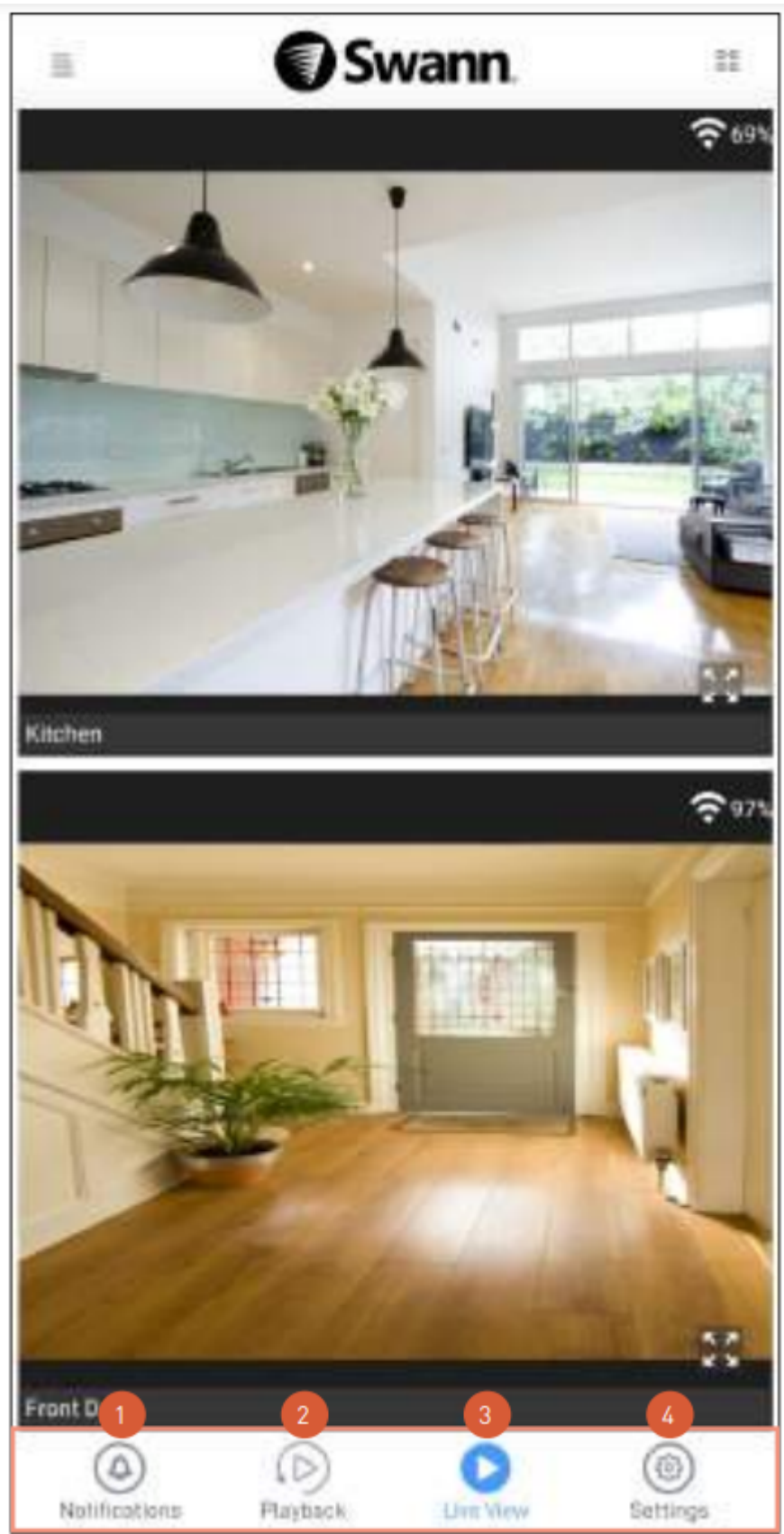
Tap the **Start** button to allow the app to automatically connect to the camera's hotspot (e.g., Swann-SWIFI-xxxxxx) and pair your camera to your home Wi-Fi as well as link to your Swann Security account.



Once the pairing process is complete, tap the **Done** button. Your camera will be displayed on the Live View tab.

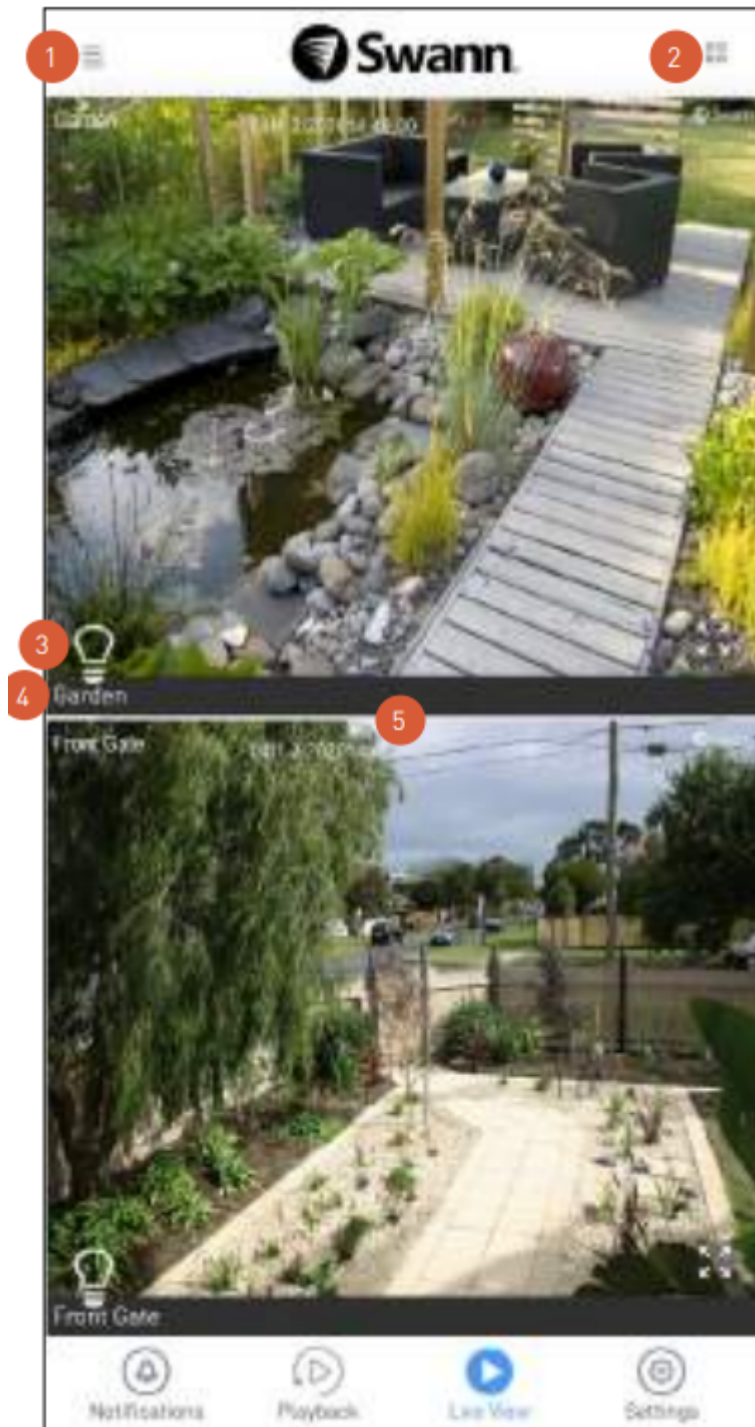
About the App Interface

Navigation Bar



1. Tap to access the Notifications screen where you can view and manage device notifications from Swann Security. For more information, see "**Notifications Tab**" on **page 48**.
2. Tap to access the video activity timeline where you can search and review motion and sound detection event clips that have been recorded by your devices. For more information, see "**Playback Tab**" on **page 47**.
3. Tap to access the Live View screen where you can view live video from your devices.
4. Tap to access the Settings screen where you can view and configure the full range of settings available for your devices as well as find detailed technical device information such as the firmware version and MAC address.

Live View Tab - CCTV System



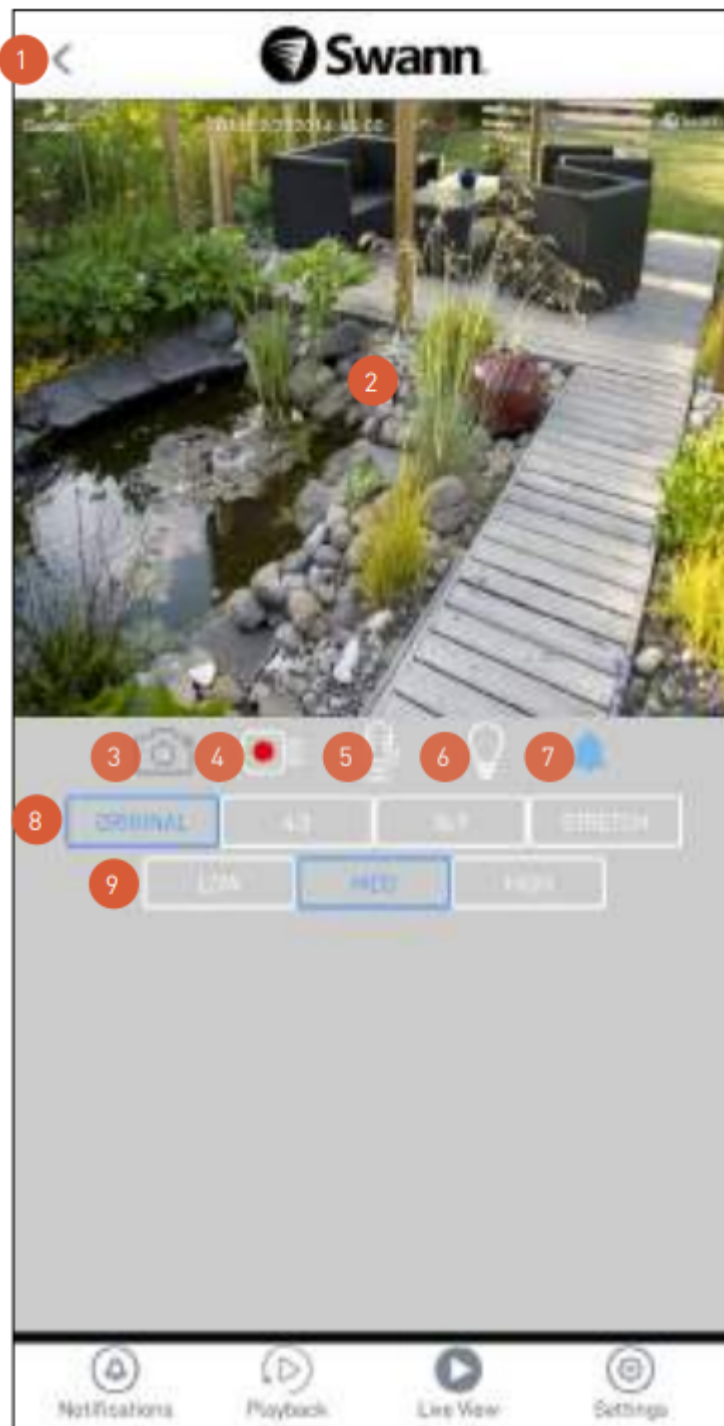
1. Open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See "Menu" on page 49.
2. Toggle the layout of camera (channel) tiles in the viewing area between list and two-column grid views.
3. If the camera has the spotlight feature, tap the Bulb icon to turn on or off the camera's spotlight.

4. The camera (channel) name.

5. The viewing area.

- Scroll up or down to see more camera (channel) tiles.
- Double-tap a camera tile or tap in the bottom right corner of the camera tile to watch live video in single view mode. In single view mode, you can access additional camera options such as taking quick snapshots or video clips, 2-way talk, spotlights and siren control, if available. See next page for details

Single Camera View Mode - CCTV System

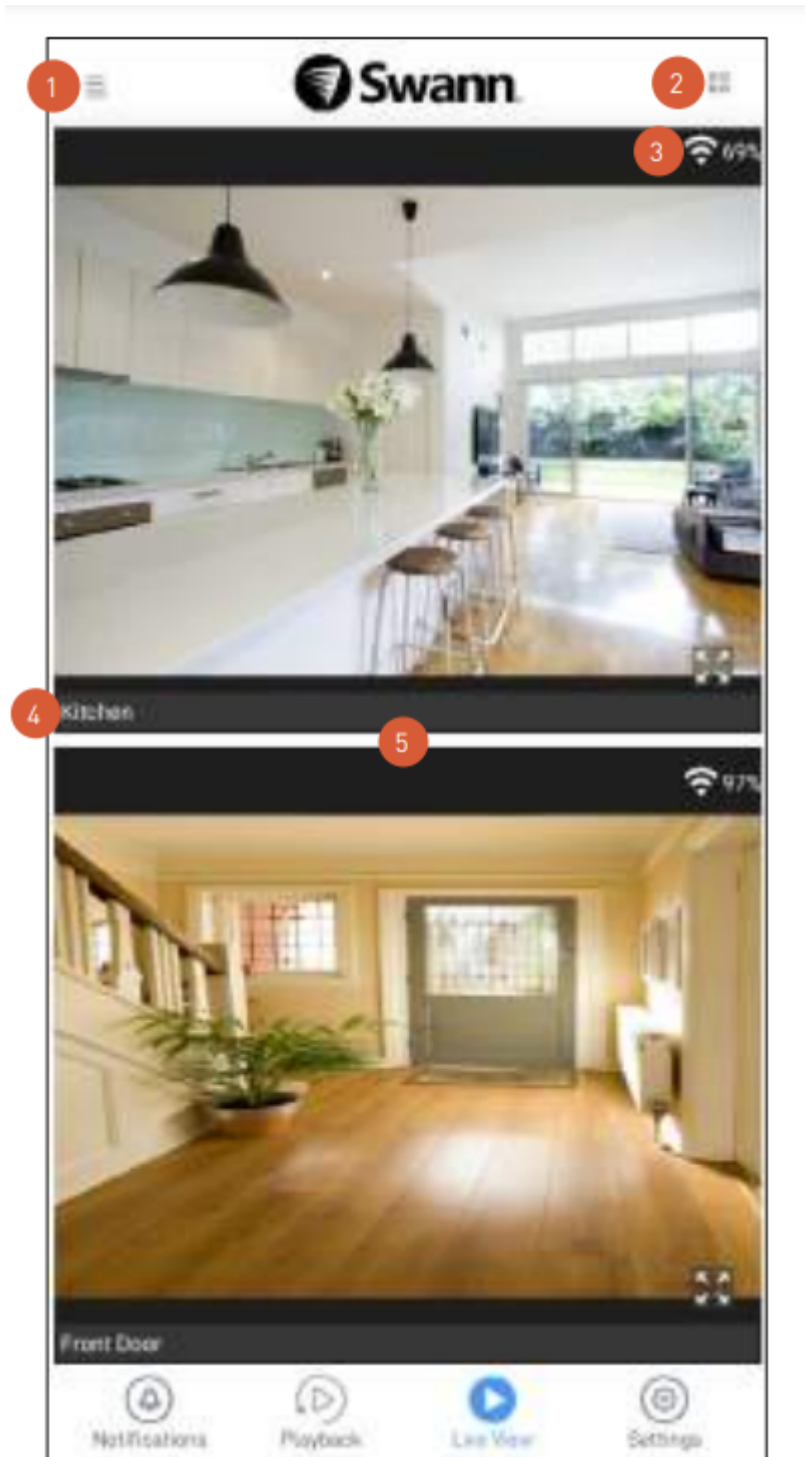


1. Return to the Live View tab camera dashboard.
2. The video window. Swipe left or right to display live video from the previous or next camera channel.
 - You can turn your phone sideways for landscape view (fullscreen).
 - You can zoom in or out on the video. Use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out.


3. Tap to take a snapshot with the camera. You can find your snapshots on your phone's internal memory in the "swannsecurity/images" folder.
4. Tap to start recording a video clip with the camera. Tap again to stop the recording. Each time you take a video clip, the clip is added to the Recordings section (Menu > Recordings) of the app.
You can also find your recordings on your phone's internal memory in the "swannsecurity/record" folder.
5. Tap to activate or deactivate the camera's 2-way audio mode. When activated, press and hold the icon in the video window to talk. Release the icon to listen.
Note: This icon will not be shown if the camera is not capable of this function.
6. Tap to turn on or off the camera's spotlight.
Note: This icon will not be shown if the camera is not capable of this function.
7. Tap to turn on or off the camera's built-in siren.
Note: This icon will not be shown if the camera is not capable of this function.
8. Toggle between different aspect ratios - Original (match the camera's aspect ratio), 16:9, 4:3, Stretch (expand to fill the entire video window)
9. Toggle between Low, Medium, and High video quality. The High quality setting will display clear, sharp HD video, 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 (SD) and may result in smoother video.



Live View Tab - Wi-Fi Cameras



1. Open the menu where you can edit your account profile, pair another device, download the app manual, and more. See **"Menu"** on page 49.

1. **Note:** If a red dot **2** appears on the menu  icon, it tells you the number of unread device notifications in the **Notifications** tab. For more information, see **"Notifications Tab"** on page 48.

2. Toggle the layout of camera tiles in the viewing area between list and two-column grid views.
3. Displays the Wi-Fi signal strength of the camera. The higher the signal strength, the stronger the Wi-Fi connection and the faster it will take to load the camera's live video stream. If the camera's Wi-Fi signal strength is below 60%, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
4. The camera name. You can easily change the name of your camera via the **Settings** tab.
5. The viewing area.
 - Scroll up or down to see more camera tiles.
 - Double-tap a camera tile or tap **s.** in the bottom right corner of the camera tile to watch Live video in single camera view mode. In single camera view mode, you can access additional camera options such as capture quick snapshots and video clips, 2-way talk, pan and tilt controls as well as the ability to manually activate the camera's built-in siren and lights if available. For more information, see the following pages:

- **"Single Camera View Mode - Alert Indoor Camera" on page 41**

- **"Single Camera View Mode - Security Tracker Camera" on page 42**

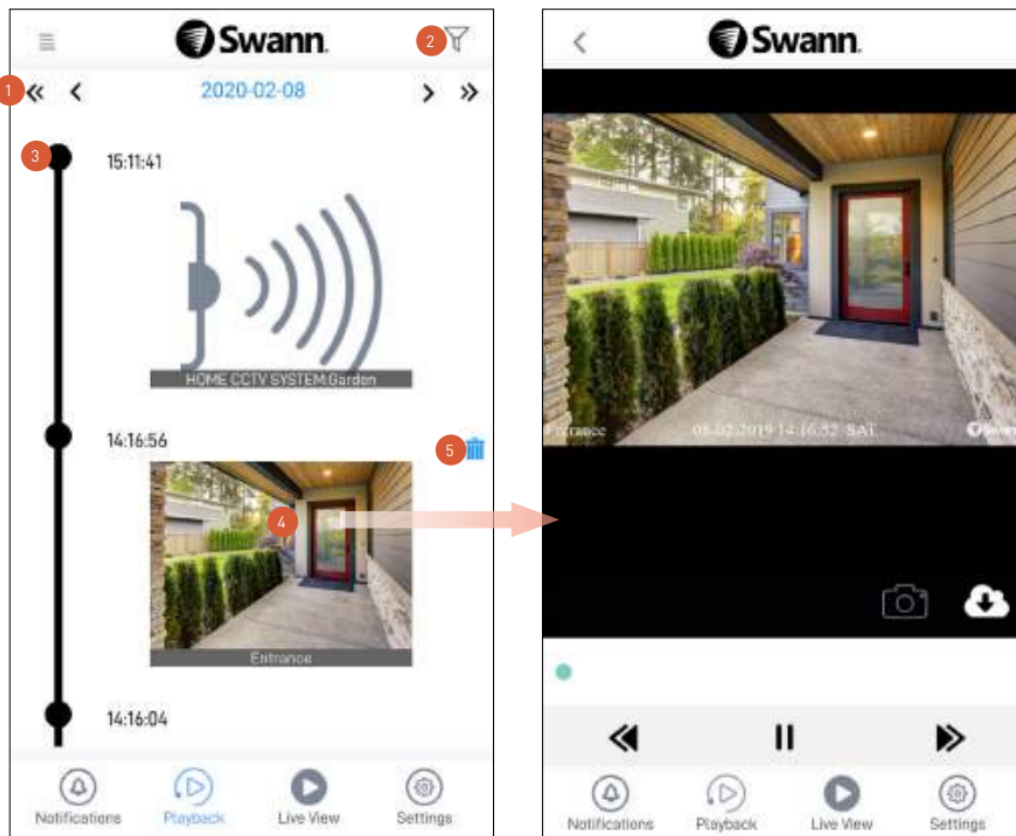
- **"Single Camera View Mode - Security Pan Tilt Camera" on page 43**

- **"Single Camera View Mode - Spotlight Outdoor Camera" on page 45**

- **"Single Camera View Mode - Wi-Fi Floodlight Security Camera" on page 46**



Playback Tab






1. Tap the left or right arrow to view the previous or following day or month's timeline of events for all of the devices that are currently online.
2. Tap to filter the timeline by "Device", "Event type", and "Time At Camera Location" so you can easily find specific events that you want to review by showing a smaller subset of events.
3. The timeline shows all of your cameras' event history, with the most recent event of the day at the top.

Notes:

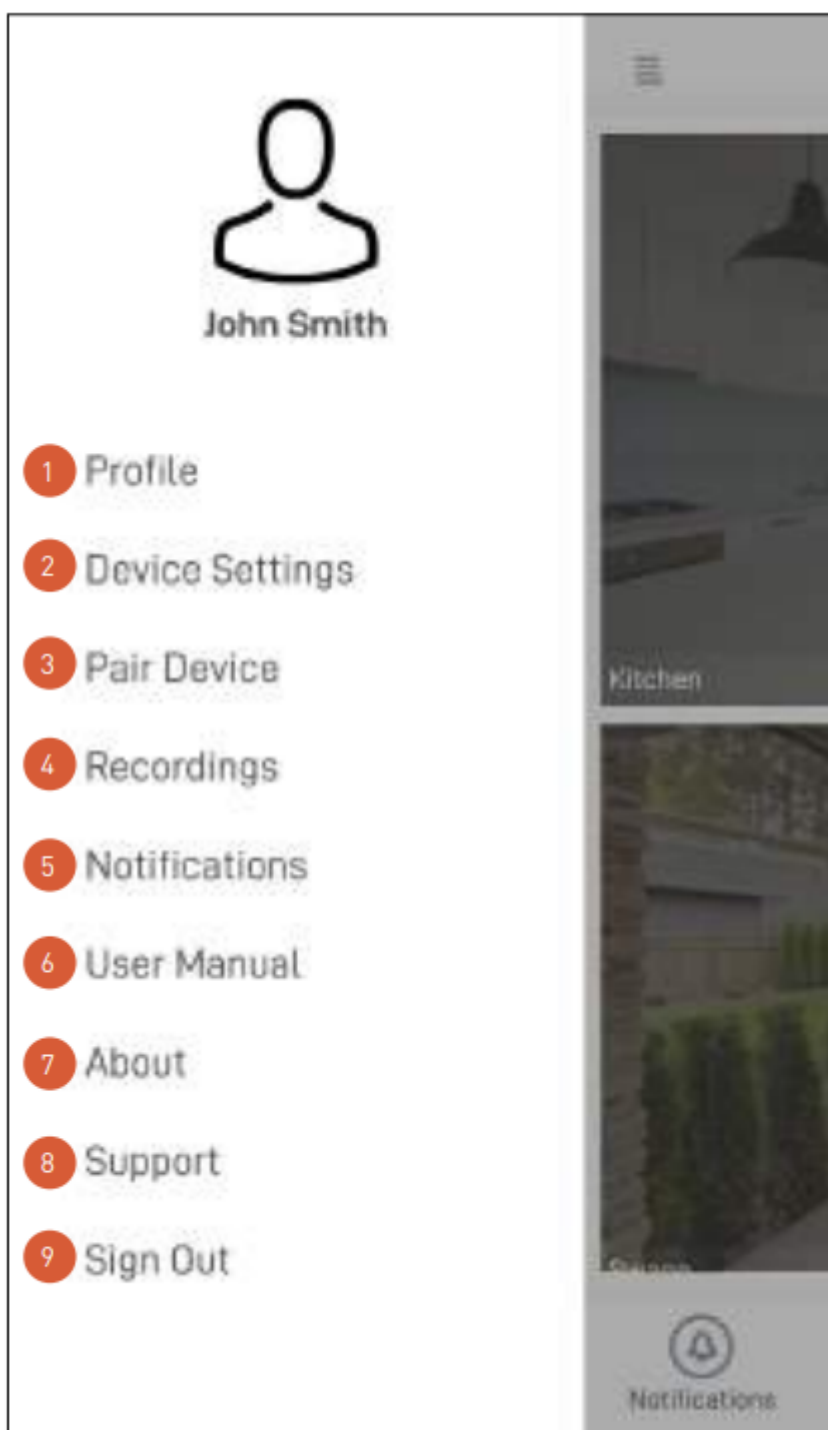
- For CCTV system cameras, generic preview thumbnails will be displayed for events.
- For Wi-Fi camera models with cloud storage feature, event video clips will be available for the length of time determined by the subscription plan associated with the camera. To find out more about the cloud storage subscriptions available for your cameras, visit subscriptions.swannsecurity
- For Wi-Fi camera models without cloud storage feature (for example, the Security Tracker Camera model), the events displayed in the timeline are retrieved directly from the microSD memory card installed on the camera.

4. Tap the event thumbnail to view the recording as shown on the right. During playback, you can:

- Tap  to capture a snapshot. Snapshots will be saved to your phone's internal memory in the "swannsecurity/images" folder.
- Tap  to download the recording to your phone. Recordings will be saved in the "swannsecurity/record" folder.

5. For Wi-Fi camera models with cloud storage feature only) Tap the Bin  icon to delete the event from the timeline and the camera's cloud storage. Be sure to save the video clip to your phone first if you'd like to keep it. Once an event has been deleted, the video cannot be recovered.

Menu




1. Update your profile name, account password, and location. See "Profile" on page 50.
2. View and manage various settings for your devices.
3. Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).
4. View and manage device notifications from Swann Security.

5. Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on Google Play).
6. View, share, and delete video clips that were captured manually during live view. See "Viewing and Managing Manual Recordings" on page 77.
7. Display the application version information and access the terms of service and privacy policy relating to the Swann Security app.
8. Open the Swann Support Center website on your phone's web browser.
9. Sign out of the Swann Security app.

Profile

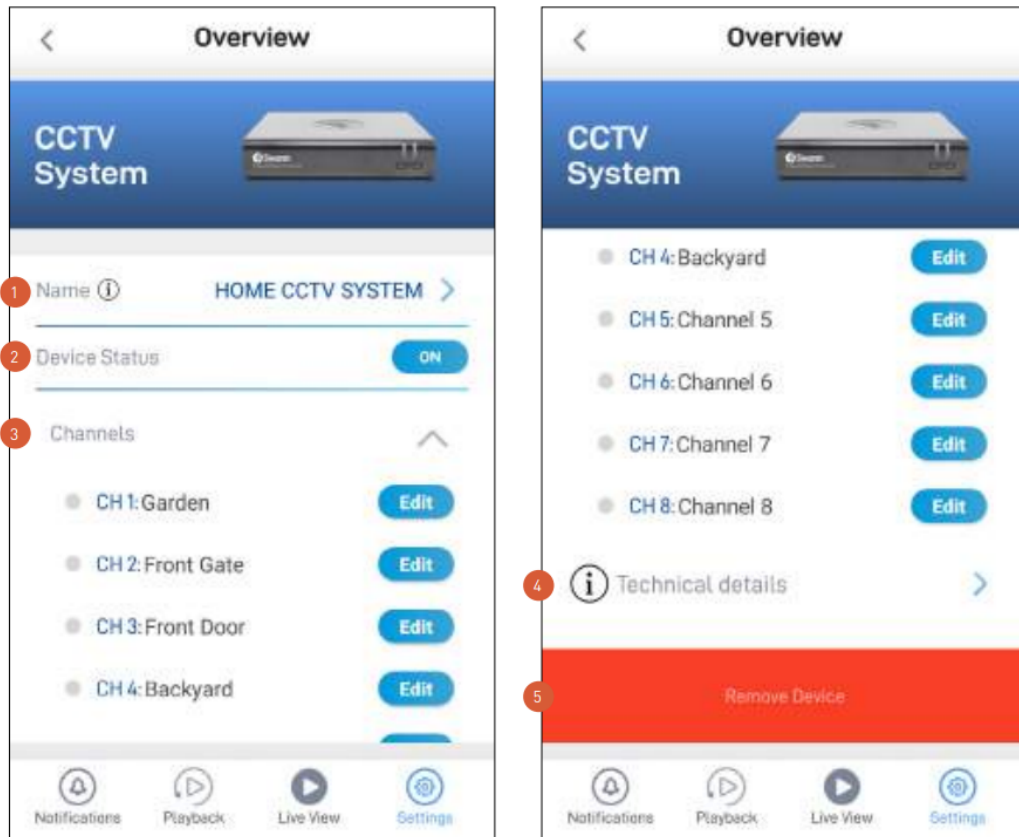




1. Tap the Edit button to update your name.
2. Tap the Edit button to change your Swann Security account login password.
3. Tap the Edit button to change your address.
4. Swipe left and tap the Bin  button to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your account.

Device Settings


CCTV System - Settings Overview




1. The current name of your CCTV system. Tap to change it.
2. The current connection state of your CCTV system.
3. Scroll up or down the Channels area to view more camera channels associated with your CCTV system. Tap the Edit button of the corresponding camera channel to change its name. If you rename the camera channel in the app, it will also be automatically reflected on your CCTV system.
4. View technical information about your CCTV system such as the model name, software (firmware) version, device ID, MAC address, and network IP address.
Note: The CCTV system'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 password on your CCTV system locally via the CCTV system's Unlock screen > Forgot Password. Refer to your CCTV system's instruction manual for more information on resetting a forgotten password.
5. Tap to remove (unpair) the CCTV system from your Swann Security account. In some cases, you might need to unpair your CCTV system. For example, if you want to use your CCTV system with a different Swann Security account or if you give away your CCTV system to a family member, you need to unpair it first.

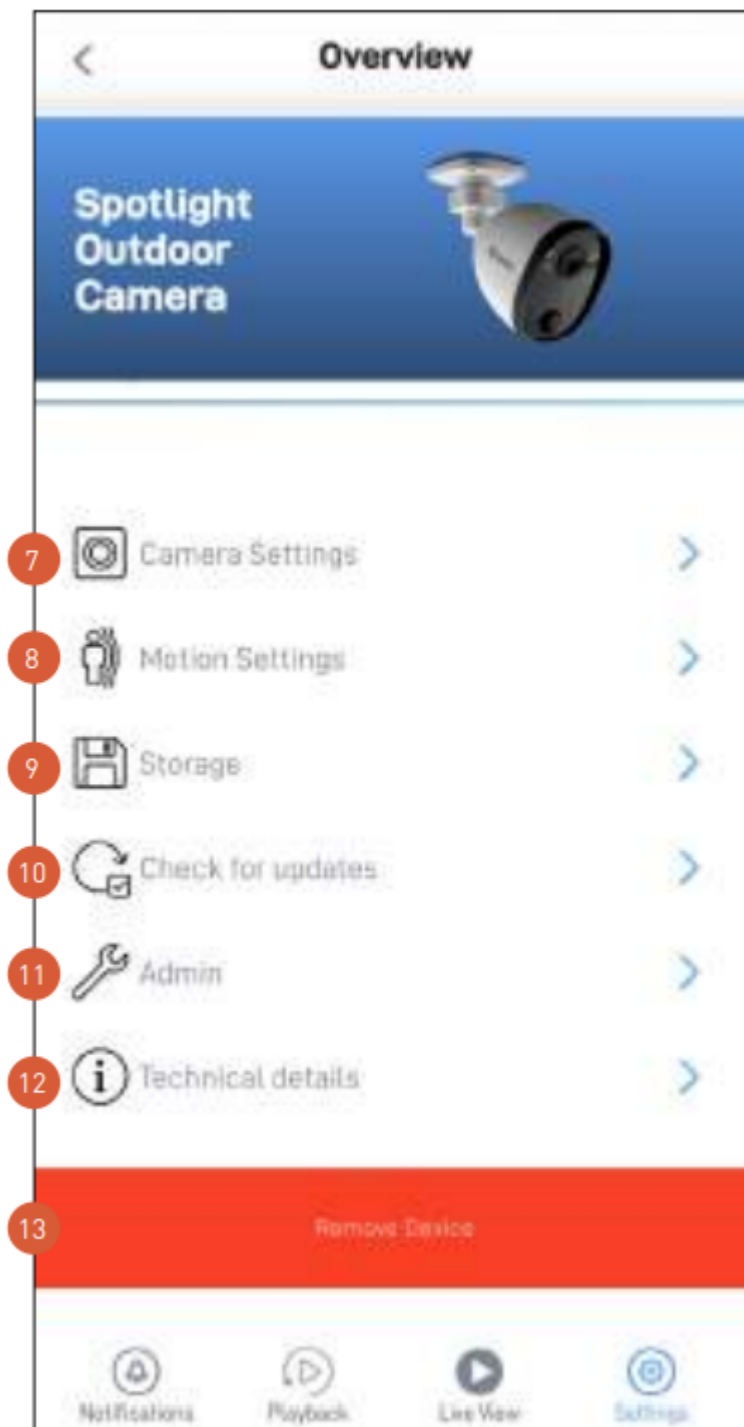
Spotlight Outdoor Camera - Settings Overview



1. The current name of your camera. Tap  to change the name.
2. The current connection state of your camera.
3. The current timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected. If this information is wrong, tap to update it. You can sync the camera to your phone's timezone.

4. The Wi-Fi signal strength of the camera. 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.
5. The name of the Wi-Fi network to which your camera is connected. If multiple networks are available in your home, you can easily change the Wi-Fi connection the camera is using. Tap  to enter the new Wi-Fi details. For more information, see "Changing the Camera's Wi-Fi Network" on page 80. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
6. When the app is launched, you can choose whether the Live View tab will: Always start the camera's live stream, Start camera's live stream if your phone is connected to Wi-Fi

only, or Never start the camera's live stream.

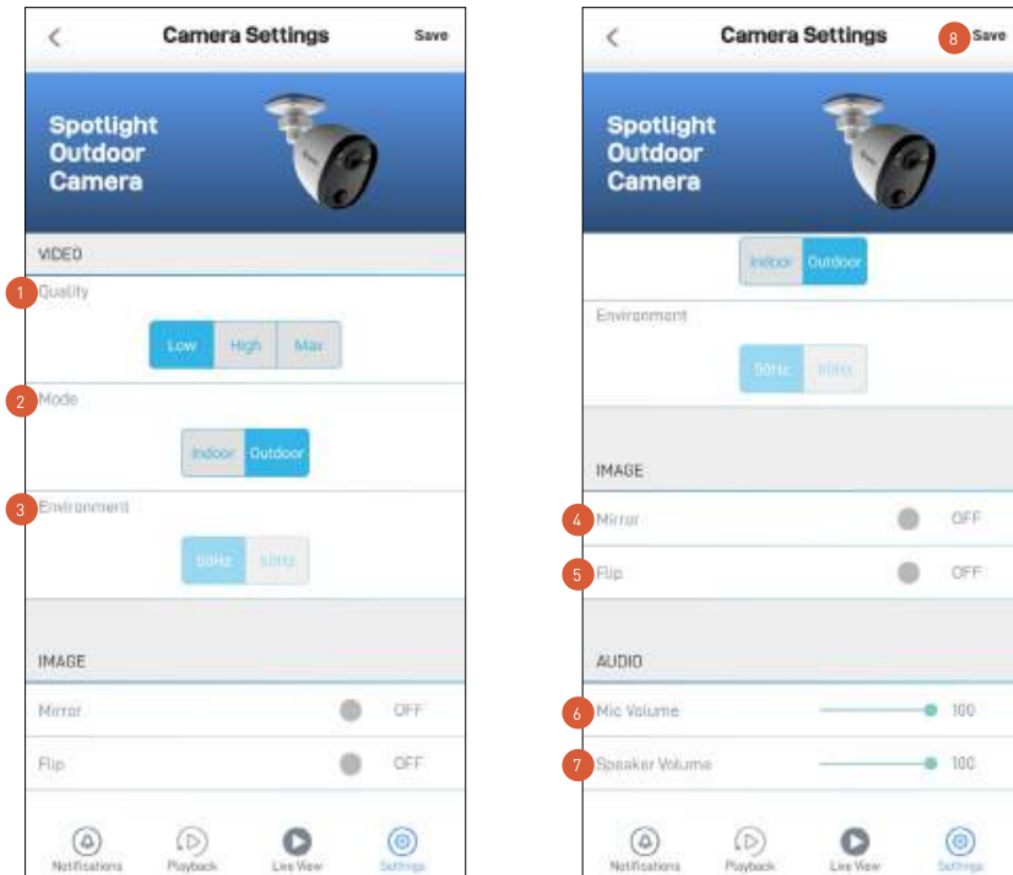


7. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "Spotlight Outdoor Camera - Camera Settings" on page 68.

8. Adjust the camera's detection settings such as the motion detection sensitivity and the spotlight duration. See "Spotlight Outdoor Camera - Motion Settings" on page 69.

9. Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
10. Check for camera firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
11. Perform general maintenance such as rebooting the camera, restoring default settings, formatting camera storage, and factory reset.
Note: Factory resetting your camera 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 to factory default. See "Factory Resetting the Camera" on page 78.
12. View technical information about the camera such as the model name, firmware version, installation date, MAC address and Wi-Fi IP address.
13. Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first.
Note: When you remove the camera from your Swann Security account, all event clips on the camera's internal memory are deleted.

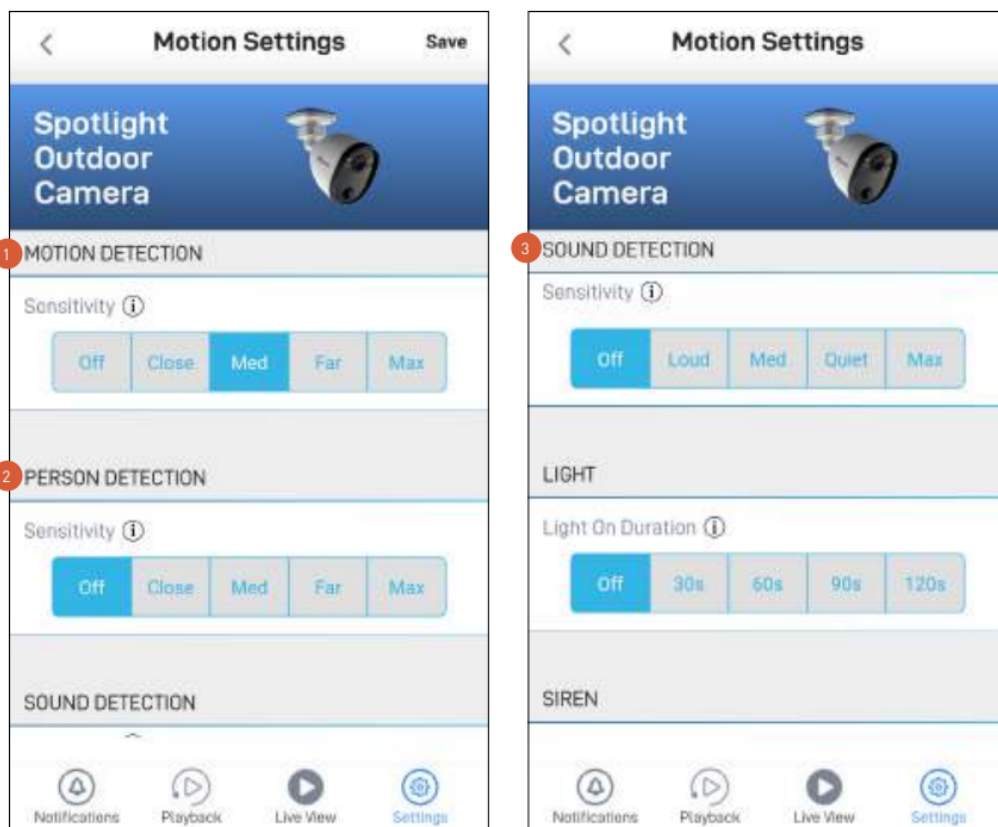
Spotlight Outdoor Camera - Camera Settings



1. Select the quality of the camera's live video stream. If live video takes a long time to load or stutters during streaming, this may be caused by a slow or unstable internet connection —try using the Low (SD) setting which may help improve loading times and provide smoother video performance as less internet bandwidth is used to stream live video. **Note:** This setting does not affect the video quality of motion/sound recordings as they are always captured in HD resolution.
2. Select the mode according to where your camera is physically located.
3. If your camera is used in Indoor mode, you can set your camera's frequency to match with your country's electrical frequency. This can help prevent video flicker caused by fluorescent lights.
 - 50Hz (for Australia/UK)
 - 60Hz (for North America)
4. Lets you horizontally reverse the orientation of the camera's video display.
5. Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.

6. Adjust the camera's microphone volume. You can also turn the camera's microphone off by sliding the level all the way to the left. Please note that decreasing the microphone volume level will also reduce the sound detection sensitivity.
7. Adjust the camera's speaker volume. You can also turn the camera's speaker off by sliding the level all the way to the left. Please note that decreasing the speaker volume level will also reduce the volume of the builtin siren.
8. Apply any changes you've made to the camera settings.

Spotlight Outdoor Camera - Motion Settings



1. Select the motion sensitivity level to optimize motion detection recordings for your home environment. 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. Selecting Off turns off motion detection completely.
2. Receive person detection alerts when the camera detects the presence of a person in the motion event. 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 completely. Please note that, to use this feature, the Motion Detection sensitivity setting (above) must not be Off.

3. Select the sound detection sensitivity level needed to trigger recordings.

- The highest sensitivity level (Max) will detect most ambient sounds—even the quietest of sounds like whispers or rustling leaves.
- The lowest sensitivity level (Loud) will only detect very loud noises like lawn mowers 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 sound detection completely, select Off.




4. Select how long the camera's spotlights 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 off during daytime to conserve electricity and make them last longer. During the day, you can manually turn on the spotlights using the bulb icon that is available on the single camera live view mode
5. Select how long the camera's siren will stay on 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. Apply any changes you've made to the camera's detection settings.

Wi-Fi Floodlight Security Camera - Settings Overview



1. The current name of your camera. Tap  to change it.

2. The current connection state of your camera.

3. The current timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected. If this information is wrong, tap  to update it. You can sync the camera to your phone's timezone.
4. The Wi-Fi signal strength of the camera. 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.
5. The name of the Wi-Fi network to which your camera is connected. If multiple networks are available in your home, you can easily change the Wi-Fi connection the camera is using. Tap  to enter the new Wi-Fi details. For more information, see "Changing the Camera's Wi-Fi Network" on page 80. Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
6. When the app is launched, you can choose whether the Live View tab will: Always start the camera's live stream, Start camera's live stream if your phone is connected to Wi-Fi

only, or Never start the camera's live stream.



7. Adjust the camera's settings such as the video stream quality, image flip, image mirror, microphone volume, and speaker volume. See "Wi-Fi Floodlight Security Camera - Camera Settings" on page 73.
8. Adjust the camera's detection settings such as the motion detection sensitivity and the floodlight brightness and duration. See "Wi-Fi Floodlight Security Camera - Motion Settings" on page 74.

9. Access up to the last 2 days of event clips (space permitting) stored on the camera's internal memory. When the camera's internal memory is full, the oldest clips will be overwritten.
10. Check for camera firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
11. Perform general maintenance such as rebooting the camera, restoring default settings, formatting camera storage, and factory reset.
 - Note: Factory resetting your camera 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 to factory default. See "Factory Resetting the Camera" on page 78.
12. View technical information about the camera such as the model name, firmware version, installation date, MAC address and Wi-Fi IP address.
13. Tap to remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first.

Note: When you remove the camera from your Swann Security account, all event clips on the camera's internal memory are deleted.

Appendix

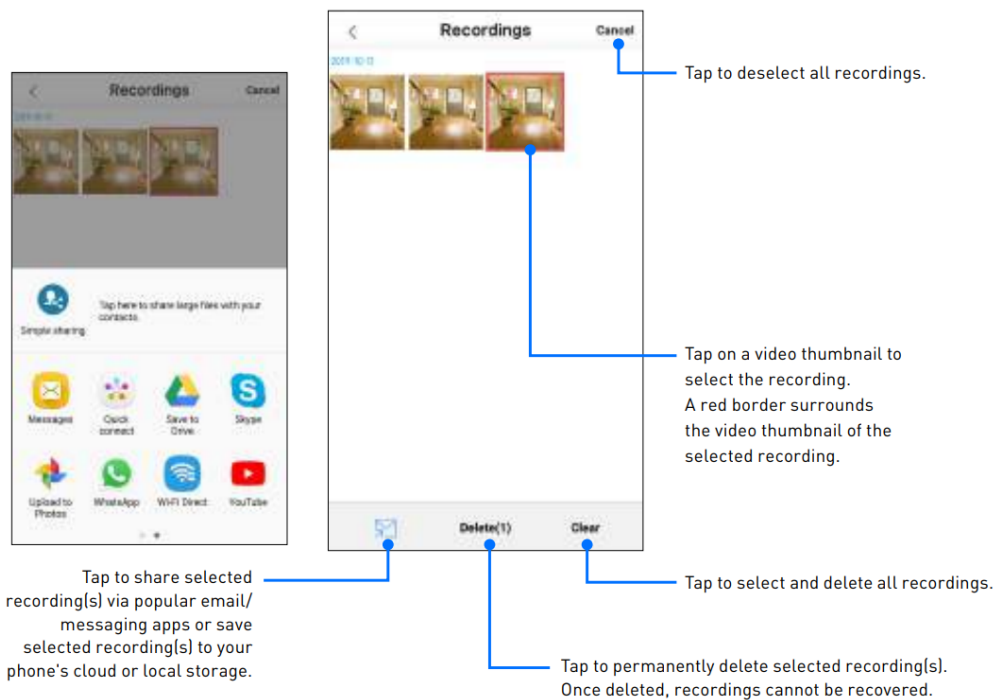
Viewing and Managing Manual Recordings

From the Recordings (**Menu > Recordings**) screen, select your device.

Note: Only devices that contain clips which you manually captured via the camera's live view are shown.



To view a recording, tap on the video thumbnail. To manage your recordings, tap **Edit**.



Factory Resetting the Camera

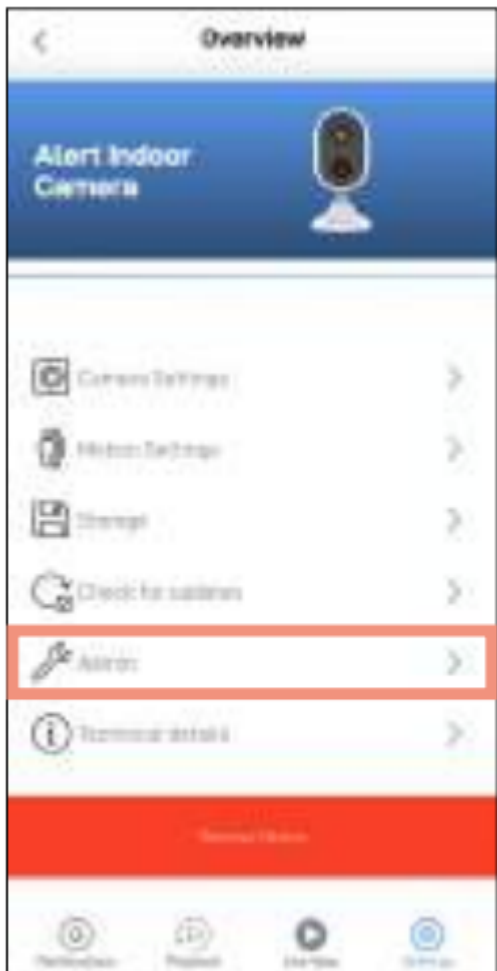
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

Note: Factory resetting your camera does not remove (unlink) it from your Swann Security account. If you're giving your camera to somebody else, make sure to remove it from your account

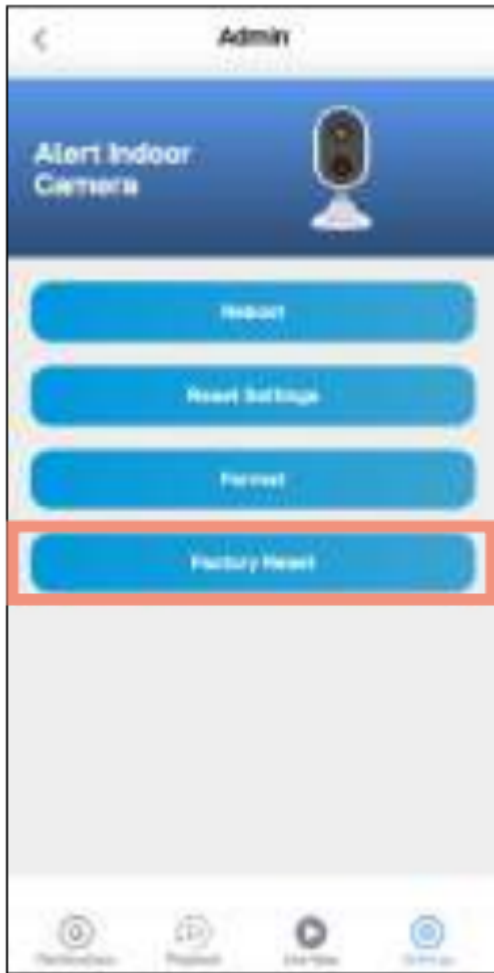
first via the camera settings in the app. To perform a factory reset on your camera, follow the steps described in section A if the camera is currently connected to Wi-Fi or section B if the camera is not currently connected to Wi-Fi.

A If the camera is currently connected to Wi-Fi

1. From the app, go to the camera's **Settings > Admin**.



2. Tap the **Factory Reset** button.

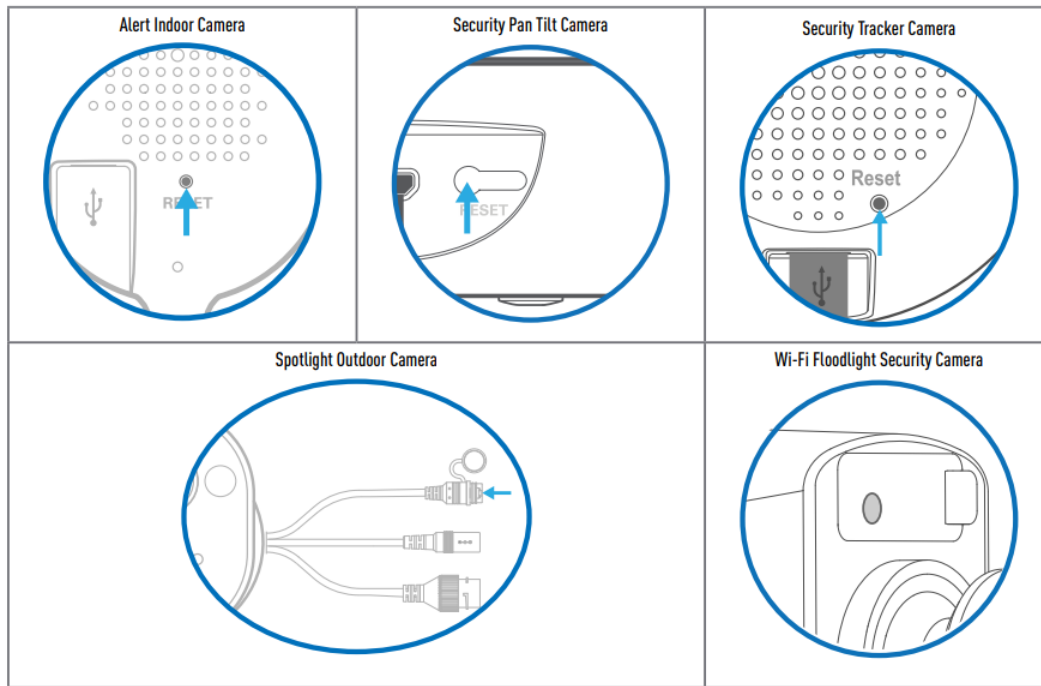


The camera will reset to factory defaults and restart automatically. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.

B If the camera is not currently connected to Wi-Fi

1. Locate the **Reset** button (see below) on the camera. Make sure the camera is plugged into power.





2. Press and hold the **Reset** button for 20 seconds until the blue LED indicator on the camera turns off. The camera will reset to factory defaults and restart automatically. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.


Changing the Camera's Wi-Fi Network

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 the Wi-Fi network, follow the steps described in section A if the camera is currently connected to Wi-Fi or section B if the camera is not currently connected to Wi-Fi.

A If the camera is currently connected to Wi-Fi

1. From the app, go to the camera's **Settings > WiFi SSID**.



2. Enter the name of the new Wi-Fi network name (SSID) and password. Confirm the password in the Confirm Password field. Make sure the home Wi-Fi network your camera will be joining is a 2.4GHz network. The Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/ access point. Toggle  to make sure that you have entered the Wi-Fi network password correctly.

IMPORTANT: If the wrong Wi-Fi SSID or password is entered, the camera will fail to reconnect to Wi-Fi and you will have to perform the camera setup process again as described in section B below.



3. Tap the OK 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 show livestream once the camera is connected to the new Wi-Fi network.

B If the camera is not currently connected to Wi-Fi

From the app, go to **Menu > Pair Device** and perform the setup process for your camera again. This will allow you to pair the camera to the new Wi-Fi network. For more information, see the pairing instructions relevant to your camera.

IMPORTANT: There is no need to remove the camera from your account first. 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.

FAQs - General

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: 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: Settings > Technical details

Where can I find the snapshots and recordings taken using the app?

Your snapshots and recordings are saved to your phone's internal memory in the "swannsecurity/images" and "swannsecurity/record" folders. You can also find your manual recordings in **Menu > Recordings** section of the app.

How do I get alerts on my phone?

To receive push notifications from Swann Security, simply turn on the Notifications Status toggle in the **Notifications** tab of the app.

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 live video slow to load?

Poor internet connection is the most common reason. Test your internet speed using an online speed checker tool or at [speedtest.net](https://www.speedtest.net). We recommend internet speeds of at least 2 Mbps for optimal streaming performance. As a general rule, the more devices (e.g., cameras) you have connected, 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.

FAQs - Alert Indoor, Spotlight Outdoor & Floodlight Cameras

I cannot connect the camera to my Wi-Fi network

- 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 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.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your Wi-Fi router.
- 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 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.

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access (minimum 512Kbps upload speed) 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

- 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 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.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your Wi-Fi router.
- 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 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.

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access (minimum 512Kbps upload speed) so you can stream live video to your phone and manage the camera's settings.

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 unplugging and re-plugging the camera to refresh its internet connection. 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. 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. Also, you can directly access recorded events from the camera's internal memory via the camera's **Settings > Storage**.

Does my camera pre-record events?

Yes, when you playback an event, you will be able to view 4-5 seconds of additional footage showing the scene prior to the event occurring.

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

No, motion and sound detection recordings will always be captured in the highest camera resolution available.

Is it possible to manually turn off the siren?

Yes, simply open the camera's live view in single view mode then tap the siren icon twice. If the duration of the automatic siren is too long, you can reduce it to 30 seconds (minimum) or turn it off completely in the camera's settings (**Motion Settings > Siren**).

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 event is detected. Go to your camera's **Settings > 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 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 timeline.

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.

How far back can I view my camera's cloud recordings?

Swann Security provides free basic cloud storage for your camera. From the **Playback** tab, you can retrieve up to the last 7 days of camera event clips stored in the cloud. For extra protection including longer storage period, you can easily upgrade the camera's cloud plan at any time by visiting [subscriptions.swannsecurity](https://subscriptions.swannsecurity.com)

FAQs - Security Pan Tilt Camera / Security Tracker Camera

I cannot connect the camera to my Wi-Fi network

- 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 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.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your Wi-Fi router.
- 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 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.

Can I use my camera without an internet connection?

No, your camera requires a Wi-Fi network connection with internet access (minimum 512Kbps upload speed) so you can stream live video to your phone and manage the camera's settings.

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 unplugging and re-plugging the camera to refresh its internet connection. 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. 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 record events without a microSD card installed?

No. Events are first recorded to the camera's local storage (i.e., microSD card) and then uploaded to your cloud storage. If the camera doesn't have a microSD memory card installed, it can still detect events but will not be able to record video. The camera will also not be able to download and perform firmware updates without a microSD card.

Can my camera record events without a microSD card installed?

No. Events are first recorded to the camera's local storage (i.e., microSD card) and then uploaded to your cloud storage. If the camera doesn't have a microSD memory card installed, it can still detect events but will not be able to record video. The camera will also not be able to download and perform firmware updates without a microSD card.

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 to the camera's **Settings** > **Admin** and tap **Reboot**.

What is the maximum microSD card size that can be used with the camera?

The maximum microSD card size supported is 128GB (class 10 or higher recommended).

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. Also, you can directly access recorded events from the camera's internal memory via the camera's **Settings** > **Storage**.

Does my camera pre-record events?

Yes, when you playback an event, you will be able to view 4-5 seconds of additional footage showing the scene prior to the event occurring.

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

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

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 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 timeline.

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.

(Security Pan Tilt Camera only) How far back can I view my camera's cloud recordings?

Swann Security provides free basic cloud storage for your camera. From the **Playback** tab, you can retrieve up to the last 7 days of camera event clips stored in the cloud. For extra protection including longer storage period, you can easily upgrade the camera's cloud plan at any time by visiting subscriptions.swannsecurity.com.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.