SWANN SECURITY APP
USER MANUAL for iOS

English

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Getting Started

INSTALLING THE SWANN SECURITY APP
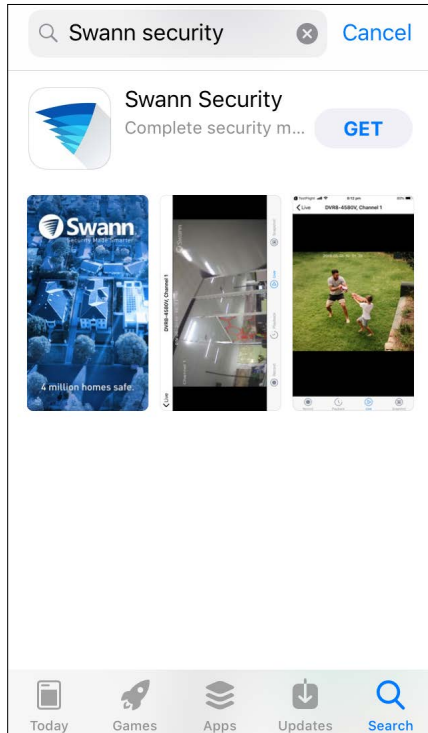
Search and download the latest version of the Swann Security app from the App store.

After the Swann Security app is installed, tap the Swann Security icon on the Home screen to launch the app.
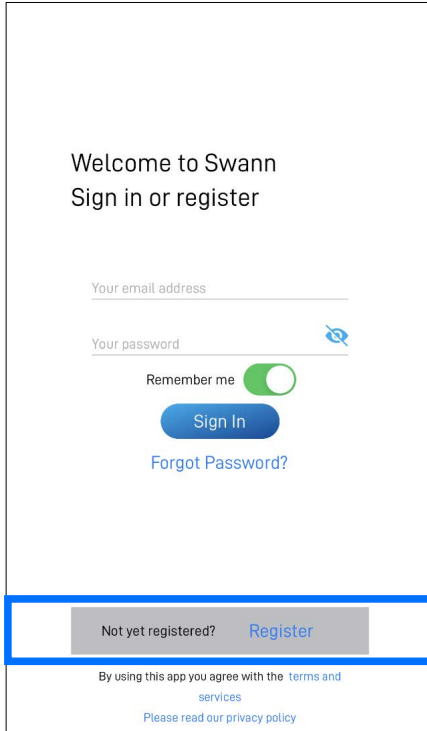
Open the Swann Security app and tap **Not yet registered? Register** button.
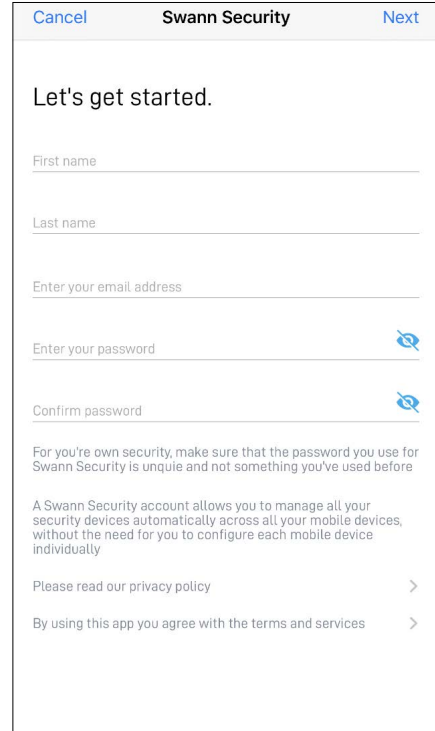
Enter your first and last names, email address, desired password (between 8 - 32 characters), and confirm the password. Tap **Next** to continue.
This helps us verify your identity if you contact us for assistance with your account or device.

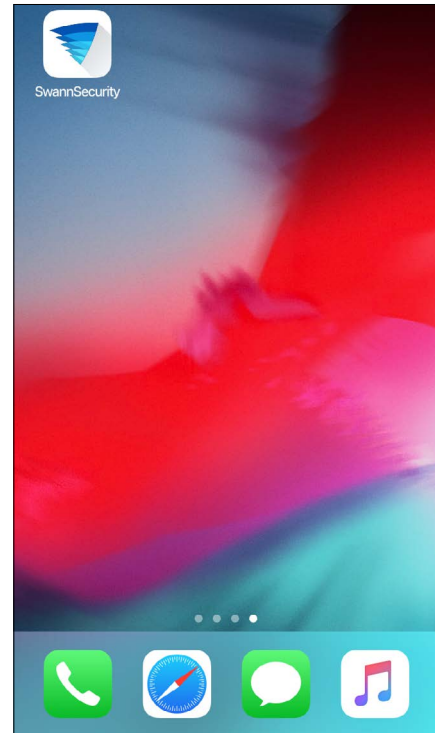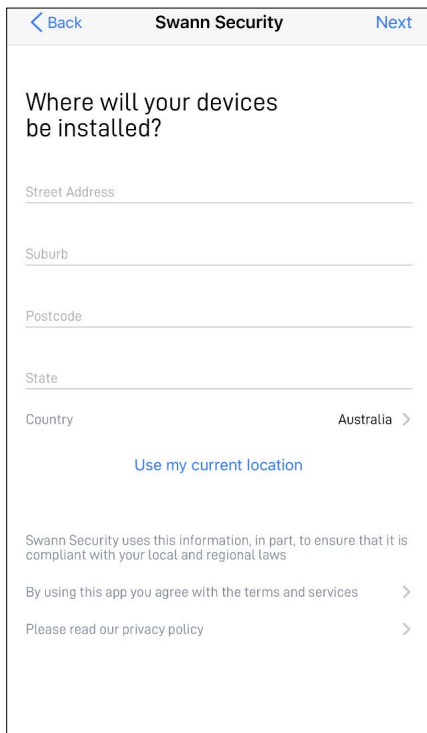Enter your address or tap **Use my current location** to allow the app to automatically determine your street address based on your phone's current location. Your location allows us to personalize your experience on Swann Security and other Swann services.

Tap **Next** to continue.
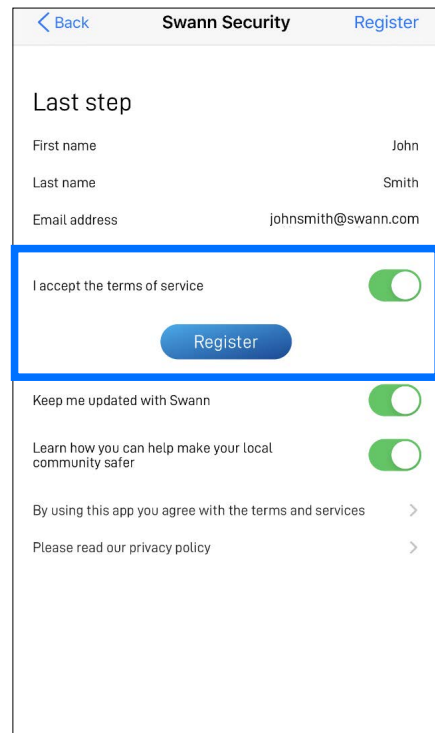
Read the Terms of Service and Privacy Policy (links on the bottom of the screen), then select the "**I agree to the terms of service**" option to agree to the terms of service.

Tap the **Register** button to create your account.
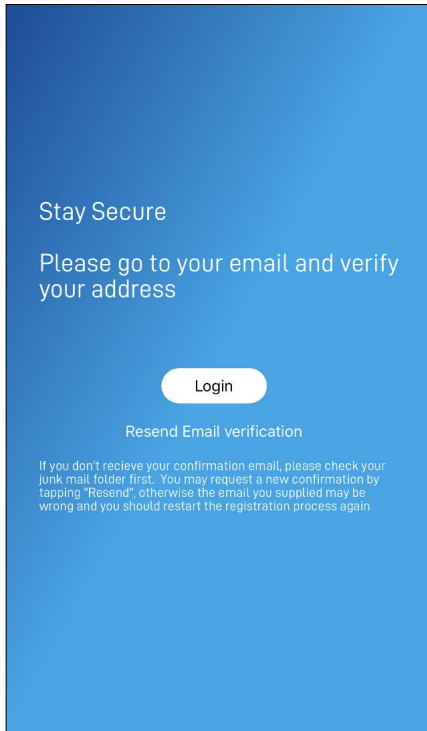
Go to your email inbox and open the link in the verification email from Swann Security to activate your account. If you can't find the verification email, try checking the Junk folder. You can also tap

Resend Email Verification to receive another verification email.

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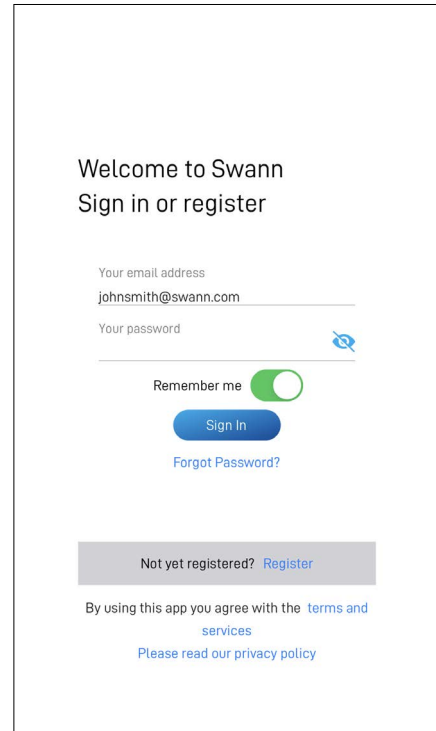
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap the **Sign In** button.

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.
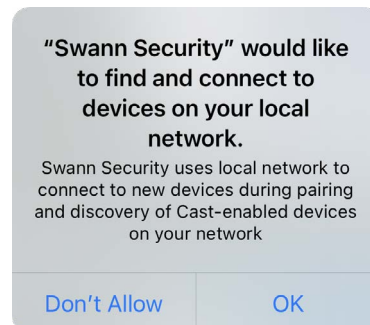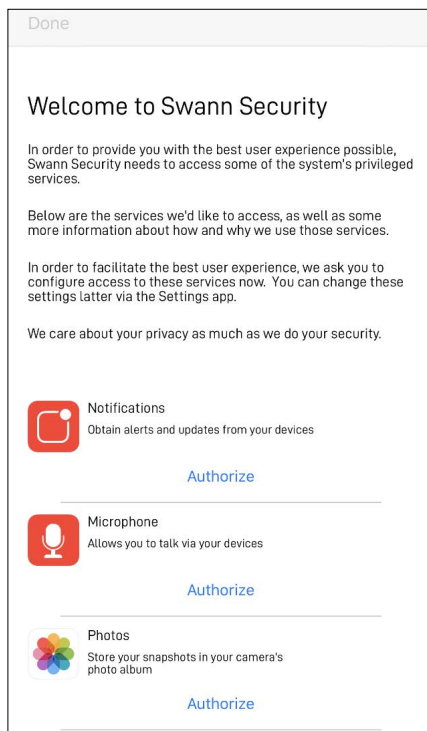
The first time you run the app, you'll be asked to give permission for the app to access services such as notifications, microphone, location, etc.
Ensure permissions are granted for the services requested (see on-screen explanations) to get full benefits of the app including alerts and device pairing capability.
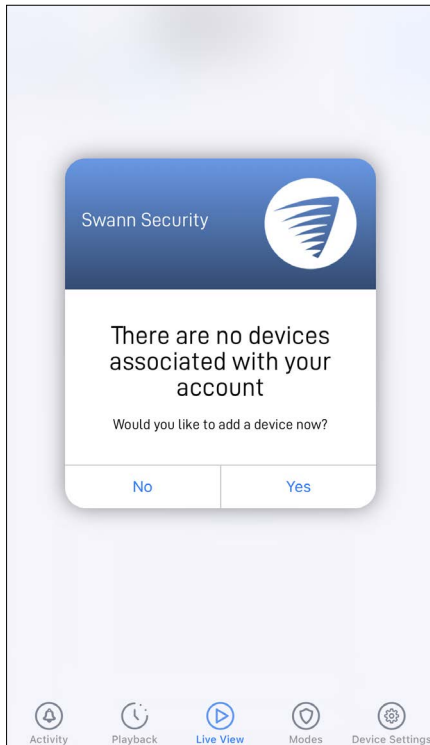
Once you have signed in, if your Swann Security account does not have any devices associated with it, the app will prompt you to add a device. Simply tap **Yes** to pair your first Swann device.
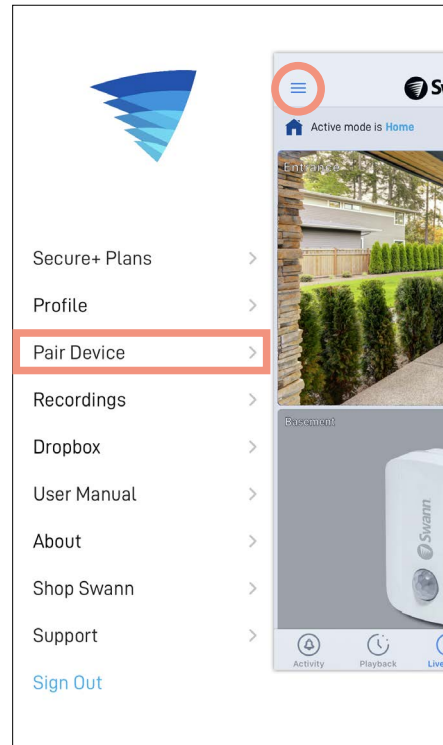
You can also add Swann devices to your Swann Security account via the:

- **App menu** ☰ > **Pair Device**
- **Device Settings tab** > **Pair Device**
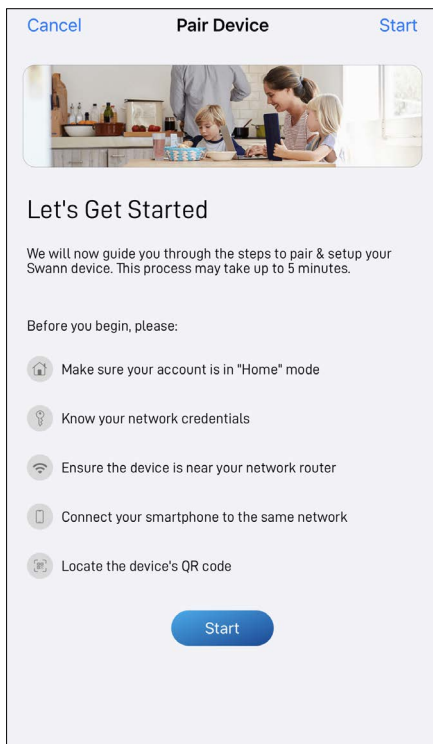
To pair and set up your new Swann device, simply follow the **Pair Device** on-screen instructions. Once the pairing process is complete, your device will be displayed on the **Live View** tab.

If you need help with scanning the device's QR code, see .

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

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

If your phone can't scan the QR code

• You can tap the **Manual Pair** button at the bottom of the QR code scanning screen, select the device you want to pair from the product menu, and type in the device's ID/MAC (consists of 12 alphanumeric characters) is listed on a sticker located on the back, bottom or base of the device, as shown below

About the App Interface

Modes panel
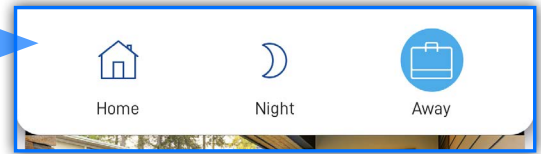
Modes panel icons

Home mode

Night mode

Away mode
If the icon is highlighted in blue, this indicates that this mode is the current active mode

1 **App Menu:** Tap to open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See **"App Menu" on page 11**.

2 **Current Active Mode:** Indicates the mode that your devices are currently operating in. Tap "Change" to display the Modes panel which will enable you to quickly change the mode. Changing the mode will change how your devices respond to motion or sound events, depending on the settings that have been applied for that particular mode. You can configure settings for each mode via the **Modes** tab. For more information, see **"Modes Tab" on page 12**.

**3** **Activity Tab:** Tap to get a detailed reporting of the current day and past week's device and system activities. If you see a dot ⬤ displayed next to the icon, this indicates the number of new activities. Double-tap the **Activity** tab to clear the dot. From the Activity tab, you can also enable the **Do Not Disturb** function to stop receiving all push notifications from Swann Security on your mobile device. This function is useful when you don't want to be disturbed at certain times. For more information, see **"Activity Tab" on page 14.**

4 **Playback Tab:** Tap to access and playback the event recordings from your devices. For more information, see **"Playback Tab" on page 18**.

5 **Live View Tab:** Tap to view live video feed from all your connected devices in multi-view screen as well as in single-view where you can operate various camera functions if available. For more information, see **"Live View Tab" on page 15**.

6 **Modes Tab:** Tap to configure the Home, Night and Away modes behavior for your devices. You can also view and manage device notifications within the **Modes** tab. For more information, see **"Modes Tab" on page 12**.

7 **Devices Settings Tab:** Tap to view and manage settings for your devices as well as check device status and perform general maintenance, including firmware updates. For more information, see **"Device Settings" on page 20**.
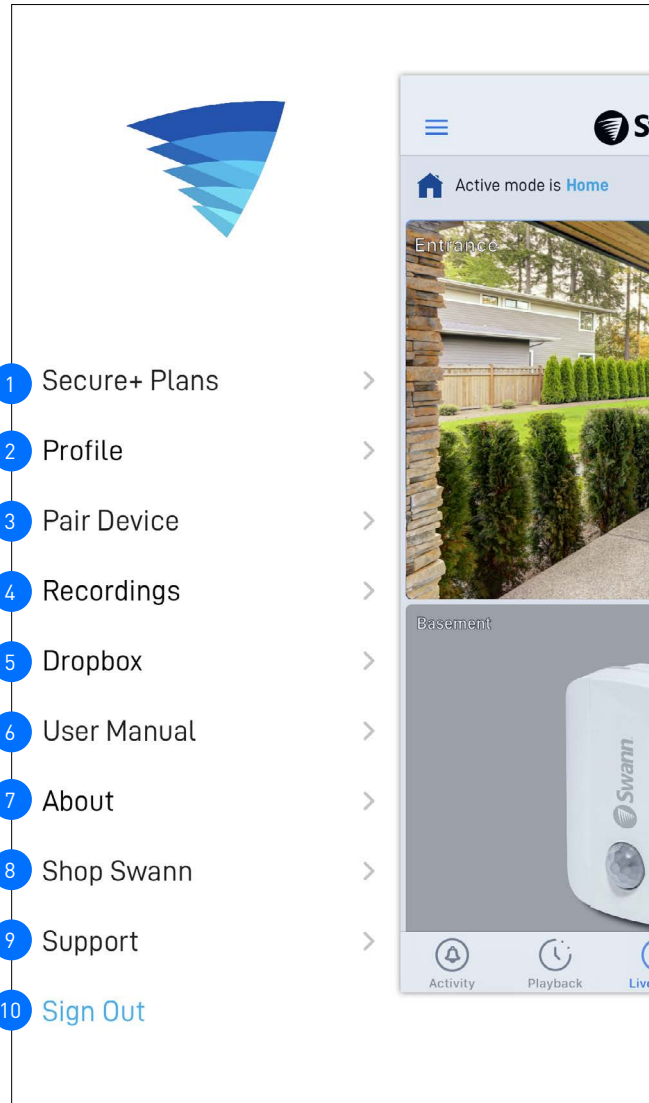
1 View and manage your Secure+ plan subscriptions.

2 Manage your Swann Security account profile. You can update your profile name, account password, and address. See **"Updating Your Swann Security Account Profile" on page 33**.

3 Add a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).

4 View, share, and delete video clips that were captured manually during live view. See **"Viewing and Managing Manual Recordings" on page 34**.

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

6 Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store).

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.com website on your phone's web browser where you can find and purchase the latest products to integrate with your Swann Security system.

9 Open the Swann Support Center website on your phone's web browser.

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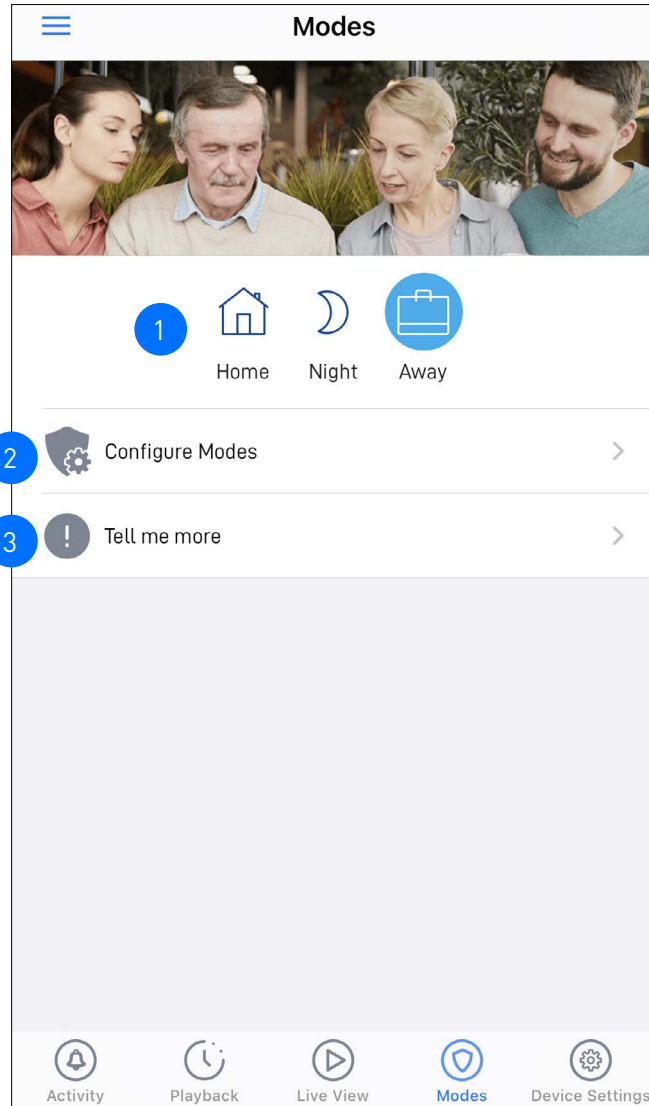
1 Modes panel. The mode that is currently active is highlighted in blue. You can change the mode by tapping the icon of the mode you'd like to change to. Changing the mode will change how your devices respond to motion or sound detection events. This depends on the settings that have been configured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

2 Tap to configure the modes. For each mode (Home, Night, Away), you can independently customize each individual camera's motion/sound sensitivity settings (device-dependent) and whether to receive push notifications.

3 Tap to display a popup window providing a general introduction to the Modes feature.
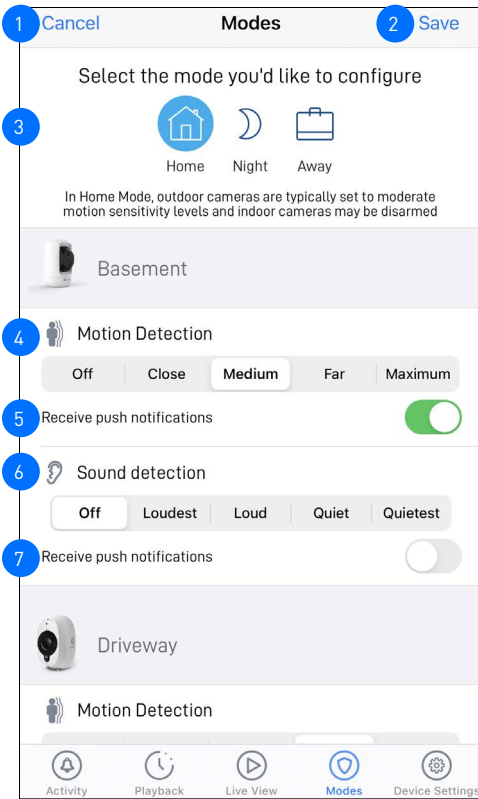
Note: The settings available depend on the capability of the paired device.
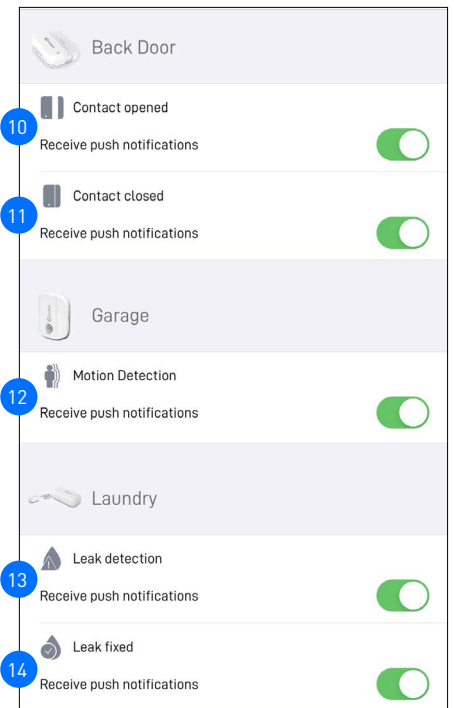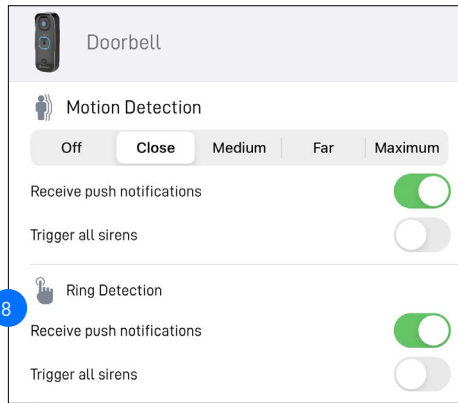
1 Tap to close the Mode Configuration screen without saving any changes and return to the Modes screen.

2 Tap to save changes you've made to any of the modes and return to the Modes screen.
Note: New settings for the mode that is currently active will take effect only on the next mode change. For example, if Swann Security is currently in Home mode and you make changes to the Home mode configuration, you will need to switch out from the current (Home) mode to a different mode (Night or Away) and then back to Home mode so the new Home mode settings can take effect.

3 Tap the icon of the mode that you want to configure. If the icon is highlighted in blue, this is the mode that is being configured.

4 Choose the camera's motion detection sensitivity level in this mode.

5 Choose whether to receive "Motion Detection" push notifications from the camera in this mode.

6 Choose the camera's sound detection sensitivity level in this mode.

7 Choose whether to receive "Sound Detection" push notifications from the camera in this mode.

8 Choose whether to receive "Doorbell Ring" push notifications from the device in this mode

9 Requires indoor siren (model: SWIFI-ISIREN)
You can choose which of your connected Swann Security devices (for example, contact sensors, motion sensors, cameras, etc) will trigger the siren when events are detected. Simply tick the "Trigger all sirens" option for the device that you want to trigger the siren

10 Choose whether to receive "Contact Opened" push notifications from the device in this mode.

11 Choose whether to receive "Contact Closed" push notifications from the device in this mode.

12 Choose whether to receive "Motion Alert" push notifications from the device in this mode.

13 Choose whether to receive "Water Leak Alert" push notifications from the device in this mode.

14 Choose whether to receive "Water Leak Cleared" push notifications from the device in this mode.

Push Notification Examples

13
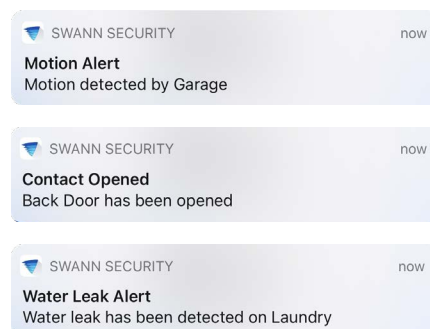
This detailed Activities report will enable you to quickly analyse the times of day your devices detect the most events, the frequency of particular event types, or when mode changes were performed. With this data on hand, it becomes easy to make adjustments to device-related detection sensitivity and mode settings where they are needed to improve the overall performance of your Swann Security security system.

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

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

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

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

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

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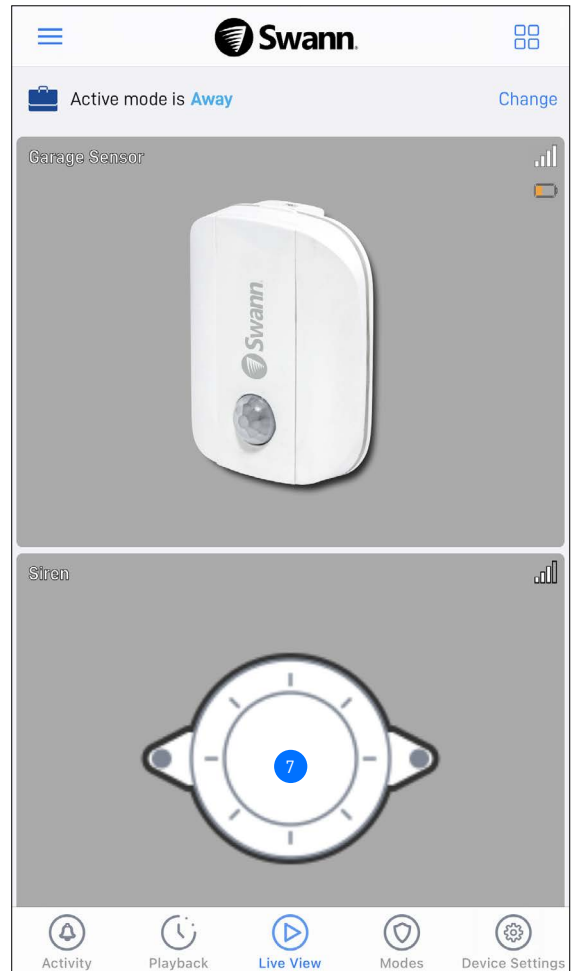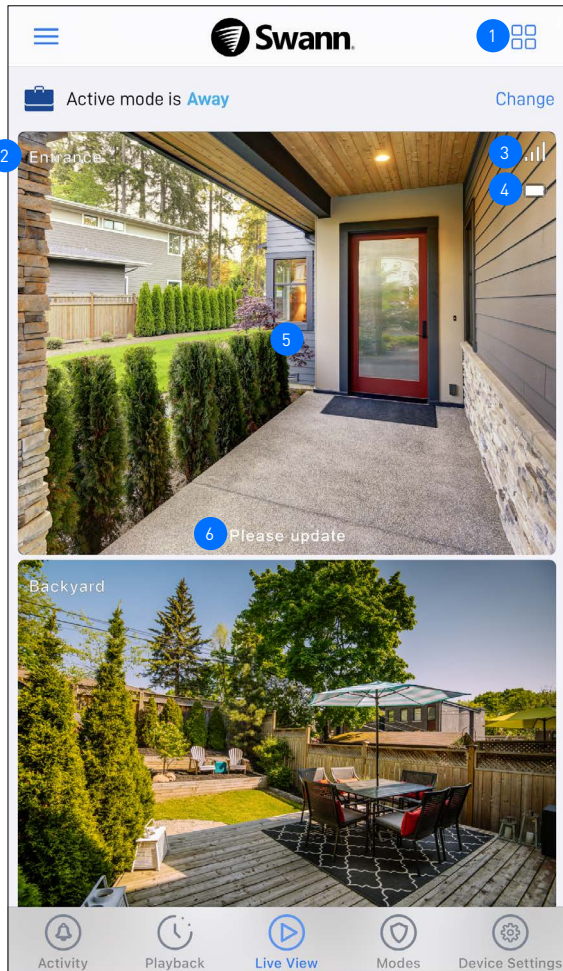- Tap on an event type (circle with a number) to view a detailed timeline that shows when events in the past week were detected by your device/system along with a chart of the daily number of detections.

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

1   Toggle the layout of camera tiles in the viewing area between list and two-column grid views. You can customize the order of camera tiles according to your preferences via the **Device Settings** tab.

2   The camera name. You can easily change the name of your camera via the **Device Settings** tab.

3   The number of bars indicates the Wi-Fi signal strength of the Wi-Fi camera. The more bars that are filled, the stronger the Wi-Fi connection and the faster it will take to load the camera's live video stream. If Wi-Fi signal strength is showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal. Also, consider installing a Wi-Fi range extender if the camera location has poor Wi-Fi reception.

4   **(Battery-powered cameras only)** The battery icon gives an indication of the remaining battery power on your camera. The ⚡ icon indicates your camera is charging.

5   Tap the tile to display live view of the selected camera in single view mode and access additional camera options (device-dependent) such as quick snapshots/clips, 2-way talk, pan and tilt controls, spotlight, siren, and more. For more information, see **"Single View Mode" on page 16**.
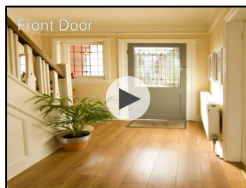
If your camera has completely lost connection to the app (due to connection timeout, device sleeping, Wi-Fi/Network issues, etc), the camera tile will be displayed as shown on the right. Tap ▶ to re-establish the camera connection.

Note: If your camera stays offline for an extended period of time, try turning the power to the camera off for 10 seconds before turning it back on. 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.

6   If a camera firmware update is available, the "**Please update**" prompt will appear in the bottom of the camera tile. Tap the ⚙ in the top right of the camera tile > **Check for updates** > **Update** button to install the new firmware on the camera.

7   **(Indoor Siren model only)** You can manually trigger the siren. Tap the **Siren** tile, then tap the 🔔 icon, as shown on the right. To manually stop the siren after it has been triggered, tap the 🔕 icon.

15
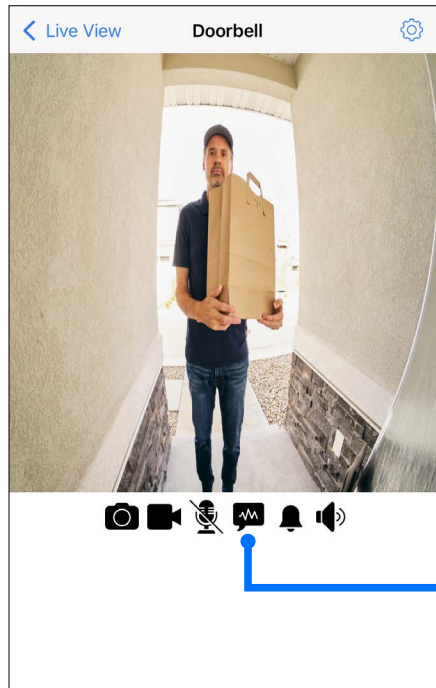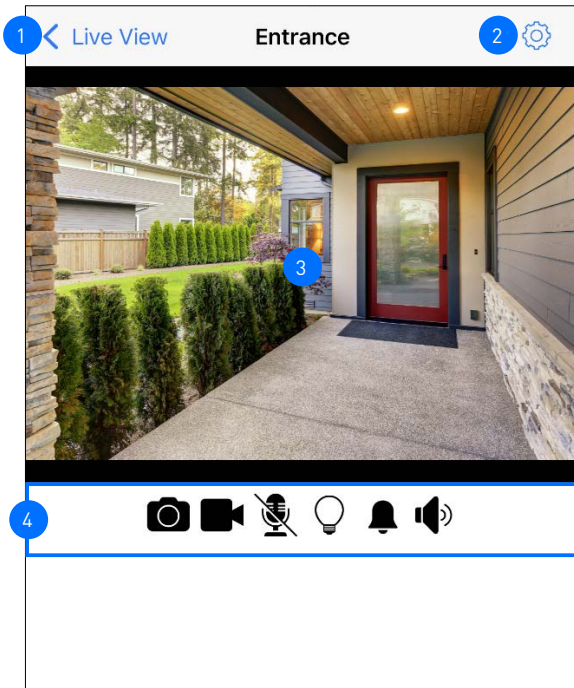
SwannBuddy Video Doorbell "Pre-recorded Messages" feature

Voice Prompts

I cannot come to the door right now

Please leave the package at the door

You are being recorded. Please leave my house immediately

The police are on the way. Please leave immediately

Close

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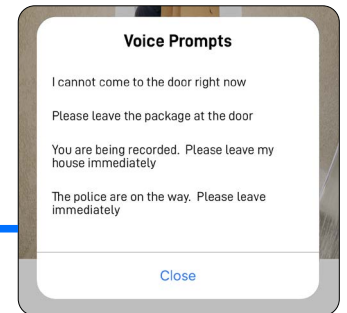
1 Return to the Live View tab camera dashboard.

2 Tap to go directly to the camera's Settings screen.

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

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

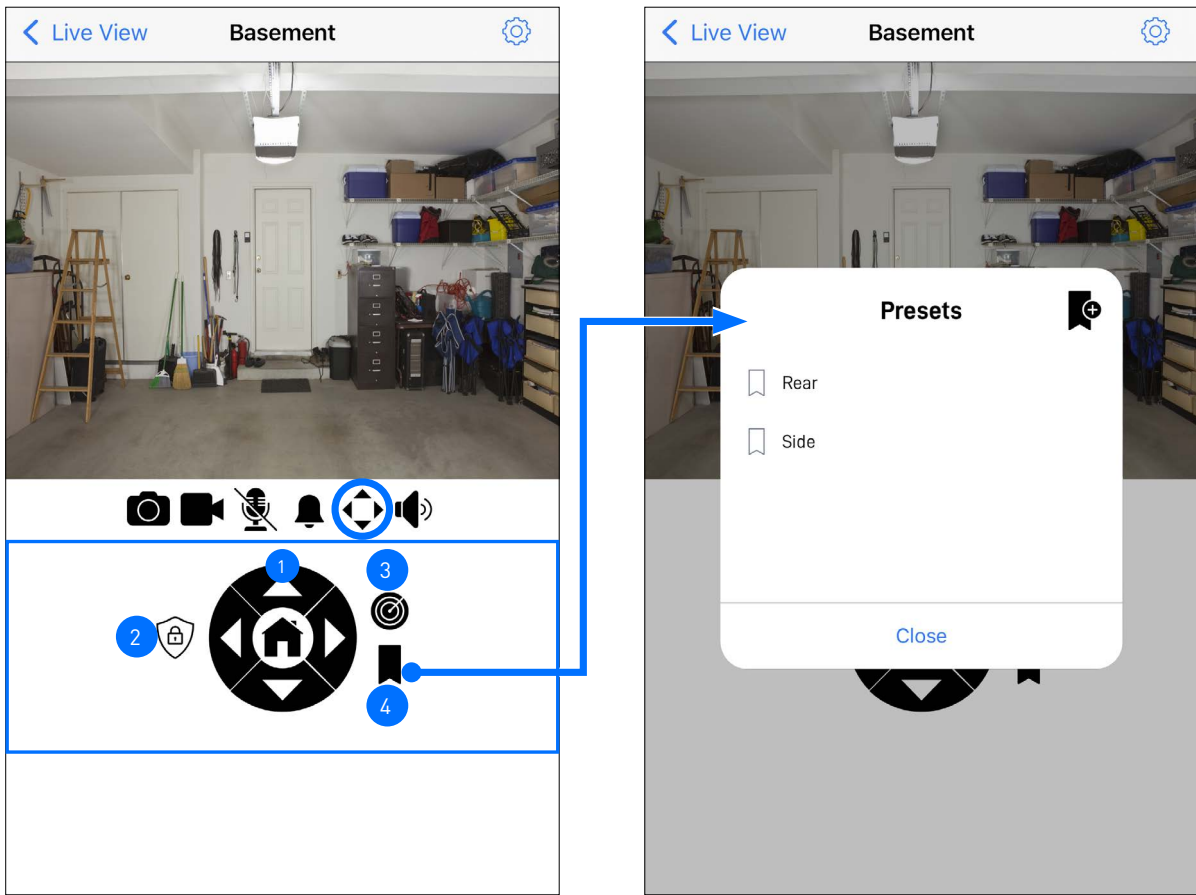| Icon	Description
📷	Take a snapshot with the camera. The snapshot is saved to your phone. Open your phone's Gallery or Photo app to view the snapshot.
🎥	Record a video clip with the camera. Tap again to stop the recording. The video file is saved to your phone. You can also view your manual video recordings via **App Menu > Recordings > Live Recordings**.
🎤	Activate or deactivate the camera's 2-way talk mode When activated, press and hold the **PTT** (Push to Talk) button to talk. Release the **PTT** button to listen.
🔔	Turn on or off the camera's built-in siren.
💡	Turn on or off the camera's built-in floodlights/spotlights.
🔊	Mute or unmute the live video.
💬	**(SwannBuddy Video Doorbell only)** The "Pre-recorded Messages" feature. **Tap to** display the list of pre-recorded messages which you can quickly choose to play as a response to visitors when you can't answer the door.
✣	Display the **pan and tilt/tracker panel** which will allow you to control the view of the camera. See next page for more details.
LQ	**(DVR/NVR only)** Tap to select your preferred live video quality. The **HD** quality setting will display the clearest and sharpest video possible, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Lower video quality settings use less bandwidth to stream video and may result in a smoother experience (recommended for slow cellular/internet speed, limited data allowance).

1   Tap the right/left/up/down arrow repeatedly to pan and tilt the camera view. Tap 🏠 to revert to the default starting (home) center position. If your camera has the auto-tracking feature, you can use the arrow buttons to manually zoom in on a particular area.

2   Tap to enable/disable Privacy mode. In Privacy mode, the camera will automatically rotate to a discreet position and temporarily turn off the motion sensor (so no recordings will be captured) to protect your privacy. To use privacy mode, you must first define the camera's privacy mode position here: **Device Settings > Select your PT Camera > Pan & Tilt Settings > Privacy Mode Settings**. When enabled, the Privacy mode icon will be highlighted.

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

4   Tap to open the Presets box (see right figure above) displaying all the available and stored camera presets. To learn more, see **"Pan & Tilt Settings: Creating & Managing Camera Presets" on page 29**. Camera presets allow you to quickly point the camera at pre-defined viewpoints. You can quickly change the position of the camera by tapping the preset name. Additional presets can be created by tapping the **Mark** 🚩 icon once the initial preset has been created.
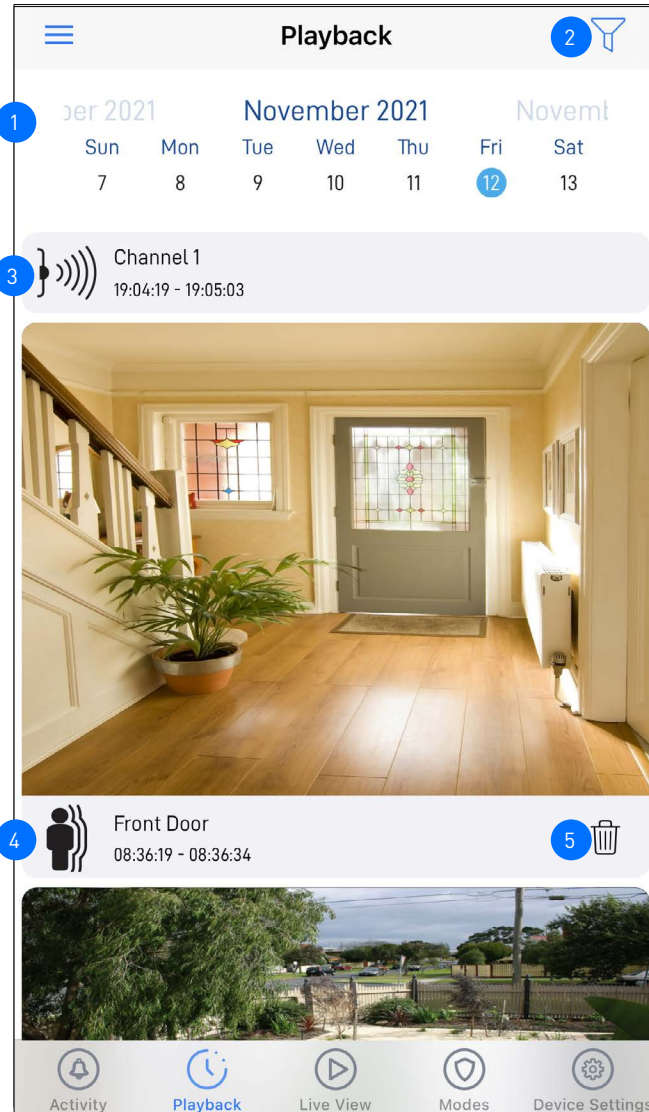
By default, the Playback tab displays a list of today's event recordings from all of your devices.
1   You can also view events that were captured on a different date, simply scroll left or right the calendar view to select a date.
Note:
For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the Secure+ cloud plan associated with the camera. You can find out more about the Secure+ cloud plans available for your cameras and as well as subscribe to a plan at any time, simply tap **Menu ☰ > Secure+ Plans**.

2   Tap to display the playback filter where you can sort events by ascending or descending order as well as filter by device type and time range.

3   Shows the DVR/NVR channel name/number and the start time of the recorded event. Please note that thumbnails are not available for DVR/NVR recordings. Tap the event row to playback the video in the **Video Playback** screen. See **"Playback Tab: Video Playback Screen" on page 19**.

4   Shows the Wi-Fi camera name and the start time of the recorded event. Tap the thumbnail to playback the video in the **Video Playback** screen. See **"Playback Tab: Video Playback Screen" on page 19**.

5   **(Wi-Fi camera models with cloud storage feature only)** Tap to delete the event from the event history and the cloud storage. Be sure to save the video clip to your phone first if you'd like to keep it.
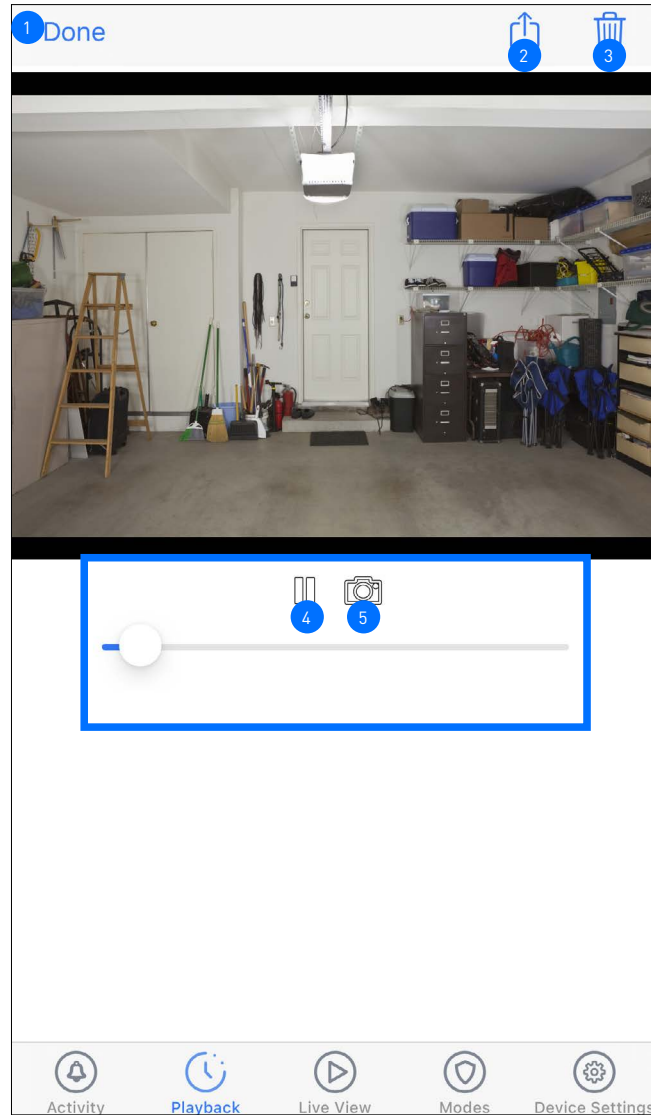
1   Tap to go back to the Playback tab.

2   Tap to share the video via popular email/messaging apps or save the video to your phone's cloud or local storage.

3   **(Wi-Fi camera models with cloud storage feature only)** Tap to delete the video. Please note that deleting the video will also delete the corresponding event from the event history and the camera's cloud storage.

4   Tap to pause/play the video.

5   Tap to capture a snapshot. Open your phone's Photo app to view the snapshot.

Device Settings

MANAGING YOUR DEVICES

From the navigation bar, tap the ⚙ **Device Settings** icon.
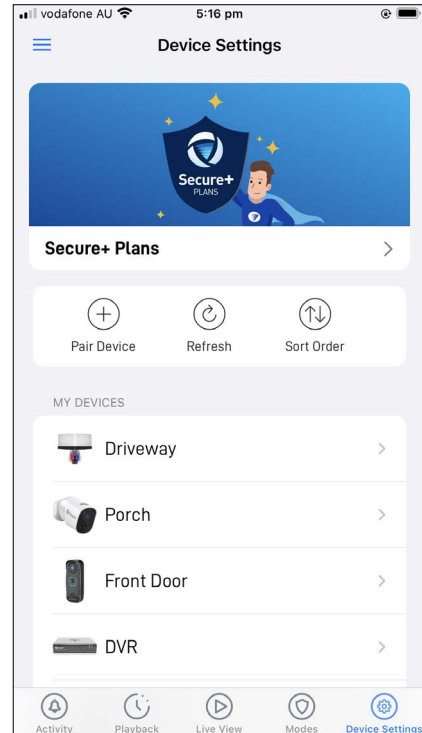
Tap the device for which you would like to view details or change settings.
You can also do the following:

- Tap ⊕ **Pair Device** to pair a new Swann Security device to your account.

- Tap ↻ **Refresh** to attempt reconnection to devices that have lost connection (e.g., phone screen timeout, unstable cellular/ Wi-Fi) or see the updated display order of your devices if they have been rearranged.

- Tap ⇅ **Sort Order** to rearrange the order of the device tiles in the Live View tab. Tile positions in grid and list views are arranged in the following order, as shown below.

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

CCTV System (DVR/NVR)

Done   Device Settings

DVR

① Name   DVR >

② Time Zone   +1000 >

③ 📦 Dropbox   >

④ ⓘ Technical details   >

Channel 1

Channel 2
Camera is offline

Channel 3
Camera is offline

Channel 4
Camera is offline

Channel 5
Camera is offline

Channel 6
Camera is offline

Channel 7
Camera is offline

Channel 8
Camera is offline

⑤ Remove this device

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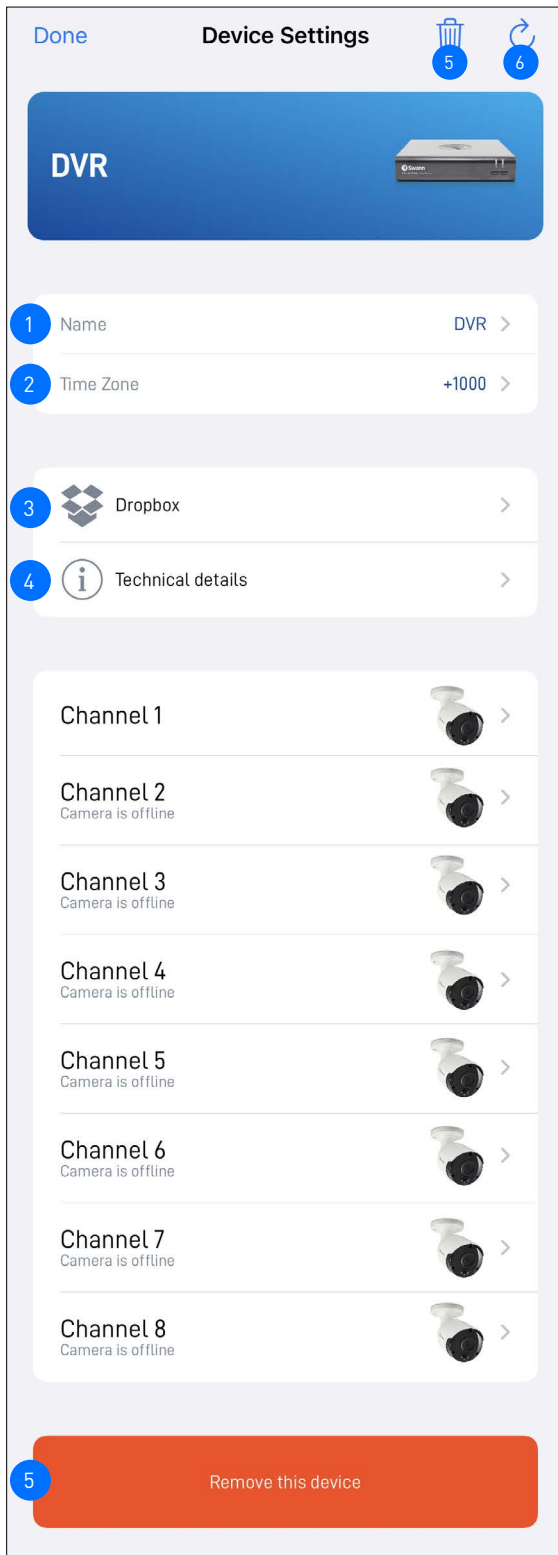
① The name of your DVR/NVR.

② **(Selected DVR/NVR models only)** Link your Dropbox account to your Swann Security account. This feature allows you to save recordings using Dropbox as an external cloud storage. Refer to your DVR/NVR's instruction manual for more information on activating the Dropbox feature.

③ View technical information about your DVR/NVR such as the model code, software (firmware) version, device ID, MAC address, and network IP address.
Note: The DVR/NVR's MAC address (including colons) —a unique 12-character hardware ID (for example, BC:51:FE:12:34) assigned to the device—can be used as the recovery code to reset the DVR/NVR password locally via the system's **Unlock** screen > **Forgot Password**.

④ You can change the name of the camera channels on the DVR/NVR. If you rename the camera channel through the app, it will also be automatically updated on your DVR/NVR .

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

⑥ Tap to refresh the Device Settings Overview screen.

Wi-Fi Sensor / Siren

Done   Overview   **6** 🗑

Back Door

1 Name	Back Door ›
2 Wi-Fi SSID	BelongA485CF
3 Wi-Fi signal	📶 46%
4 Battery	🔋 69%

5 ℹ Technical details   ›

6 Remove this device
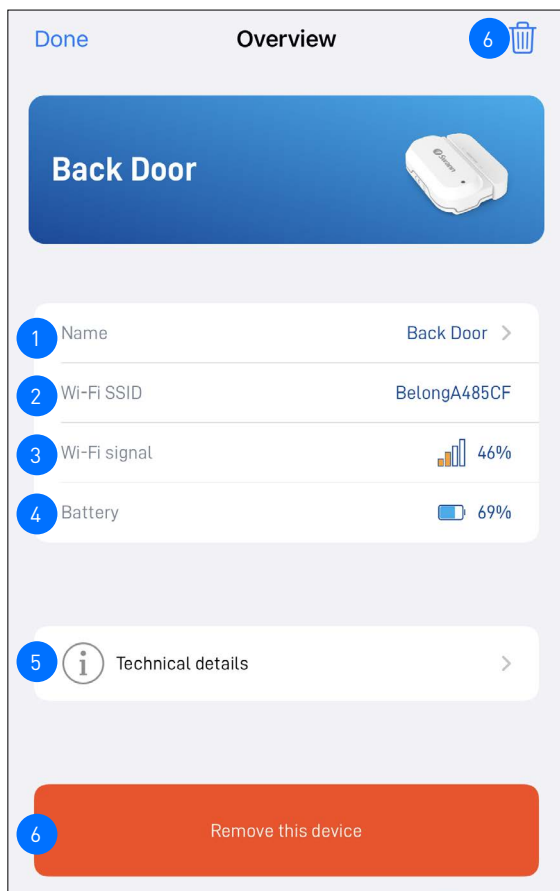
1 The name of the device. You can tap › to change it.

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

**3** The Wi-Fi signal strength. In general, the closer the device is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices. If the device location is far from the router/access point and does not have strong wireless connection (≤2 signal bars), the device may occasionally drop off the network.

4 Displays the current battery level of the device. When the battery level starts to run low, you will receive "Battery Low" notifications from the app.

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

6 Remove (unpair) the device from your Swann Security account. **Note:** *In some cases, you might need to unpair your device. For example, if you want to use your device with a different Swann Security account or if you give away your device to a family member, it must be unpaired first.*

SIREN SETTINGS (SIREN ONLY)

⚙ Siren Settings   ›

ℹ Technical details   ›
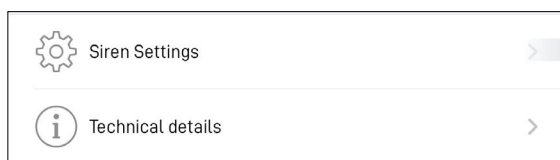
The siren can be fully customized to accommodate your household security needs.
Tap › to change the settings for the siren such as the speaker volume, siren duration, and alarm tone, as shown on the right.

1 Save any changes you've made to the siren settings.

2 Slide left or right to decrease or increase the volume of the siren. *You can also completely mute the siren when triggered and only flash the red and blue LED light ring by setting the **Speaker Volume** to **0%.***

3 Use the slider to set how long the siren will sound when triggered.

4 You can change the siren alarm tone. There are four alarm tones to choose from:
— *Siren*
— *'Ding Dong' Chime*
— *'Beep Beep' Alert*
— *Human Voice "Sensor Triggered"*

Cancel   Siren Settings   **1** Save

Siren

AUDIO

2 Speaker volume
50%

3 Siren duration
00:30

CHIME

4 Type   0 1 2 3

Activity   Playback   Live View   Modes   Device Settings

Wi-Fi Camera

Done	Overview	↻ 17 🗑 16

1 Name — Porch >
2 Is online — ☑
3 Time Zone — +1000 >
4 Wi-Fi SSID — TP-Link_4E48 >
5 Wi-Fi signal — 📶 100%
6 Battery — 🔋 42%

7 Automatically wake-up device on launch
[Always] [Never]
Swann Security will automatically wake-up your device when it's launched. This may impact the battery performance of your device

8 Automatically start live view preview
[Always] [Wi-Fi only] [Never]
Swann Security will attempt to start the live view preview automatically

9 ◎ Camera settings >
10 ◎ Detection settings >
11 ▦ Motion Detection Mask >
12 💾 Storage >
13 ↻ Check for updates >
14 🔧 Advanced >
15 ⓘ Technical details >

16 Remove this device

Pan & Tilt settings >

(Certain devices only) Adjust the camera's various pan and tilt settings such as the privacy mode position, movement speed, video layout, and motion tracking. See **"Pan & Tilt Settings" on page 28**.

Facial Recognition >
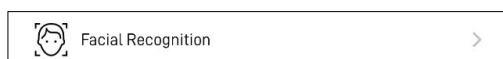
(Certain devices only) Manage and register face recognition profiles on the camera. See **"Facial Recognition" on page 30**.

Settings available may vary with camera model.

1 The name of your camera. You can tap ＞ to change it.

2 The connection status of your camera: *ONLINE √* or *OFFLINE X*.

3 **The timezone (GMT format) of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected.** You can tap ＞ to change the timezone. Timezone is based on GMT format. **There is also the option to sync the camera to your phone's timezone.**

4 The name (SSID) of the Wi-Fi network to which your camera is connected. If you have multiple Wi-Fi networks in your home, you can tap ＞ to change the Wi-Fi connection the camera is using. For more information, see **"Changing the Camera's Wi-Fi Network" on page 35**.

5 The Wi-Fi signal strength. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices. If the camera location is far from the router/access point and does not have strong wireless connection (≤2 signal bars), the camera may occasionally drop off the network.

6 **(Battery-powered cameras only)** Displays the current battery level of the camera. The 🔋 icon is displayed while the camera while the camera is being charged via the USB power charger or solar panel accessory.

7 **(Battery-powered cameras only)** When the app is launched, you can choose whether to <u>Always</u> or <u>Never</u> wake up the camera from sleep.

8 When the app is launched, you can choose whether the Live View tab will: <u>Always</u> start the camera's live stream, Start camera's live stream if your phone is connected to <u>Wi-Fi only</u>, or <u>Never</u> start the camera's live stream.

9 Adjust the camera's audio and video settings such as the video stream quality, video orientation, microphone and speaker volume. See **"Camera Settings" on page 25**.

10 Adjust the camera's detection settings such as the motion and sound sensitivity. See **"Detection Settings" on page 26**.

11 Set up motion detection mask for the camera to reduce false motion triggers. See **"Motion Detection Mask" on page 27**.

12 Access motion event recordings stored on the camera's local microSD card. When the microSD card is full, the oldest clips will be overwritten to free up space.

13 Check for 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.

14 Perform general maintenance such as rebooting the camera, resetting camera settings, formatting the internal storage, and factory reset.

15 View technical information about the camera such as the model code, firmware version, installation date, and MAC address.

16 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.
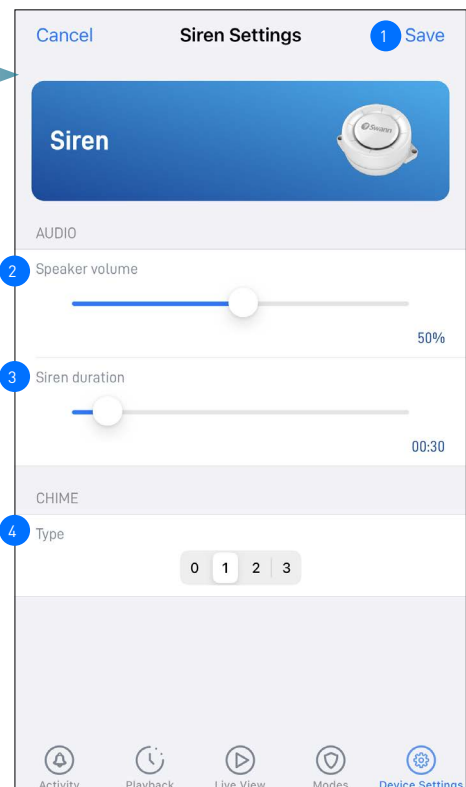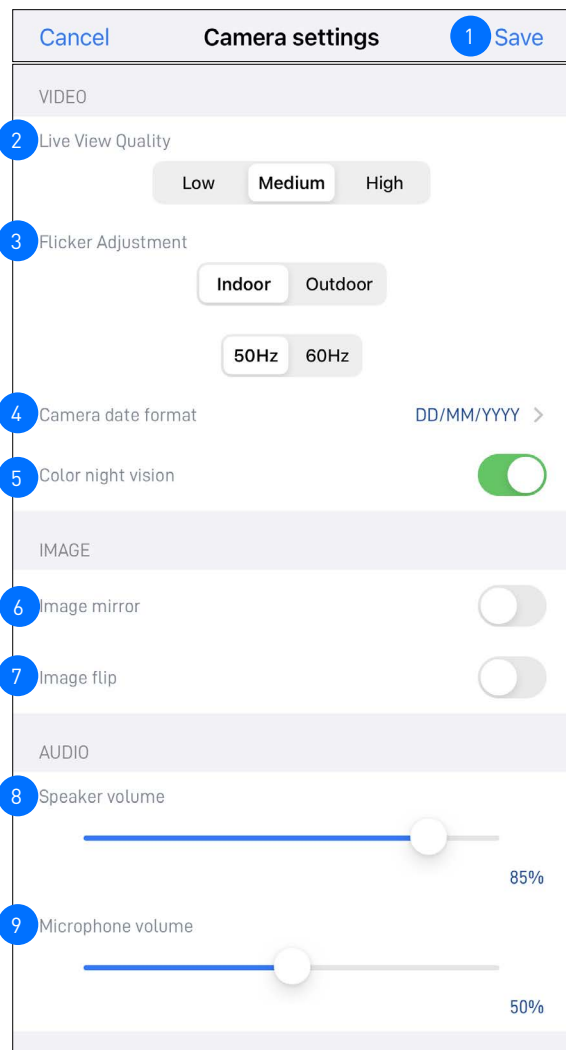
**17** Tap to refresh the Device Settings Overview screen.

Wi-Fi Camera

Settings available may vary with camera model.

Cancel	**Camera settings**	**1** Save	
VIDEO			
2 Live View Quality	Low	Medium	High
3 Flicker Adjustment	Indoor	Outdoor	
	50Hz	60Hz	
4 Camera date format	DD/MM/YYYY >		
5 Color night vision			
IMAGE			
6 Image mirror			
7 Image flip			
AUDIO			
8 Speaker volume		85%	
9 Microphone volume		50%	

1 Save any changes you've made to the camera settings.

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

3 Select the mode according to where your camera is physically located. 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 (Australia/UK)
• 60Hz (North America)

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

5 You can turn on **Color night vision** which will disable the camera's infrared LEDs in low-light conditions to capture color night images, provided there is sufficient ambient lighting (porch lights, etc). Please note that If there is insufficient ambient lighting, the night image may be completely dark.

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

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

8 Adjust the camera's microphone volume. The higher the level, the more sensitive the microphone will be at picking up sounds (including background static noise). You can also turn off the camera's microphone by sliding the level all the way left to 0%.

9 Adjust the camera's speaker volume. You can also mute the camera's speaker by sliding the level all the way left to 0%.

CHIME VOLUME SETTING

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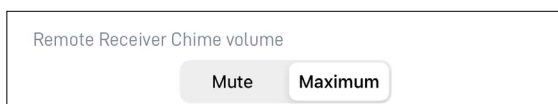
(SwannBuddy Video Doorbell Only) Select the volume of the chime speaker linked to your SwannBuddy Doorbell. You can completely turn the volume off by selecting the **Mute** option.

Wi-Fi Camera

Cancel   **Detection settings**   ① Save

② MOTION DETECTION

High motion settings will detect movement further away from the camera and may produce more false triggers. Use the low setting for optimized performance and fewer false triggers

| Off | Close | Medium | **Far** | Maximu... |

③ PERSON DETECTION

Lower values will only detect people that are nearby. Higher values will trigger on people detected in the distance and produce more false triggers.

| **Off** | Close | Medium | Far | Maximu... |

④ SOUND DETECTION

Settings towards the left will only detect very loud sounds. Settings towards the right detect quieter sounds, but may also produce more false triggers

| **Off** | Loudest | Loud | Quiet | Quietest |

⑤ LIGHT

When motion is detected, turn the light on for the specified period of time

| **Off** | 30s. | 60s. | 120s. | 300s. |

⑥ SIREN

When motion is detected, sound the siren for the specified period of time

| **Off** | 30s. | 60s. | 120s. | 300s. |

Settings available may vary with camera model.

① Save any changes made to the camera's detection settings.

② **MOTION DETECTION** – 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.
- To turn off the motion detection feature, select **Off**.

③ **PERSON DETECTION** – Receive person detection alerts when the camera detects the presence of a person during the motion event or live view. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection alerts.
Note: To receive person detection alerts, the Motion Detection sensitivity setting (see above) must not be set to **Off**.

④ **SOUND DETECTION** – Select the sound sensitivity level to optimize sound detection recordings for your home environment.
- The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the quietest of sounds like whispers or keyboard typing.
- The lowest sensitivity level (**Loudest**) will only detect very loud noises such as vacuum cleaners or smoke alarms.
- If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Mic Volume**. This will further reduce the camera's microphone sensitivity to background noise.
- Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
- To turn off the sound detection feature, select **Off**.

⑤ **LIGHT** – Select how long the camera's spotlights/floodlights will stay on when motion is detected during night time.
Note: The camera's built-in night detection sensor, which reads the ambient light levels, will automatically keep the spotlights/floodlights off during daytime to conserve electricity and make them last longer. During daytime, you can manually turn on and off the spotlights/floodlights via the camera's live view (single view mode) screen by tapping the ♀ bulb icon.

⑥ **SIREN** – Select how long the camera's built-in siren will sound when motion is detected.
Note: Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.

SLEEP PERIOD SETTING

After motion is recorded, the camera will sleep for a short period to conserve energy. A longer sleep period will give longer battery life, but have bigger gaps between recordings.

Sleep period

| **Off** | 30s. | 60s. | 120s. | 300s. |

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

MOTION DETECTION MASK

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

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

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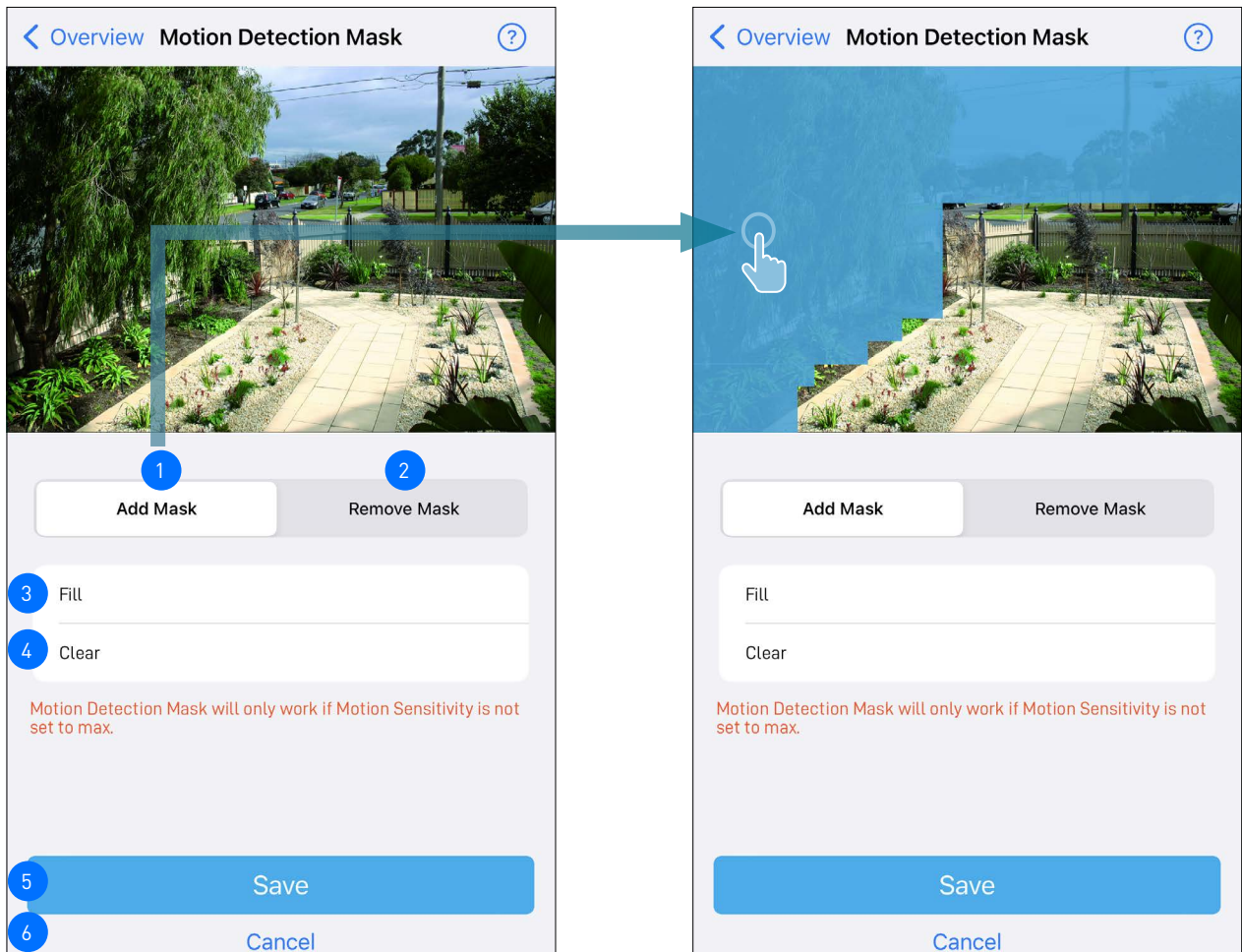
1. The Motion Detection Mask can reduce unwanted motion triggers by excluding certain areas from detection (for example, nearby bushes/trees swaying in the wind, the road where people or vehicles regularly pass by, high traffic areas, etc).
   Tap "Add Mask" then use your finger to highlight the areas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

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

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

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

5. Tap to save the Motion Detection Mask setting.

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

PAN & TILT SETTINGS

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

- **SWIFI-PTCAM** Pan Tilt Security Camera
- **SWIFI-TRACKCAM** Tracker Security Camera
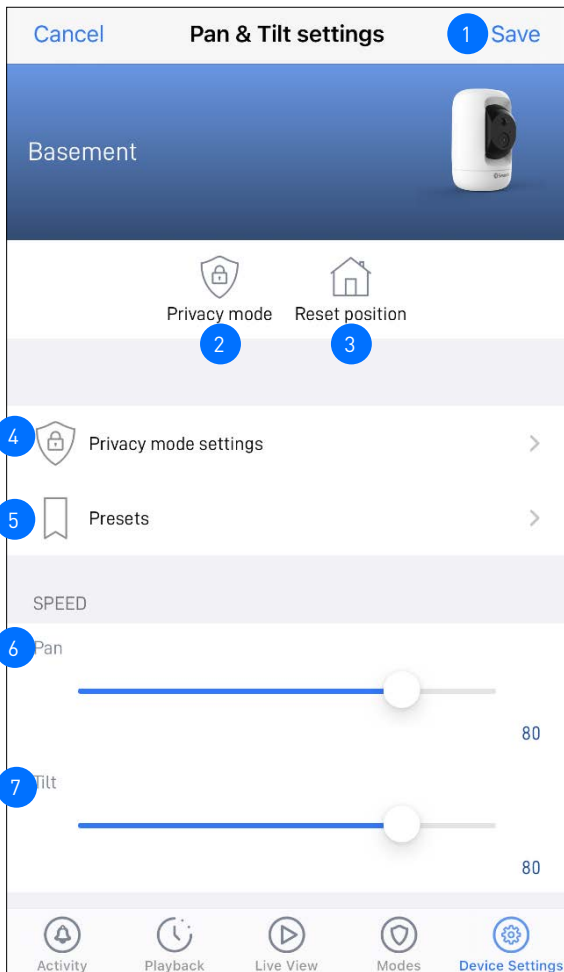
1 Apply any changes you've made to the Pan & Tilt settings.

2 Lets you turn on or off privacy mode on the camera. Privacy mode disables the motion sensor and points the camera somewhere else quickly, for example, towards the wall or ceiling, when privacy is temporarily required.
Note: Privacy mode can also be turned on or off via the camera's single live view screen.

3 Lets you reset the current position of the camera to the default starting (home) center position.

4 You can set the camera's privacy mode position as shown on the right. Simply use the direction controls to move your camera until it points in the direction that you want to set as the camera's privacy mode position, then tap **Apply** at the top right to save this position as the Privacy mode position. You can change the privacy mode position at any time via this screen.

5 You can open the Presets screen to create preset positions for the camera. Preset positions enable you to quickly point the camera at pre-defined viewpoints. See **"Pan & Tilt Settings: Creating & Managing Camera Presets" on page 29** for information on how to create camera presets.

6 You can adjust the camera's pan speed between using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the right and left direction contols and when the camera performs the autoscan function.

7 You can adjust the camera's tilt speed using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the up and down direction contols and when the camera performs the autoscan function.
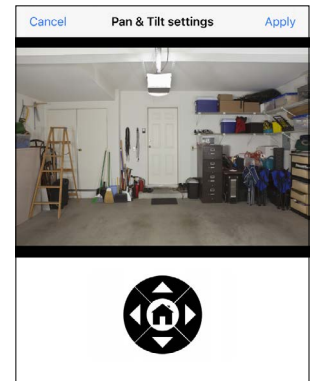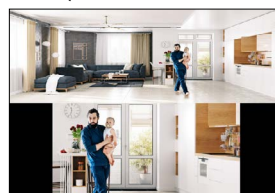
VIDEO LAYOUT SETTING
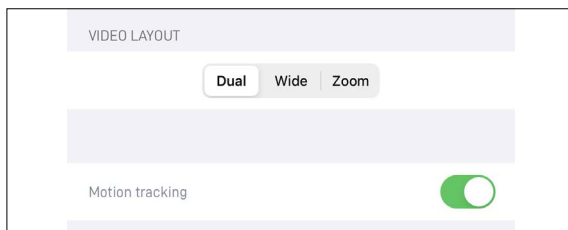
(Tracker Camera/Slimline Floodlight Camera only) Select the layout of the camera's live view:
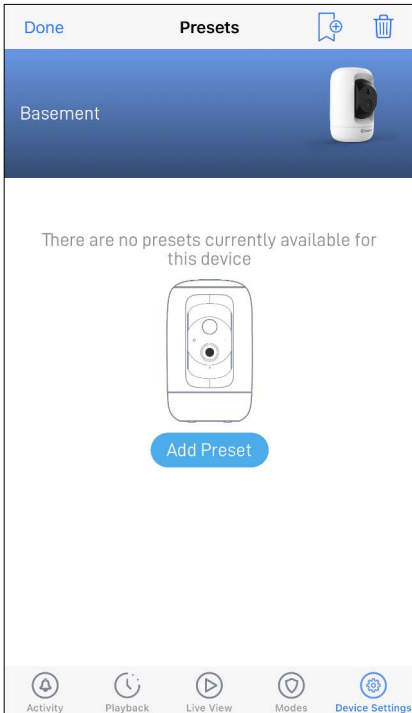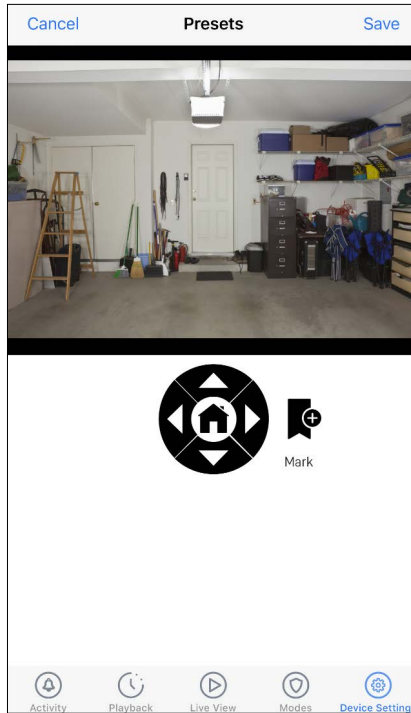**Dual (both Wide and Zoom views), Wide, Zoom**

Dual layout (Example)
Top - 180° Panoramic wide-angle view
Bottom - Zoom view (tracks movement of detected person, **Motion Tracking** must be enabled)
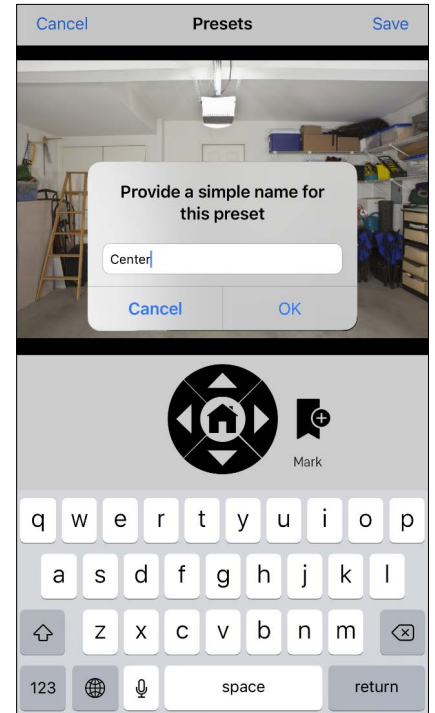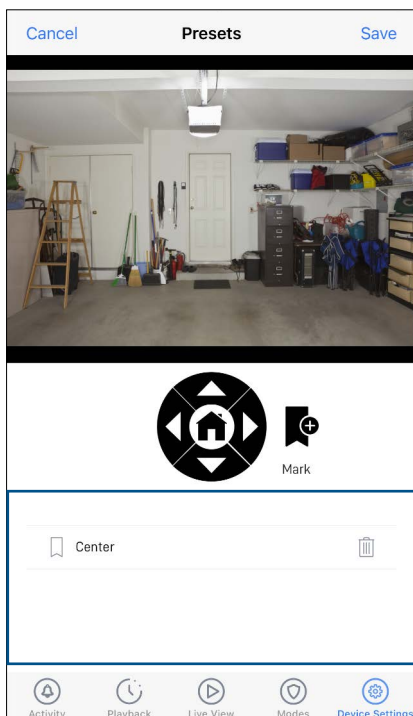
From **Pan & Tilt Settings** > **Presets**, tap `Add Preset` to create the initial preset positions for the camera.

Move the camera view to the desired position using direction arrows then tap the ⚑ **Mark** icon.
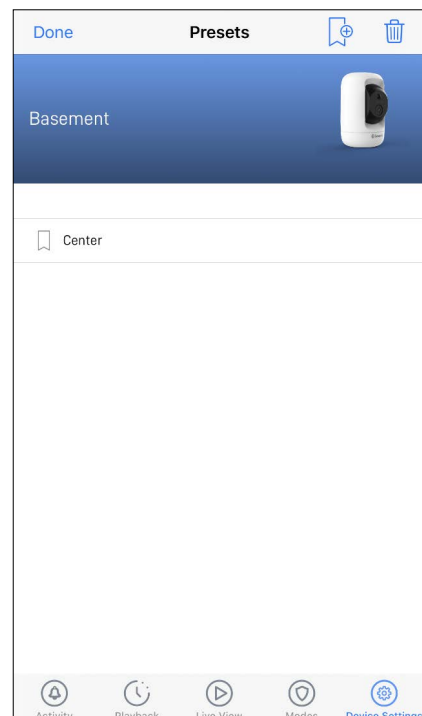
Enter a name for the preset.

The newly stored preset appears in the area highlighted.

Additional preset positions can be created by tapping the M the previous step. You can store up to 5 preset positions for the camera.

When done, tap **Save** in the top right corner.

All of the camera's preset positions will be displayed here. You can immediately turn the camera towards the desired preset position by tapping on the corresponding preset name.

- To delete a preset, swipe left on the preset row and tap **Delete**.
- To delete all presets, tap 🗑 in the top right.
- To create a new preset, tap 🔖 in the top right.
- To close the Presets screen, tap Done in the top left.

29

This feature is currently applicable to the following Swann device only: **SWIFI-CAM** Wire-Free Security Camera
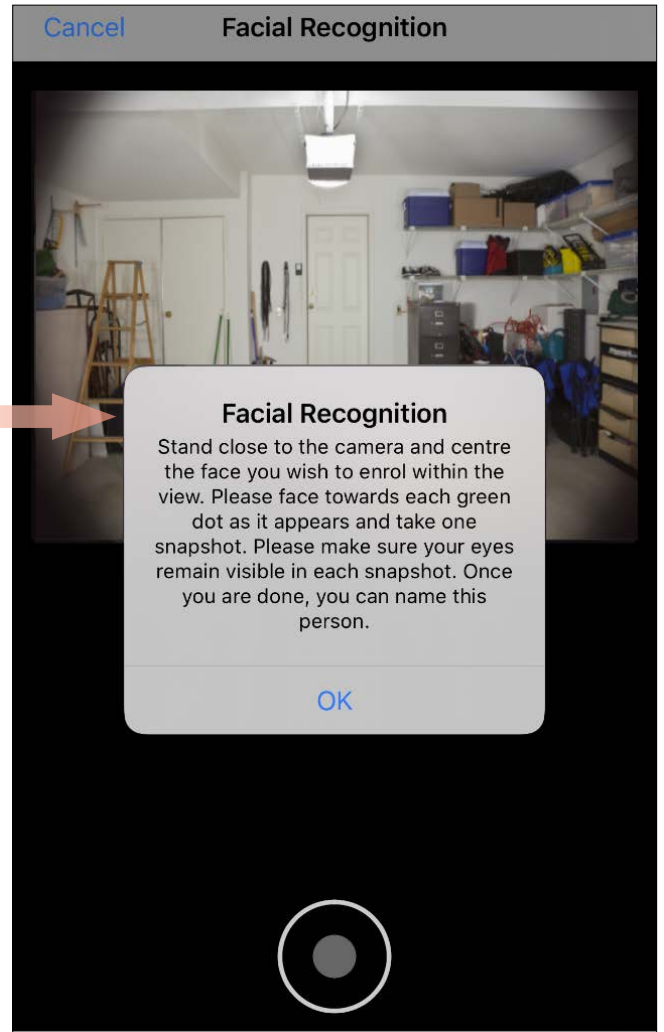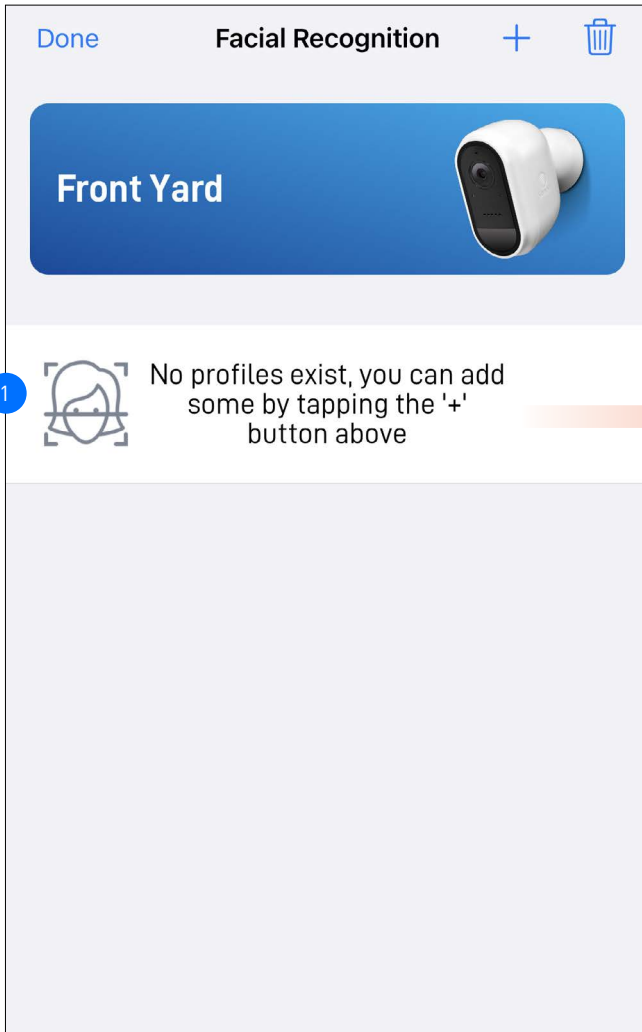
1 The Facial Recognition video analytic feature uses profiles to represent individuals (e.g., family members). Each profile will require enrolling multiple face images (5 different face views) of an individual which you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Facial Recognition alert notification from the app.

To register a new Facial Recognition profile, tap "**+**" at the top right and follow the on-screen instructions (as shown on the right figure) to capture the face images of the individual that you want to associate with the profile. You can enter a name for the profile once all of the required face images have been taken.

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

ADVANCED SETTINGS

Done   **Advanced**

Driveway

1   Reboot

2   Clear user settings

3   Format storage

4   Factory reset
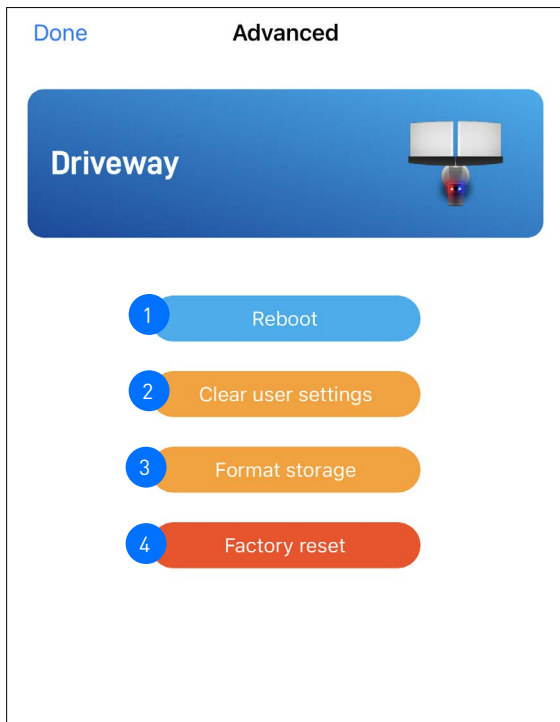
1   Tap to reboot your camera. If you are having difficulties with your camera, try rebooting it. A simple reboot can often fix connectivity issues quickly.

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

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

4   Tap to reset the camera to factory defaults. This is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings (camera name, timezone, etc) to factory defaults. If your camera is already offline, you can factory reset the camera using the physical Reset button located on the device. See **"Factory Resetting the Camera" on page 36**.
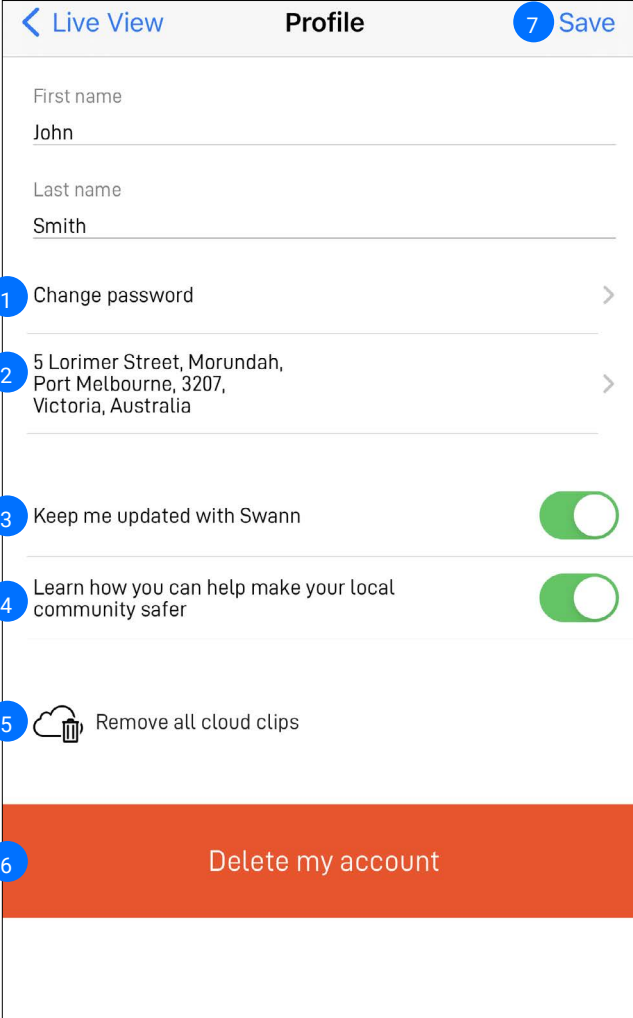
Appendix

UPDATING YOUR SWANN SECURITY ACCOUNT PROFILE

You can update your Swann Security account profile information at any time. Tap **Menu** ☰ **> Profile**.

1. Tap ❯ to change your Swann Security account login password.

2. Tap ❯ to change your address.

3. Optional. This can be turned off.

4. Optional. This can be turned off.

5. Tap to delete all of the paired camera clips that have been saved to your Swann Security account cloud storage. Once deleted, the clips can no longer be viewed or recovered.

6. Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your Swann Security account.
   Note: If a user account has been deleted, all cloud storage data associated to that user will also be deleted and cannot be recovered.

7. Tap to save any changes you've made to your Swann Security account password or address.
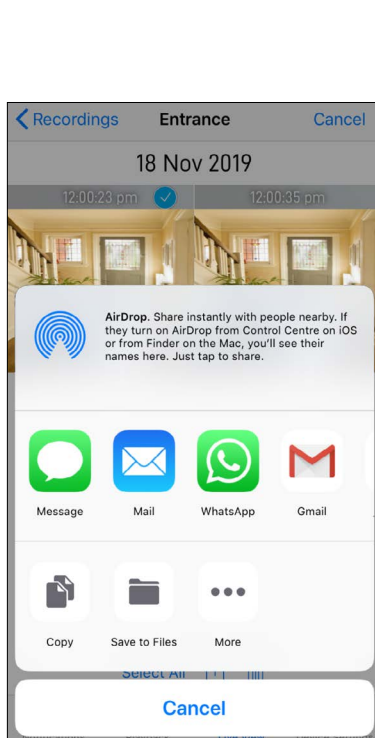
VIEWING AND MANAGING MANUAL RECORDINGS
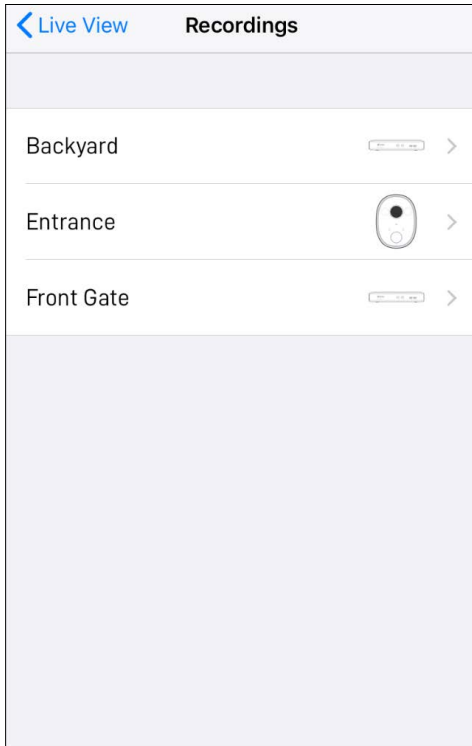
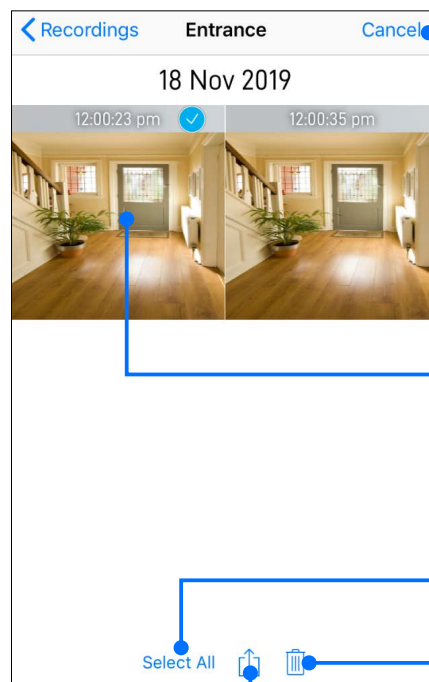From the Recordings (**Menu** > **Recordings**) screen, select your camera.
Note: Only devices that have clips manually recorded via live view are shown.
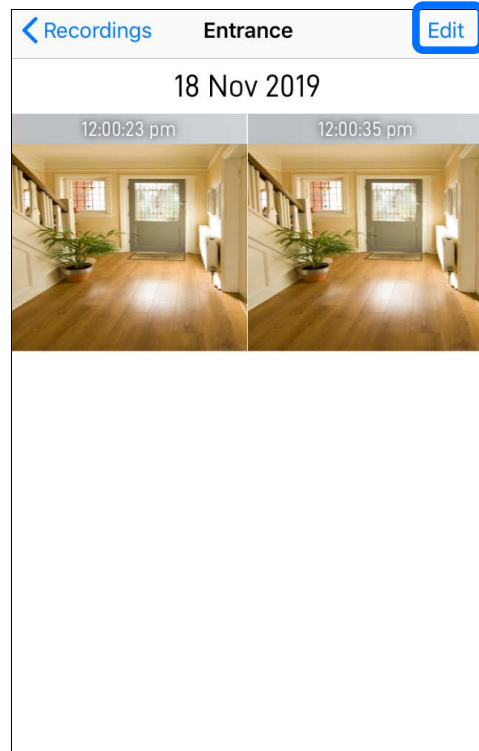
To view a recording, tap on the video thumbnail. To manage your recordings, tap **Edit**.

Tap to cancel edit mode.

Tap on a video thumbnail to select the recording.
A blue tick ☑ appears when a recording is selected.

Tap to select all recordings.

Tap to permanently delete selected recordings. Once deleted, recordings cannot be recovered.

Tap to share selected recordings via popular email/messaging apps or save to your phone's cloud or local storage.

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

To change to a different Wi-Fi network:

A   If the camera is currently online

1.   Go to your phone's **Settings** > **Wi-Fi** and connect to the new Wi-Fi network that you want the camera to use. Make sure the new Wi-Fi network is a 2.4GHz network and available for the camera to connect to (i.e., the camera is within coverage of the new Wi-Fi).

2.   From the app, go to the camera's **Device Settings** > **WiFi SSID**.
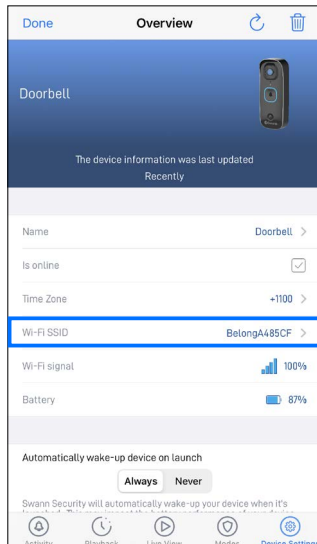
3.   Enter the password of the new Wi-Fi network (shown in the Wi-Fi SSID field) and confirm the password. The Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point. Toggle 👁 to make sure that you have entered the Wi-Fi network password correctly. IMPORTANT: If the wrong Wi-Fi 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.
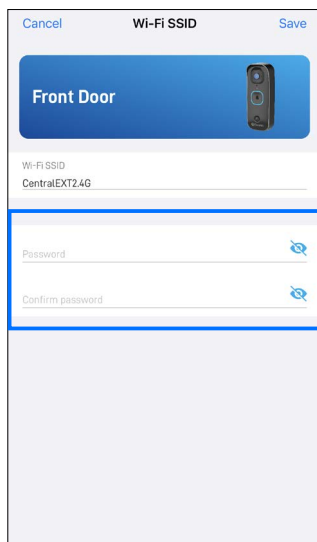
4.   Tap **Save** in the top right corner. The camera will save the new Wi-Fi settings and restart. This can take up to 2 minutes. The camera tile on the Live View tab will refresh automatically and start streaming live video once the camera is connected to the new Wi-Fi network.

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

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

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

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

Note: Factory resetting your camera does not remove (unpair) it from your Swann Security account. If you're giving your camera to somebody else, make sure to remove it from your account first via the Advanced Settings.
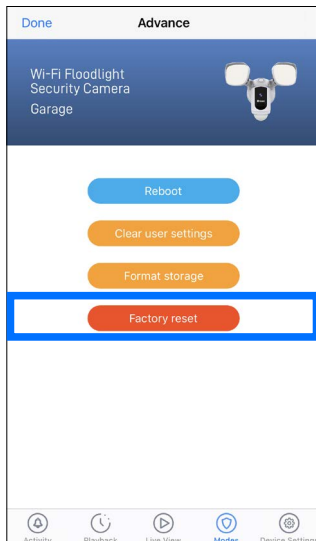
Depending on whether your camera status is online or offline, you can perform a factory reset via the app Factory Reset button or the physical Reset button located on the camera.

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

1. From the app, tap the **Device Settings** tab > Select your camera > **Advanced**.
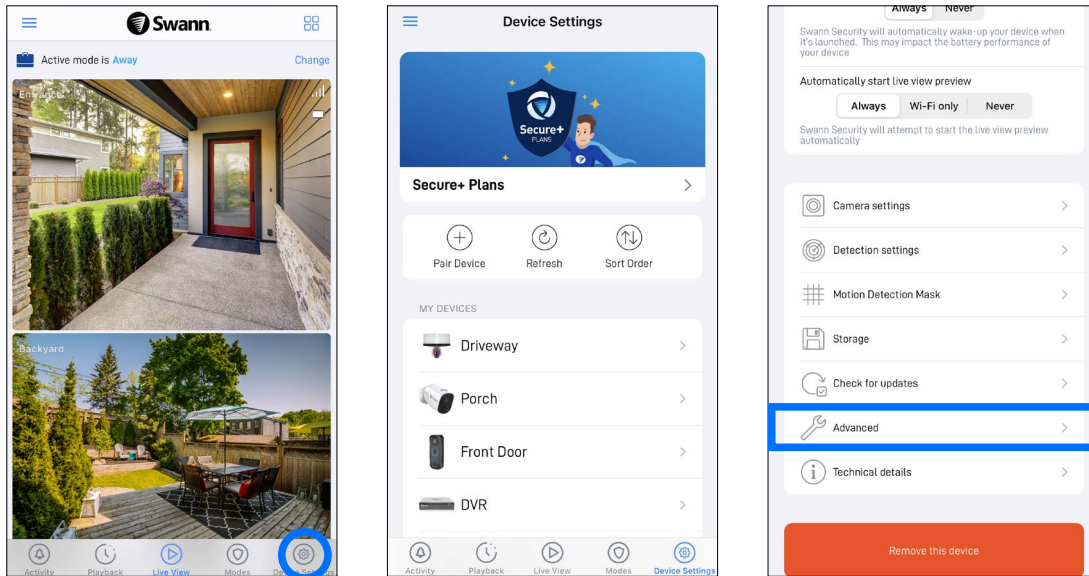
2. Tap the **Factory Reset** button.

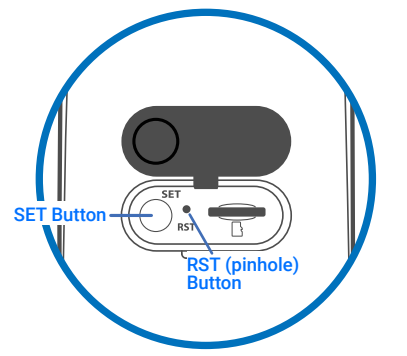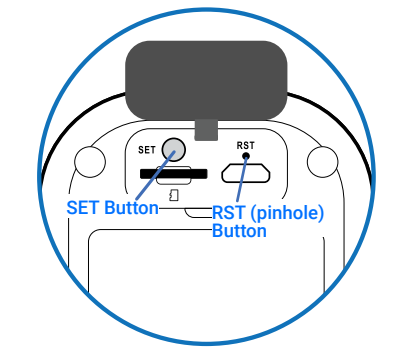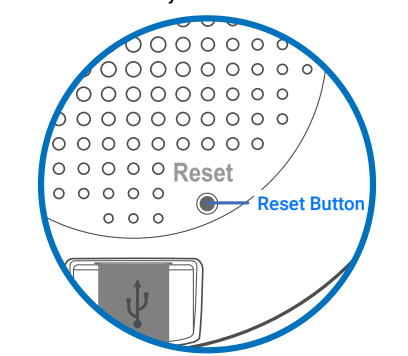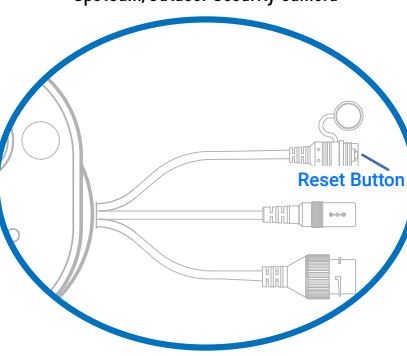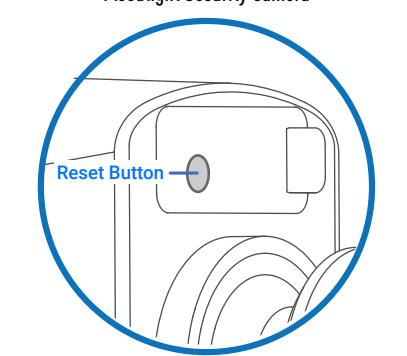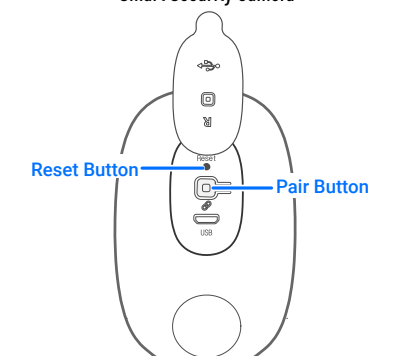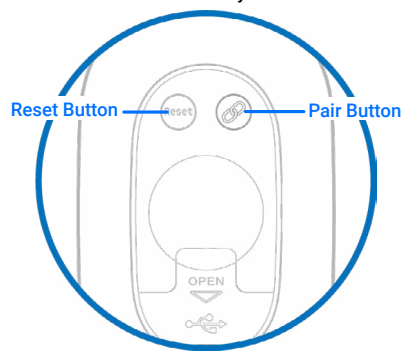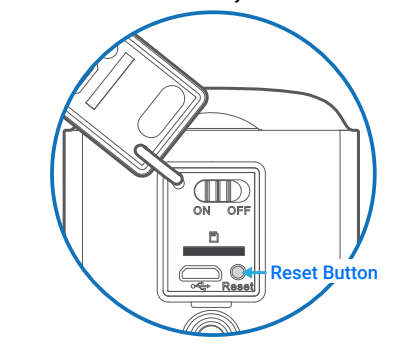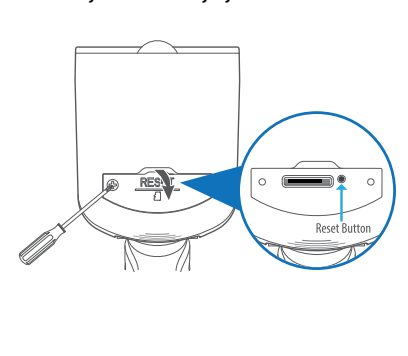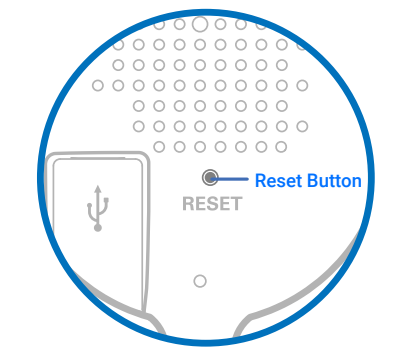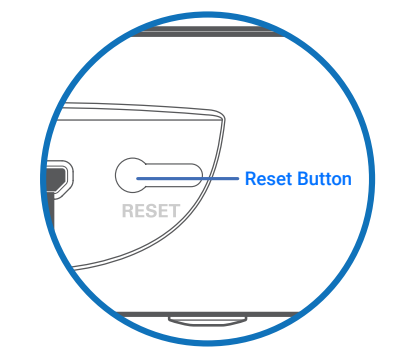La cámara volverá a los valores de fábrica predeterminados y se reiniciará de manera automática. Si la cámara empiece a parpadear, eso indicará que se encuentra en modo de vinculación y lista para la configuración.

SEE NEXT PAGE FOR METHOD B - VIA PHYSICAL RESET BUTTON

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3. When factory reset is complete, the LED indicator/ring on the camera will blink blue slowly to indicate that it is in pairing mode (on certain models, you will also hear the device say "**Ready for pairing**").

IMPORTANT: After you factory reset your device, you'll have to pair it with your Wi-Fi network again. See "Pairing the Device" on page 7.

THIS SECTION IS APPLICABLE TO THE FOLLOWING SWANN CAMERA MODELS ONLY:
- **SWWHD-INTCAM** SMART SECURITY CAMERA
- **SWIFI-XTRCAM** XTREEM WIRELESS SECURITY CAMERA

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

SWWHD-INTCAM SMART SECURITY CAMERA

To turn the camera off:

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

To turn the camera on again:

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

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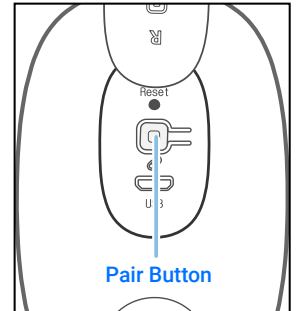
SWIFI-XTRCAM XTREEM WIRELESS SECURITY CAMERA
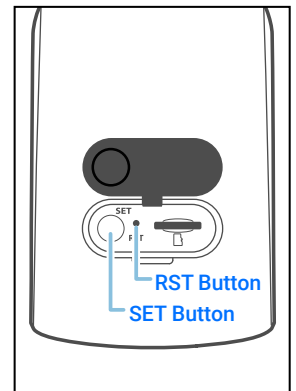
To turn the camera off:

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

To turn the camera on again:

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

RST Button
SET Button

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

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

Can I access my device 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 device 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.

How do I find 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: **Device Settings** > Select the device > **Technical details**

Why am I not receiving push notifications?

Check that the "**Do Not Disturb**" toggle (under Activity tab) has not been enabled in the app, as this will suppress all push notifications from Swann Security.

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?

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

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

Why is the video event history not loading in the Playback tab?

After launching the Swann Security app, please allow a moment for camera tiles to load live video before trying to retrieve the video event history of your cameras from the Playback tab.

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

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network or 5GHz band network.

- Test your Wi-Fi network with other devices such as smart TV to make sure it is operating properly. Bring your phone to the location where your camera will be installed and check the 📶 Wi-Fi icon on your phone—at least 2 bars is recommended for the Wi-Fi signal to be considered reliable.

- Wi-Fi quality can vary significantly at different locations around the home due to environmental factors such as home construction type (e.g., metal objects are generally known to block Wi-Fi signals. A camera mounted on a metal surface may experience more Wi-Fi problems) and wireless interference from other electronic devices.

- If you're getting a weak Wi-Fi signal or can't connect to Wi-Fi at the installation site, try moving your router closer (to provide a stronger signal), installing a Wi-Fi extender (to increase signal coverage) or selecting another location with better Wi-Fi coverage. Be mindful of the physical barriers located between the camera and router. Ideally, try to place your camera within a clear line of sight to your router.

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

- The Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your Wi-Fi router.

- Check whether your Wi-Fi router is using MAC filtering. MAC filtering provides an extra level of security by ensuring that no unknown devices can connect to your Wi-Fi network without prior authorization. If you cannot disable MAC filtering, you will need to add the camera's MAC address to the router's white-list of allowed devices. You can find the camera's MAC address printed on a label at the bottom of the device.

Can I use my camera without an internet connection?

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

Why is my camera offline?

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

Why am I getting false motion alerts?

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

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

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

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

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

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

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

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

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

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

Yes, you can easily set your camera not to activate its built-in siren when an event is detected. Go to your camera's **Device Settings** > Select the camera > **Detection Settings**, and under the **Siren** setting, select **OFF**.

How long is a camera event clip?

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

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

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

Why doesn't the camera event clip have sound?

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

(For SWIFI Pan Tilt Camera/Tracker Camera) 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.

(For SWIFI Pan Tilt Camera/Tracker Camera) Why has my camera stopped recording events to the microSD card?

If you've recently removed your microSD card from the camera (for example, to copy files to your computer) and then re-inserted the card, the camera might not have recognized and mounted the microSD card properly. Try restarting your camera. From the app, go the camera's **Settings** > **Admin** and tap **Reboot**.

(For SWIFI Pan Tilt Camera/Tracker Camera/Xtreem Camera/SwannBuddy Video Doorbell)
**What is the maximum microSD card size that can be used?**

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

TROUBLESHOOTING: PAIRING ERRORS

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

- **PAIRING ERROR - "UNABLE TO JOIN THE NETWORK SWANN-SWIFI-XXXXX"**
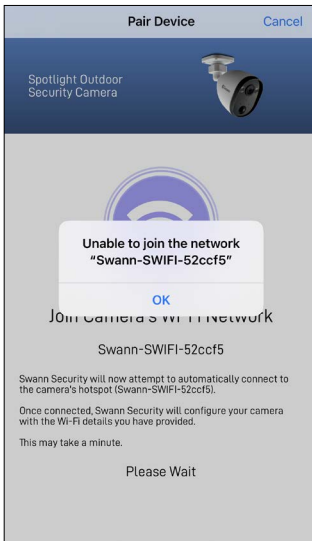
- Make sure that the camera is in pairing mode—the LED indicator on the camera will be blinking blue slowly. If the camera is not in pairing mode yet, the app will not be able to connect to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) and continue the pairing process.
- To enable pairing mode which temporarily activates the camera's Wi-Fi hotspot, simply follow the in-app instructions. In most cases, you will just need to press and hold the camera's Pair button (*about 5 seconds*) until the LED indicator starts blinking blue.

- **PAIRING ERROR - "SWANN SECURITY WAS UNABLE TO CONNECT TO THE DEVICE'S WI-FI HOTSPOT"**
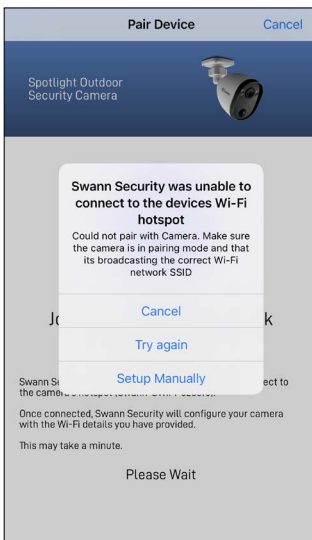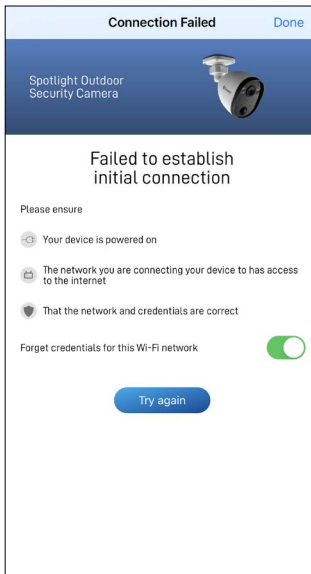

- Something might be preventing the Swann Security app from connecting to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) automatically.
  To fix this issue, tap "**Setup Manually**" and follow the instructions shown on the screen (see screenshot below) which will show you how to manually connect to the camera's Wi-Fi hotspot from your phone's Wi-Fi Settings screen. Then return to the Swann Security app to resume the pairing process.
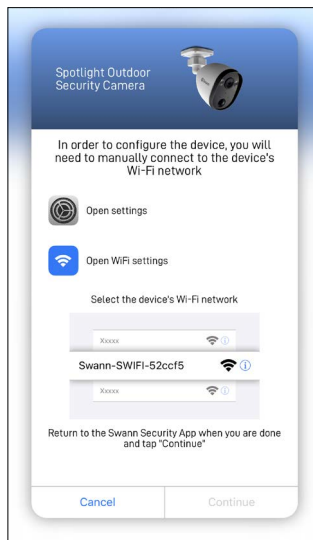
- If the above tip didn't do the trick, you can try the following:
1. Reset the camera to factory settings. For information on how to factory reset the camera, see .
2. Restart your phone.
3. Open the Swann Security app on your phone and try pairing the camera again. Move the camera closer to your phone to make sure that it's in range.

- ***PAIRING ERROR - "FAILED TO ESTABLISH INITIAL CONNECTION"***

Connection Failed	Done

Spotlight Outdoor
Security Camera

Failed to establish
initial connection

Please ensure

- Your device is powered on
- The network you are connecting your device to has access to the internet
- That the network and credentials are correct

Forget credentials for this Wi-Fi network

Try again

- If the LED on the camera is blinking blue fast, this indicates the camera is having issues connecting to your Wi-Fi network.

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

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

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

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