



SWANN SECURITY APP

USER MANUAL for iOS

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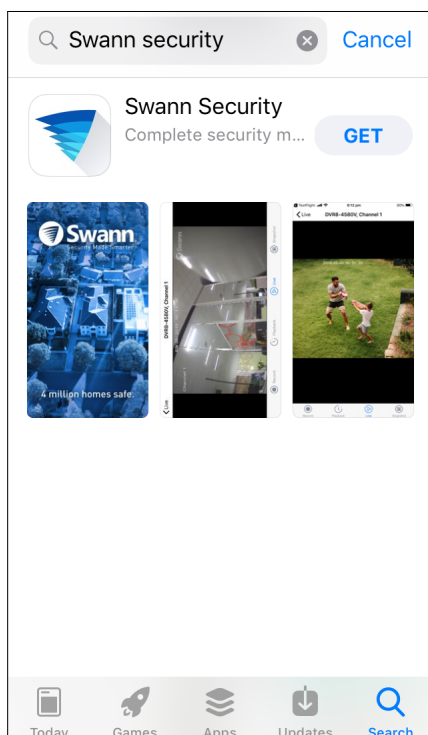
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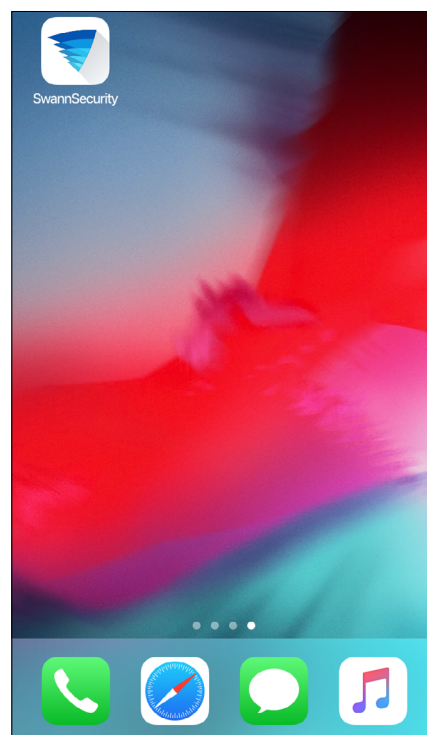
Getting Started



INSTALLING THE SWANN SECURITY APP



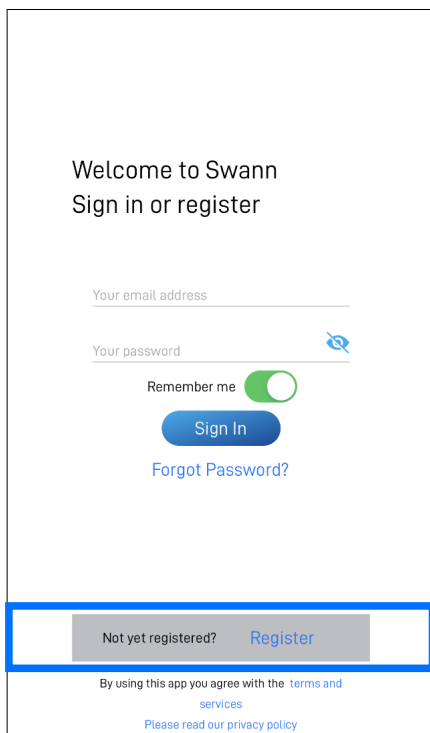
Search and download the latest version of the Swann Security app from the App store.



After the Swann Security app is installed, tap the Swann Security icon on the Home screen to launch the app.



CREATING YOUR SWANN SECURITY ACCOUNT



Welcome to Swann
Sign in or register

Your email address

Your password

Remember me ☒

Sign In

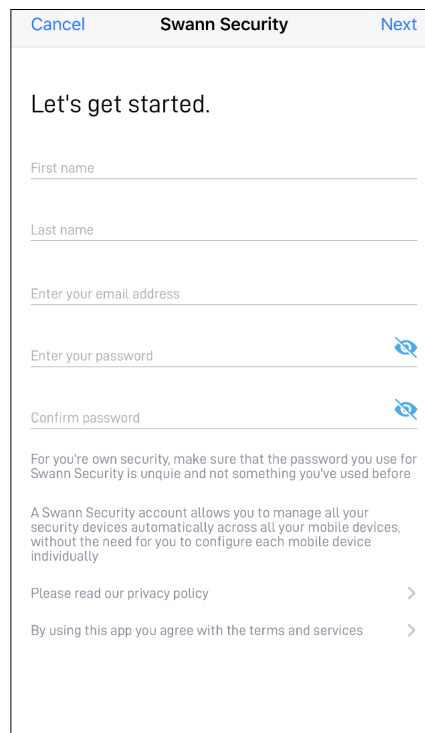
Forgot Password?

Not yet registered? Register

By using this app you agree with the [terms and services](#)

[Please read our privacy policy](#)

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



Cancel Swann Security Next

Let's get started.

First name

Last name

Enter your email address

Enter your password

Confirm password

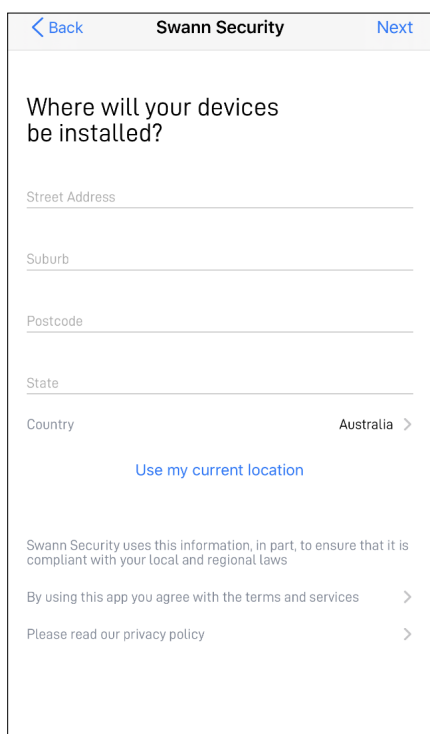
For you're own security, make sure that the password you use for Swann Security is unquile and not something you've used before

A Swann Security account allows you to manage all your security devices automatically across all your mobile devices, without the need for you to configure each mobile device individually

Please read our privacy policy >

By using this app you agree with the terms and services >

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.



< Back Swann Security Next

Where will your devices be installed?

Street Address

Suburb

Postcode

State

Country Australia >

Use my current location

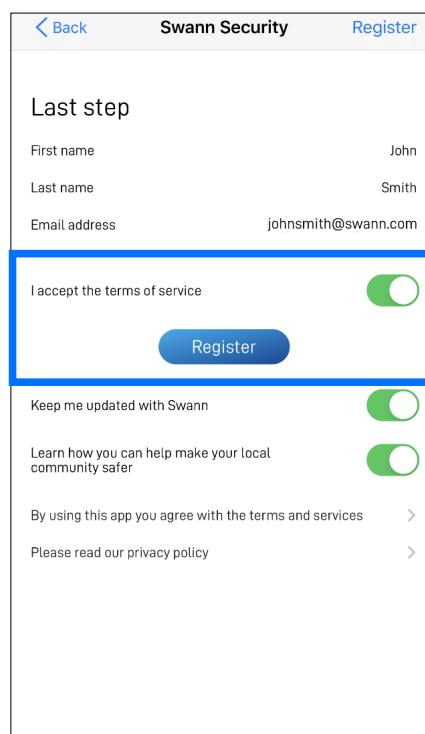
Swann Security uses this information, in part, to ensure that it is compliant with your local and regional laws

By using this app you agree with the terms and services >

[Please read our privacy policy](#) >

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.



< Back Swann Security Register

Last step

First name John

Last name Smith

Email address johnsmith@swann.com

I accept the terms of service ☒

Register

Keep me updated with Swann ☒

Learn how you can help make your local community safer ☒

By using this app you agree with the terms and services >

[Please read our privacy policy](#) >

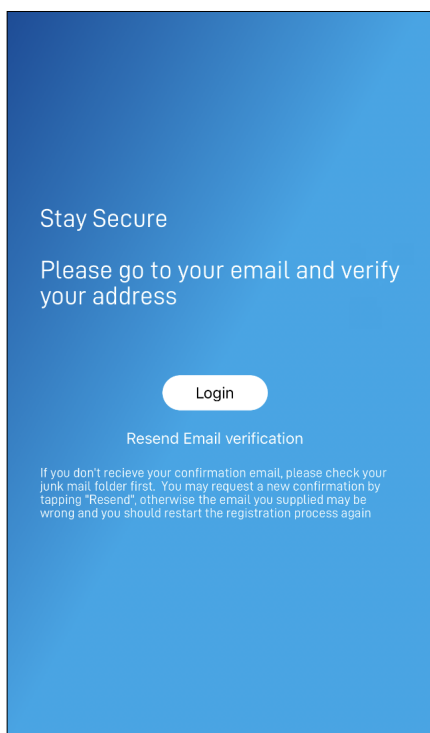
Read the Terms of Service and Privacy Policy (links on the bottom of the screen), then select the "**I agree to the terms of service**" option to agree to the terms of service.

Tap the **Register** button to create your account.

(Continued on the next page)

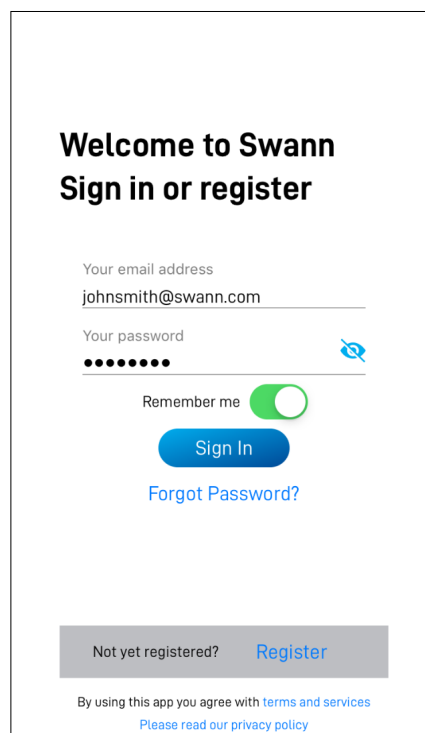


CREATING YOUR SWANN SECURITY ACCOUNT



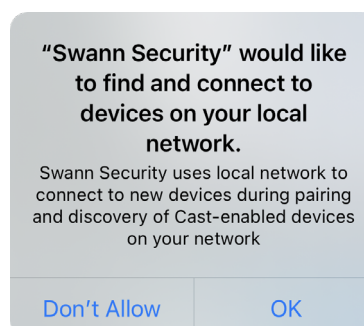
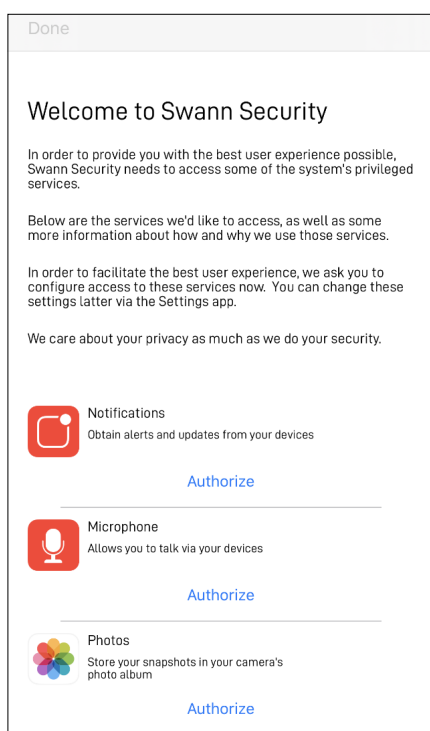
Go to your email inbox and open the link in the verification email from Swann Security to activate your account. If you can't find the verification email, try checking the Junk folder. You can also tap **Resend Email Verification** to receive another verification email.

Tap the **Login** button to return to the **Sign In** screen.



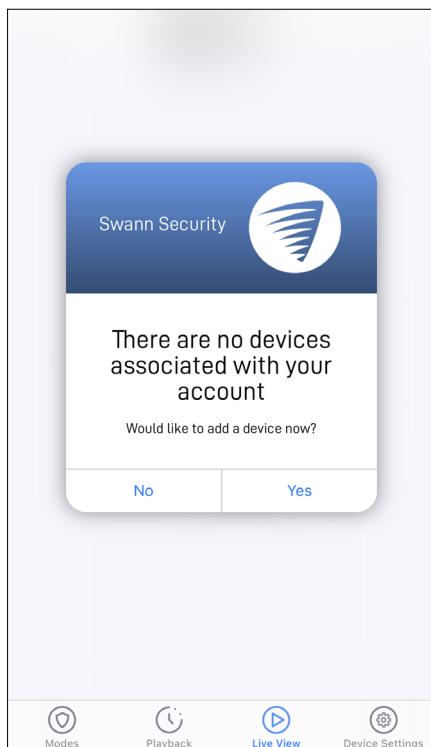
After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap the **Sign In** button.

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.

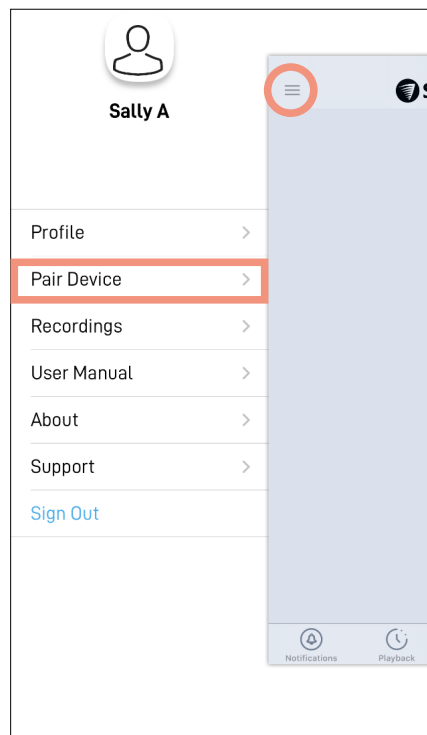


The first time you run the app, you'll be asked to give permission for the app to access services such as notifications, microphone, location, etc. Ensure permissions are granted for the services requested (see on-screen explanations) to get full benefits of the app including alerts and device pairing capability.

PAIRING THE DEVICE

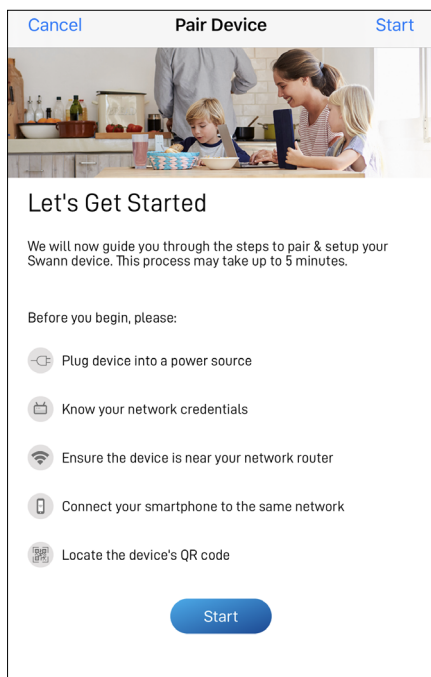


Once you have signed in, if your Swann Security account does not have any devices associated with it, the app will prompt you to add a device. Tap **Yes** to pair your first Swann device.



If you have already paired your first Swann device, you can add more 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 ["Scanning the QR Code" on page 8](#).



SCANNING THE QR CODE



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





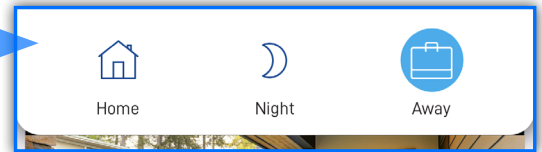
About the App Interface



APP NAVIGATION



Modes panel



Modes panel icons



Home mode



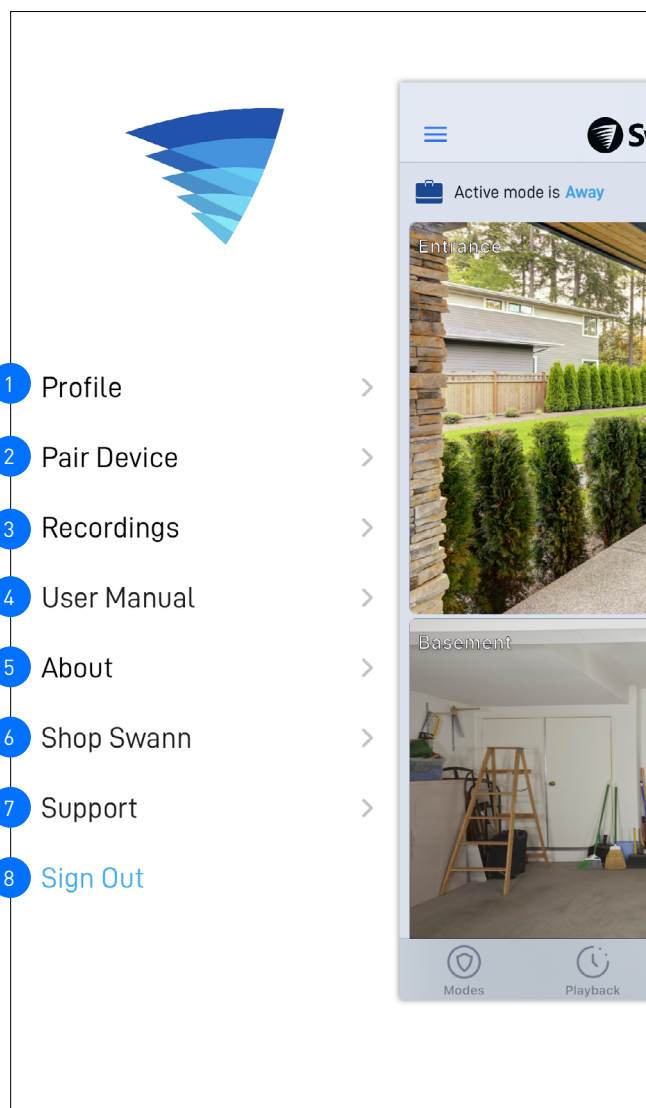
Night mode



Away mode

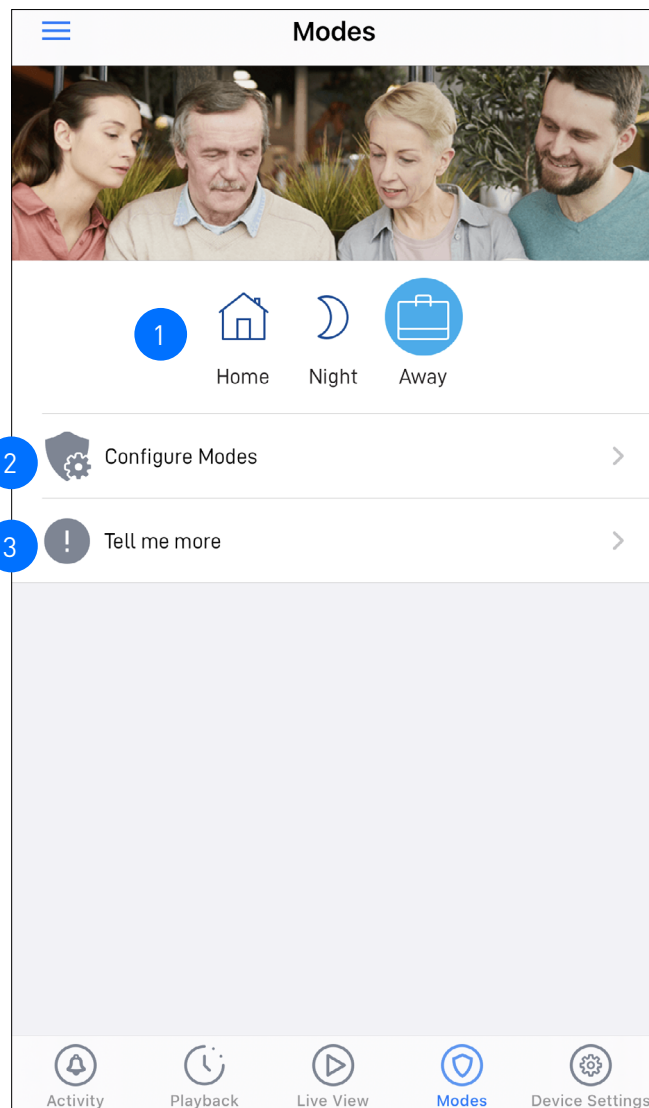
If the icon is highlighted in blue, this indicates that this mode is the current active mode

- 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 access the event notifications history and the associated data on the types of events that have been detected. If you see a dot 30 displayed next to the icon, this indicates the number of new notifications. 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.
- 4 **Playback Tab:** Tap to access and playback the event recordings from your devices. For more information, see ["Playback Tab" on page 17](#).
- 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.
- 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 19](#).



- 1 Manage your Swann Security account profile. You can update your profile name, account password, and address. See ["Updating Your Account Profile" on page 31](#).
- 2 Add a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).
- 3 View, share, and delete video clips that were captured manually during live view. See ["Viewing and Managing Manual Recordings" on page 32](#).
- 4 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).
- 5 Display the application version information and access the terms of service and privacy policy relating to the Swann Security app.
- 6 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.
- 7 Open the Swann Support Center website on your phone's web browser.
- 8 Sign out of the Swann Security app.

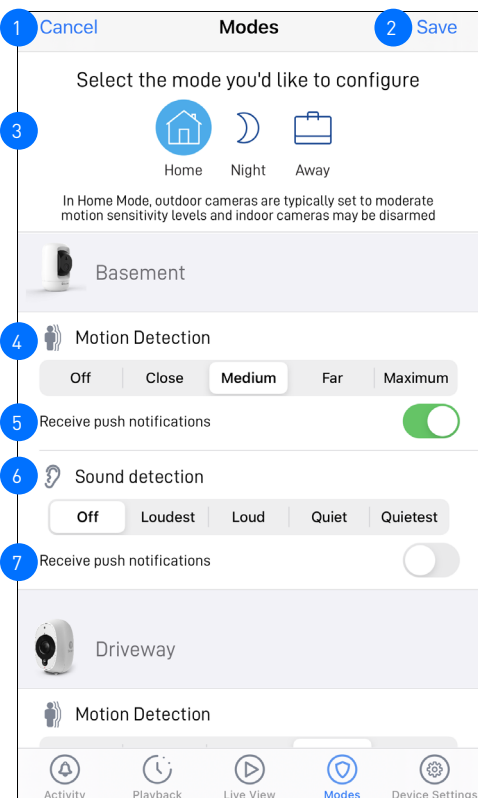




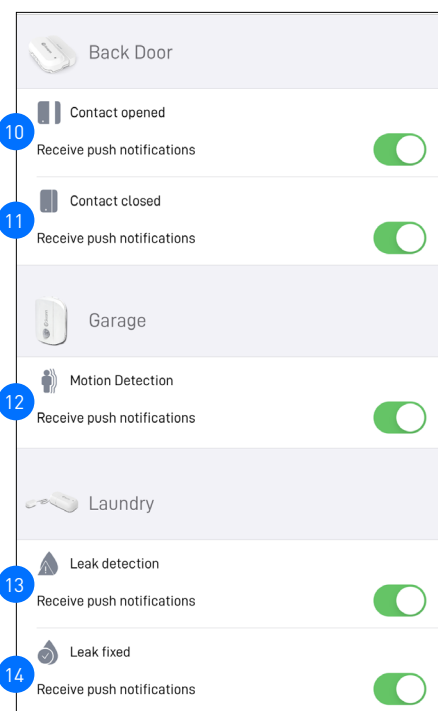
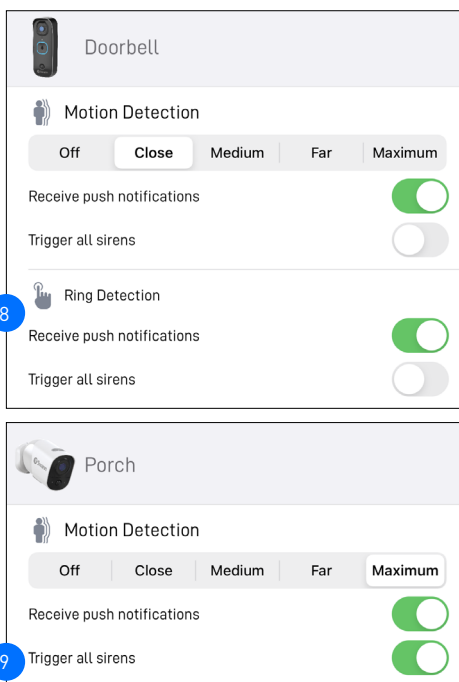
- 1 Modes panel. The mode that is currently active is highlighted in blue. You can change the mode by tapping the icon of the mode you'd like to change to. Changing the mode will change how your devices respond to motion or sound detection events. This depends on the settings that have been configured 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.



MODES TAB: MODE CONFIGURATION

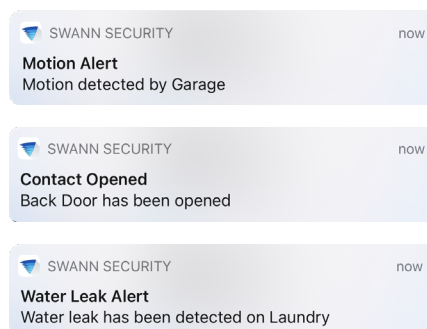


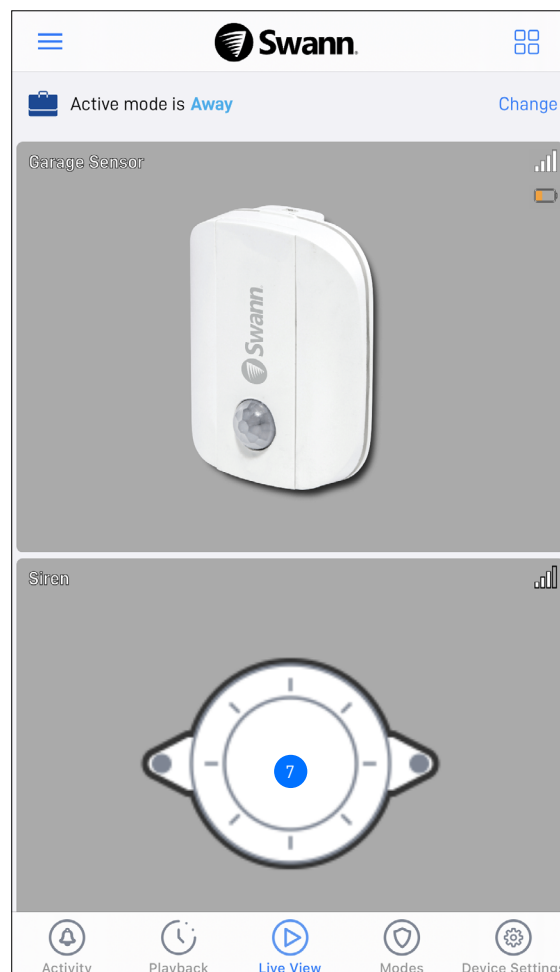
Note: The settings available depend on the capability of the paired device.



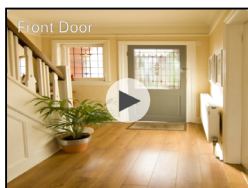
- 1 Tap to close the Mode Configuration screen without saving any changes and return to the Modes screen.
- 2 Tap to save changes you've made to any of the modes and return to the Modes screen.
Note: New settings for the mode that is currently active will take effect only on the next mode change. For 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





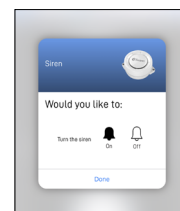
- 1 Toggle the layout of camera tiles in the viewing area between list and two-column grid views. You can customize the order of camera tiles according to your preferences via the **Device Settings** tab.
- 2 The camera name. You can easily change the name of your camera via the **Device Settings** tab.
- 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 **(Only for battery-powered camera models)** 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 15](#).



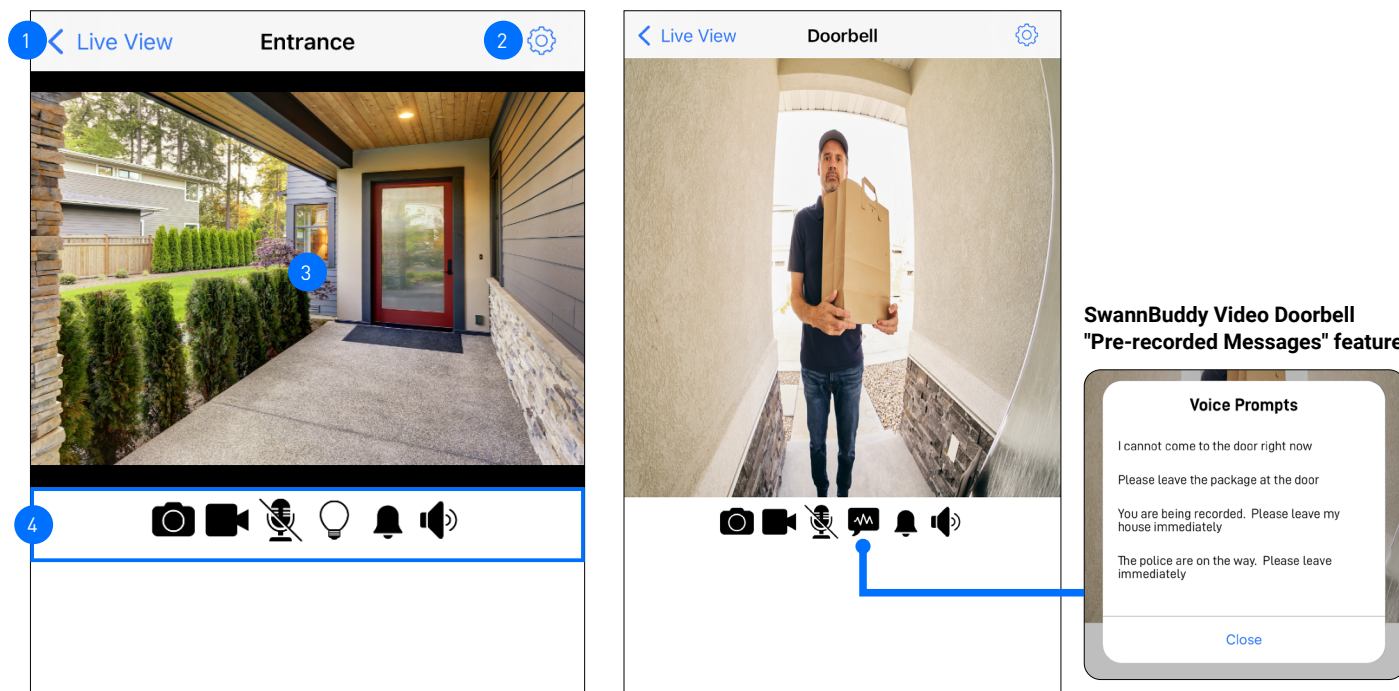
If your camera has completely lost connection to the app (due to connection timeout, device sleeping, Wi-Fi/Network issues, etc), the camera tile will be displayed as shown on the right. Tap  to re-establish the camera connection.

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 **(Only for Indoor Siren model)** You can manually trigger the siren. Tap the **Siren** tile, then tap the  icon, as shown on the right. You can also manually stop the siren (when it has been triggered) by tapping the  icon.



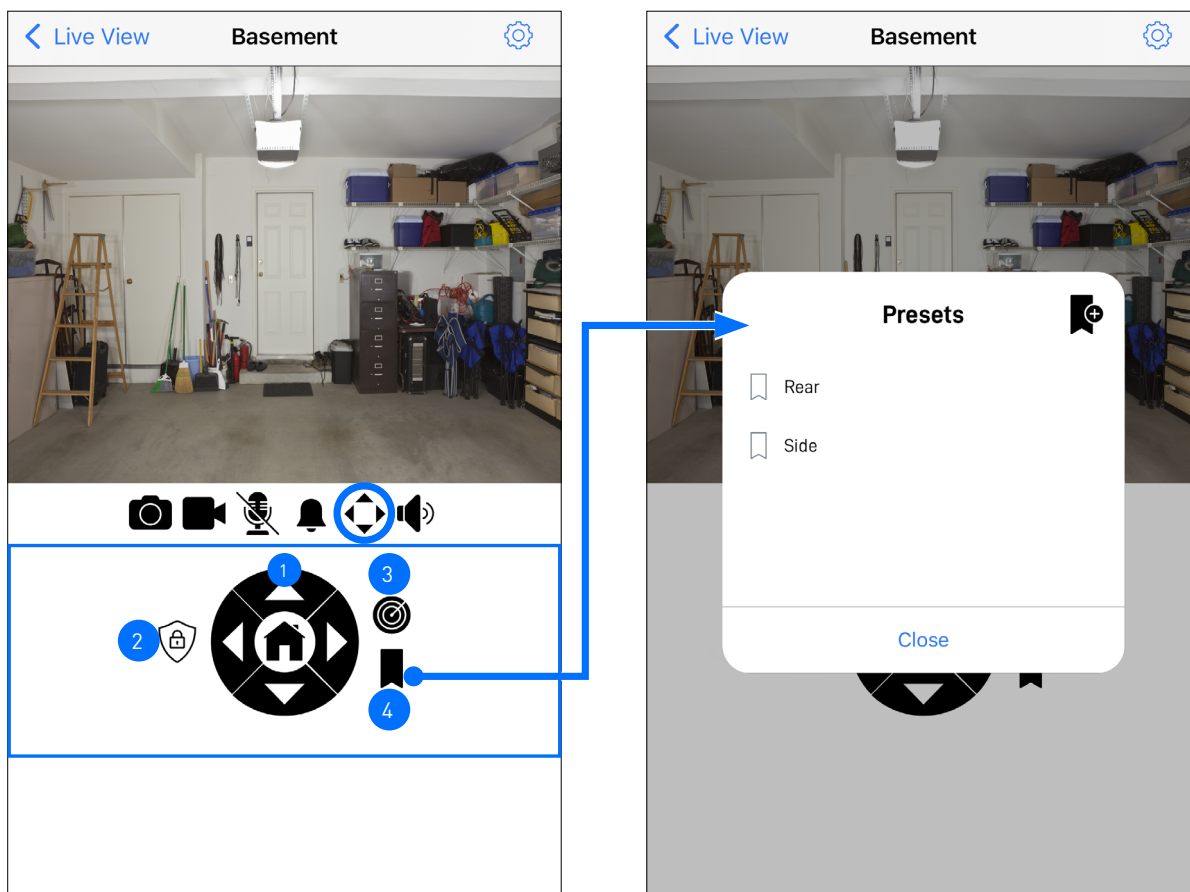
SINGLE VIEW MODE



- 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.

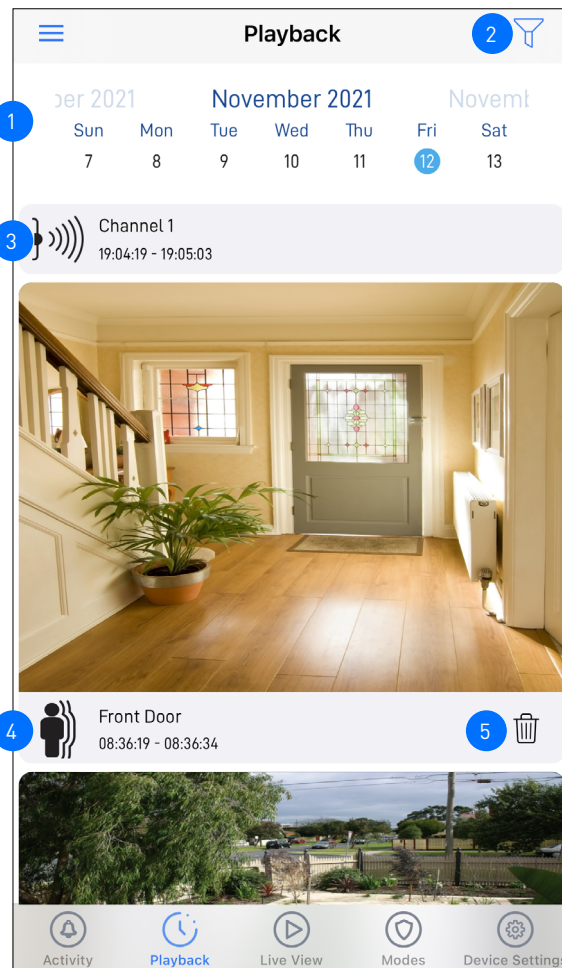
Icon	Description
	Take a snapshot with the camera. The snapshot is saved to your phone. Open your phone's Gallery or Photo app to view the snapshot.
	Record a video clip with the camera. Tap again to stop the recording. The video file is saved to your phone. You can also view your manual video recordings 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.
	The SwannBuddy Video Doorbell has a smart "Pre-recorded Messages" feature available. 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.
	(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).

SINGLE VIEW MODE: PAN AND TILT / TRACKER PANEL



- 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 27. 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.

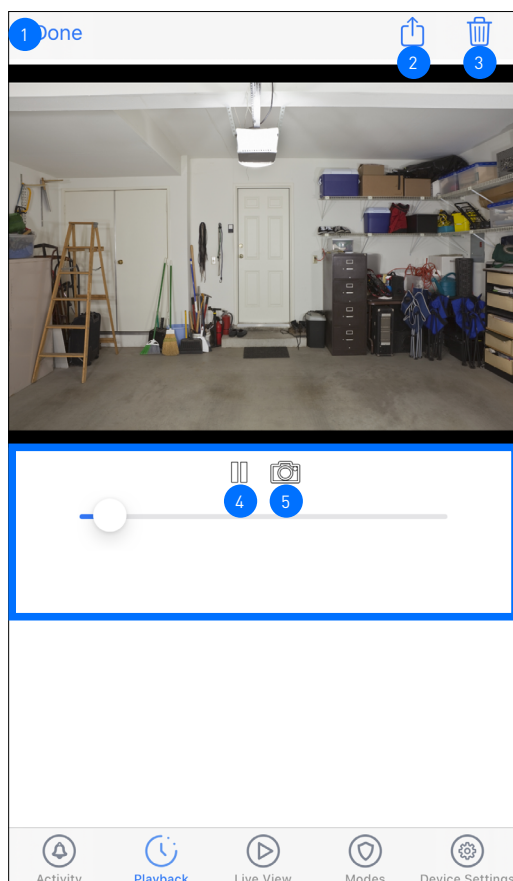




- 1 By default, the Playback tab displays a list of today's event recordings from all of your devices. You can also view events that were captured on a different date, simply scroll left or right the calendar view to select a date.
Note:
For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the cloud subscription plan associated with the camera. To find out more about the cloud storage subscriptions available for your cameras, visit subscriptions.swannsecurity.com.
- 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 18.
- 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 18.
- 5 **(Only for Wi-Fi camera models with cloud storage feature)** 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.



PLAYBACK TAB: VIDEO PLAYBACK SCREEN



- 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 **(Only for Wi-Fi camera models with cloud storage feature)** 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.



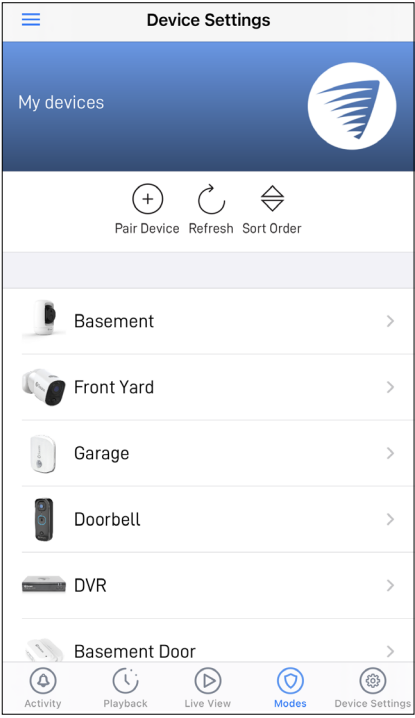


Device Settings





From the navigation bar, tap the  **Device Settings** icon.



Tap the device for which you would like to view details or change settings.

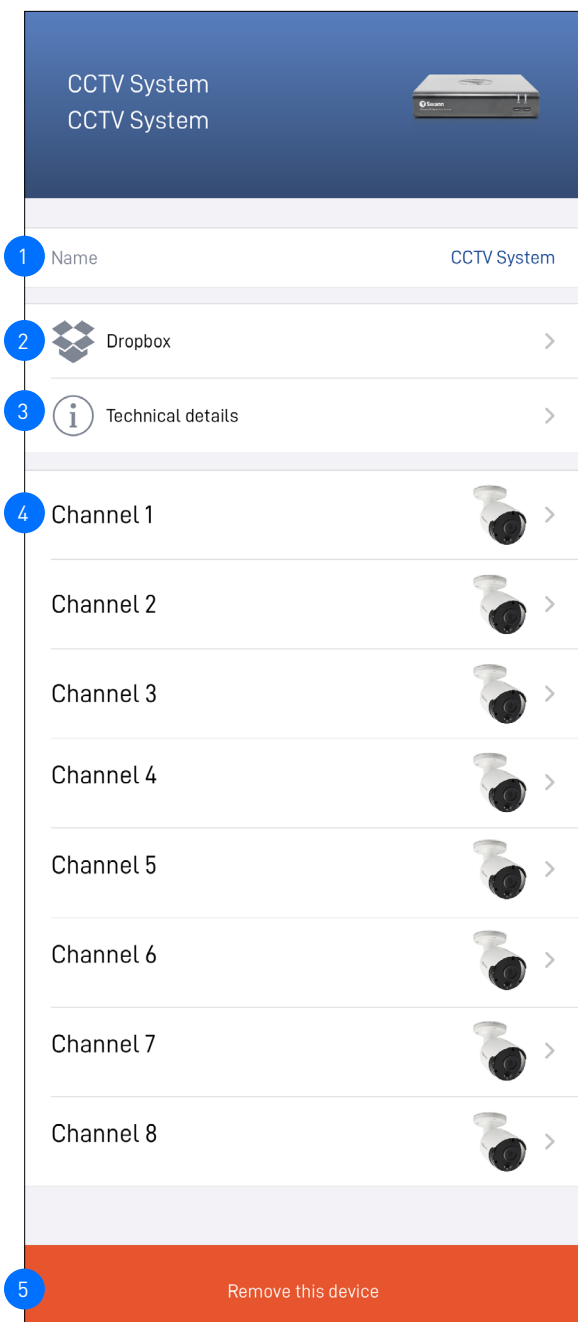
You can also do the following:

- Tap  to pair a new Swann Security device to your account.
- Tap  to attempt reconnection to devices that have lost connection (e.g., phone screen timeout, unstable cellular/ Wi-Fi).
- Tap  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)

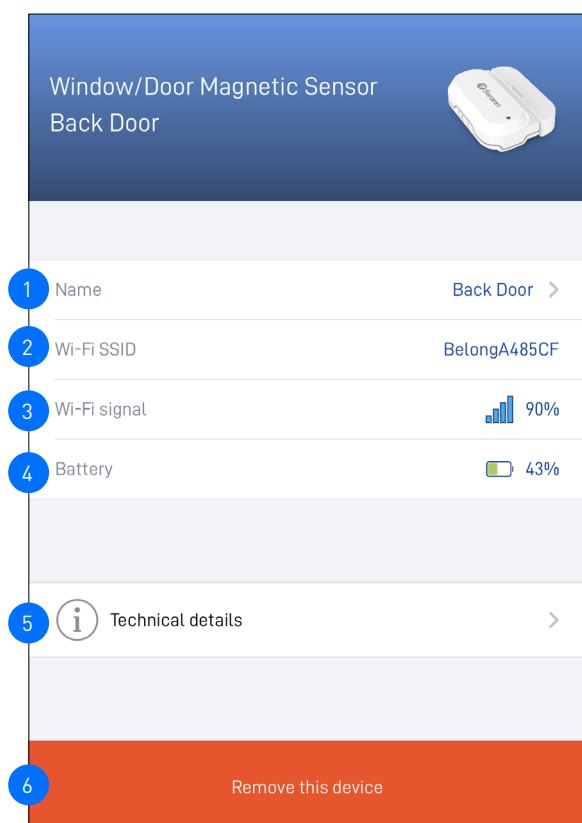


- 1 The name of your DVR/NVR.
- 2 (Selected DVR/NVR models only) Link your Dropbox account to your Swann Security account. This feature allows you to save recordings using Dropbox as an external cloud storage. Refer to your DVR/NVR's instruction manual for more information on activating the Dropbox feature.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



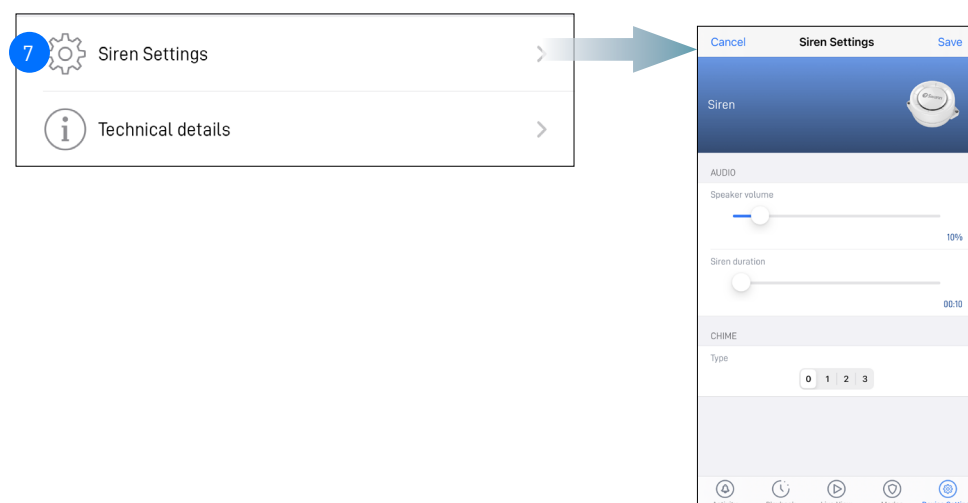
DEVICE INFORMATION & SETTINGS OVERVIEW

Wi-Fi Sensor / Siren



- 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 Tap to 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.

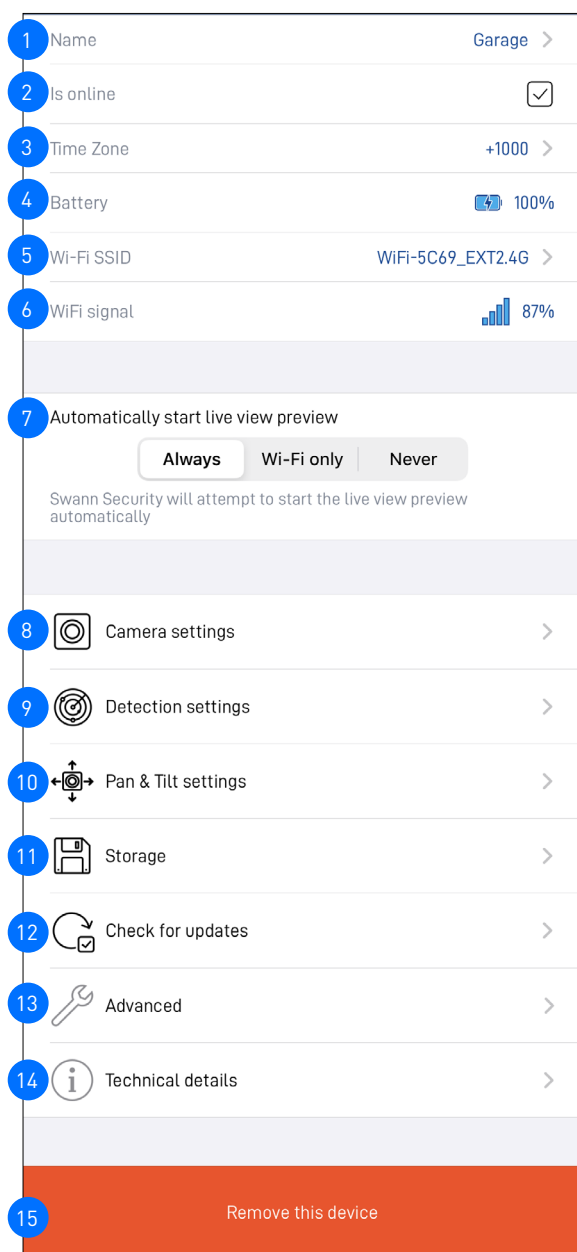
SIREN SETTINGS (ONLY FOR INDOOR SIREN)



- 7 Tap > to change the settings for the siren such as the speaker volume, siren duration, and chime, as shown above.
Tip: You can completely mute the siren when triggered and only flash the red and blue LED light ring by setting the **Speaker Volume** to 0.



Wi-Fi Camera



FACIAL RECOGNITION OPTION



(Only for SWIFI-CAM model) Manage the face recognition profiles registered on the camera. See ["Facial Recognition Settings" on page 28](#).

The 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 (Only for Battery-powered cameras) 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 Swann solar panel.
- 5 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 33](#). 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 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.
- 7 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.
- 8 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 24](#).
- 9 Adjust the camera's detection settings such as the motion and sound sensitivity. See ["Detection Settings" on page 25](#).
- 10 Adjust the camera's pan and tilt settings such as the privacy mode position and pan/tilt movement speed. See ["Pan & Tilt Settings" on page 26](#).
- 11 On some camera models, you can access recorded events on the camera's internal memory/microSD card within the **Storage** screen. When the internal memory/microSD card is full, the oldest clips will be overwritten to free up space.
- 12 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.
- 13 Perform general maintenance such as rebooting the camera, resetting camera settings, formatting internal storage, and factory reset.
- 14 View technical information about the camera such as the model code, firmware version, installation date, and MAC address.
- 15 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.

CAMERA SETTINGS

Wi-Fi Camera

Cancel Camera settings 1 Save

2

VIDEO

2 Quality

Low Medium High

3 Mode

Indoor Outdoor

4 Environment

50Hz 60Hz

5

IMAGE

5 Image flip

6 Image mirror

7

AUDIO

7 Speaker volume

8 Microphone volume

- 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.
- 4 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)
- 5 Lets you horizontally reverse the orientation of the camera's video display.
- 6 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 7 **(Only available for certain models)** Adjust the camera's microphone volume. You can also turn off the camera's microphone by sliding the level all the way to the left.
- 8 **(Only available for certain models)** Adjust the camera's speaker volume. You can also turn off the camera's speaker by sliding the level all the way to the left.

CHIME VOLUME (ONLY FOR SWANNBUDDY DOORBELL)

Remote Receiver Chime volume

Mute Maximum

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

SLEEP PERIOD SETTING (ONLY FOR BATTERY CAMERAS)

MOTION DETECTION

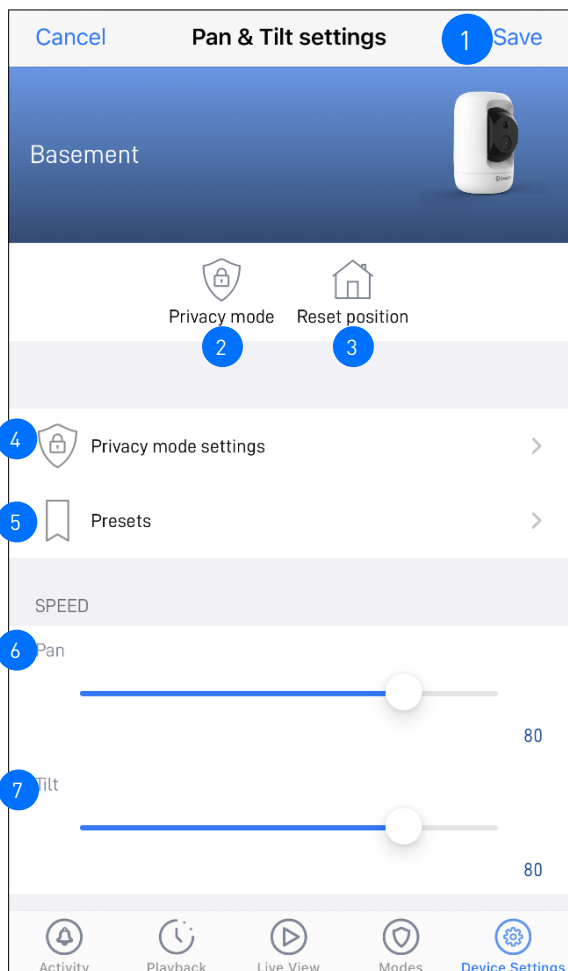
After motion is recorded, the camera will sleep for a short period to conserve energy. A longer sleep period will give longer battery life, but have bigger gaps between recordings.

Sleep Period

Minimum

- Select the 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.

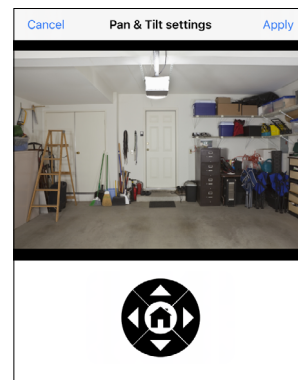
PAN & TILT SETTINGS



- 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.

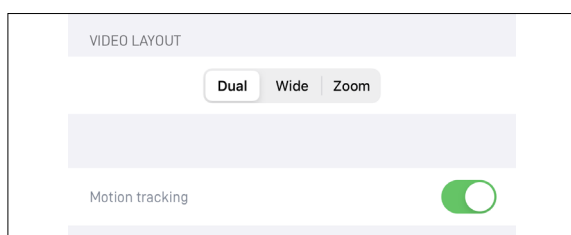


- 5 You can open the Presets screen to create preset positions for the camera. Preset positions enable you to quickly point the camera at pre-defined viewpoints. See "[Pan & Tilt Settings: Creating & Managing Camera Presets](#)" on page 27 for information on how to create camera presets.

- 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 ONLY)



Select the layout of the camera's live view:

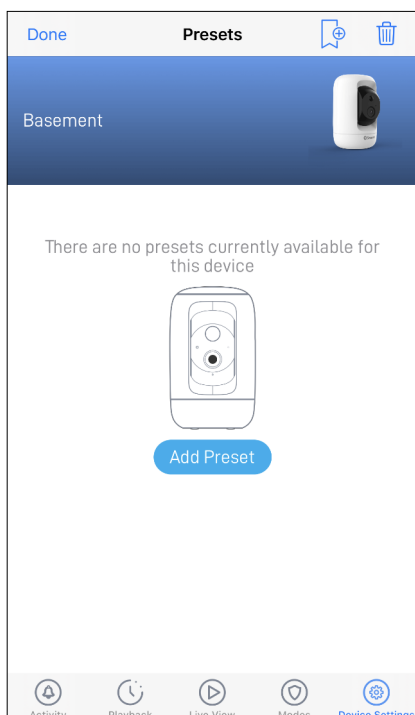
Dual (both Wide and Zoom views), Wide, Zoom



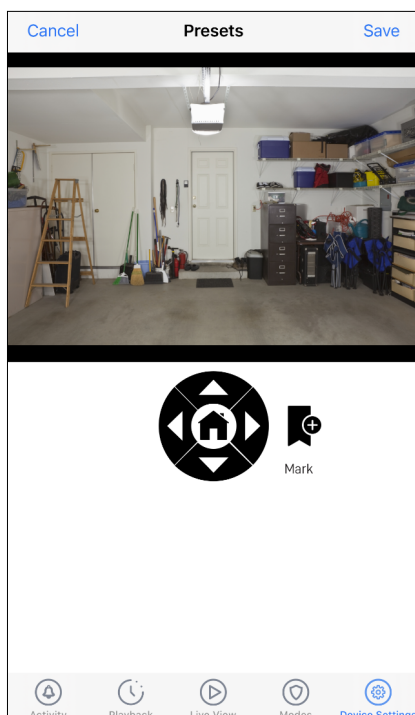
Dual layout (Example)

Top - 180° Panoramic wide-angle view
Bottom - Zoom view (tracks movement of detected person)

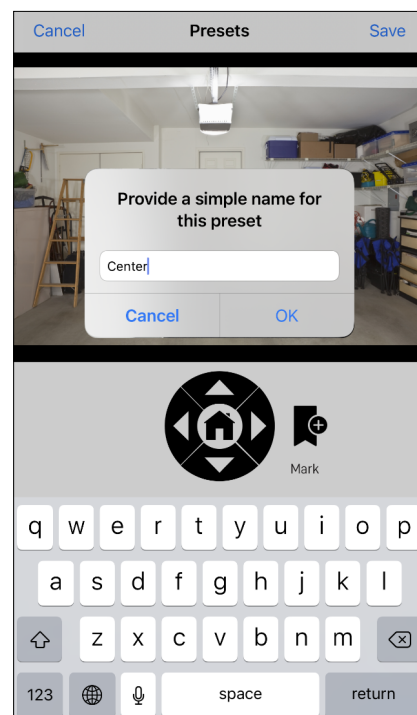
PAN & TILT SETTINGS: CREATING & MANAGING CAMERA PRESETS



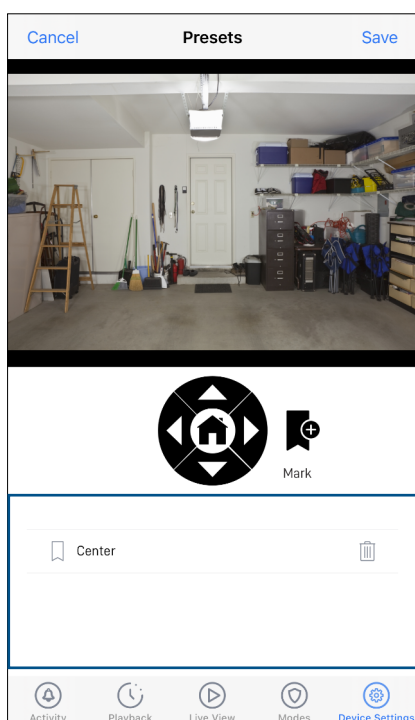
From **Pan & Tilt Settings > Presets**, tap **Add Preset** to create the initial preset positions for the camera.



Move the camera view to the desired position using direction arrows then tap the **Mark** icon.



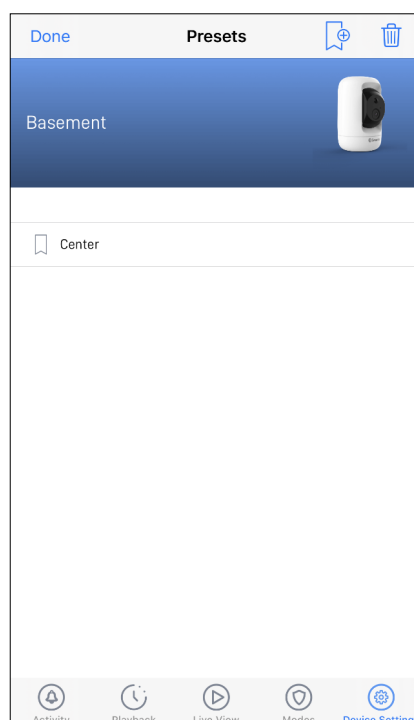
Enter a name for the preset.



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.

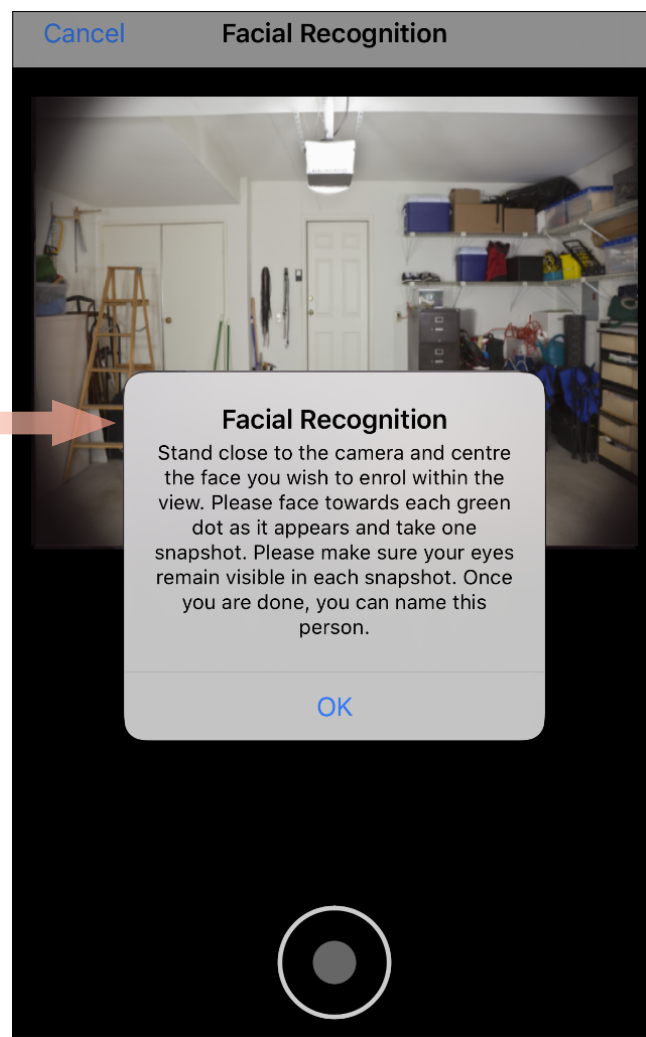
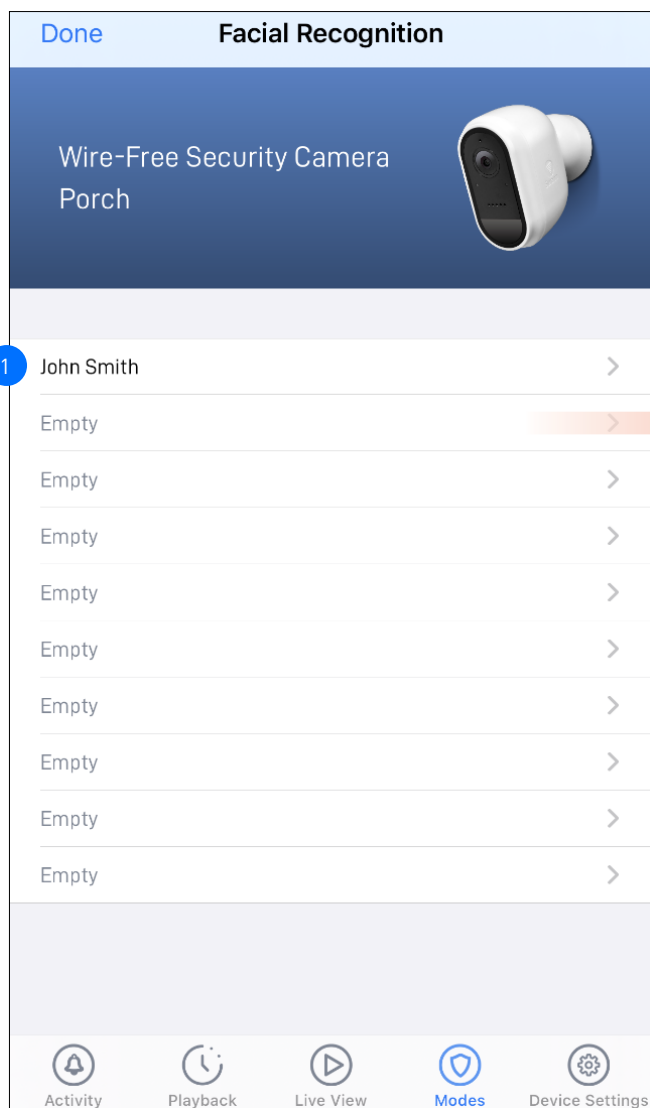
When done, tap **Save** in the top right corner.



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.

FACIAL RECOGNITION SETTINGS



- 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.

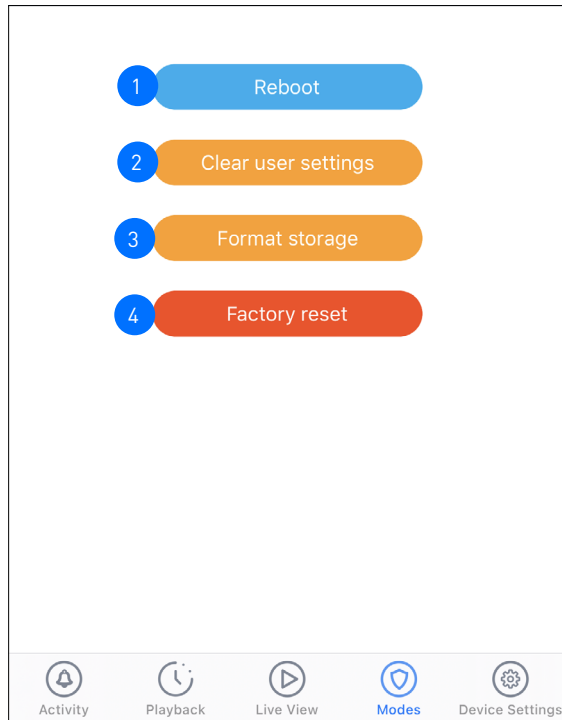
To register a new Facial Recognition profile, tap on an empty slot and follow the on-screen instructions (as shown on the right figure) to capture the face images of the individual that you want to associate with the profile. You can enter a name for the profile once all of the required face images have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



NOTE: THE AVAILABILITY OF CERTAIN ADVANCED SETTINGS SHOWN BELOW MAY VARY DEPENDING ON DEVICE TYPE



- 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 34.



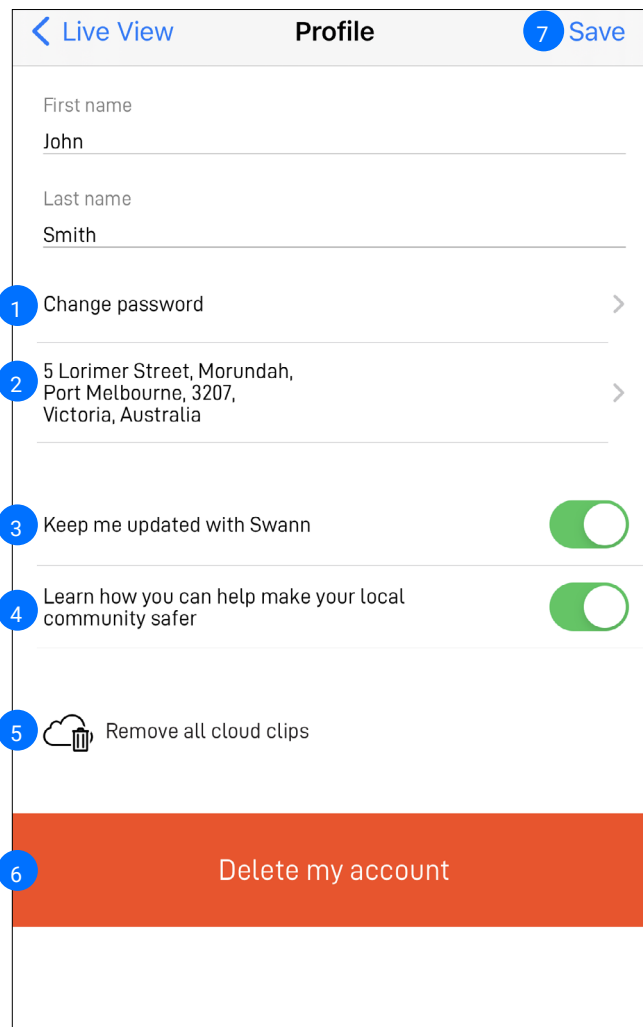


Appendix



UPDATING YOUR ACCOUNT PROFILE

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

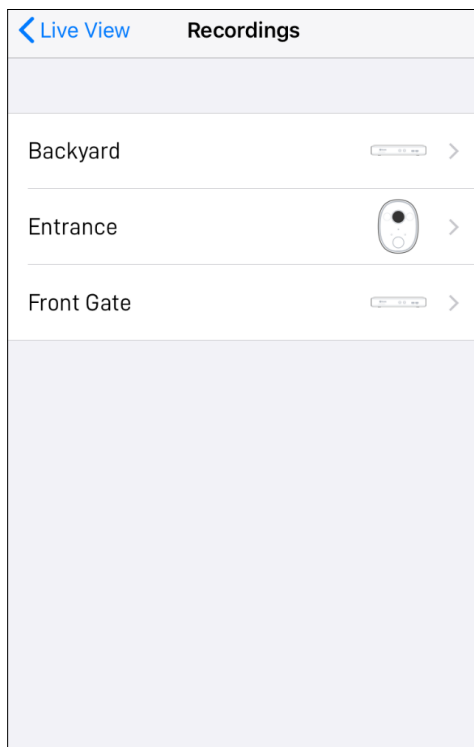


The screenshot shows the 'Profile' page in the Swann Security app. At the top, there is a navigation bar with a back arrow, 'Live View', the title 'Profile', and a 'Save' button with a blue circle containing the number 7. Below the navigation bar, the profile information is displayed: 'First name' with the value 'John' and 'Last name' with the value 'Smith'. Below this, there are four settings items, each with a blue circle containing a number and a right-pointing chevron: 1. 'Change password' (with a right-pointing chevron), 2. '5 Lorimer Street, Morundah, Port Melbourne, 3207, Victoria, Australia' (with a right-pointing chevron), 3. 'Keep me updated with Swann' (with a green toggle switch), and 4. 'Learn how you can help make your local community safer' (with a green toggle switch). Below these settings is a section with a blue circle containing the number 5 and a trash can icon, labeled 'Remove all cloud clips'. At the bottom of the page is a large orange button with a blue circle containing the number 6 and the text 'Delete my account'.

- 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  in your Swann Security account cloud storage.
- 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.

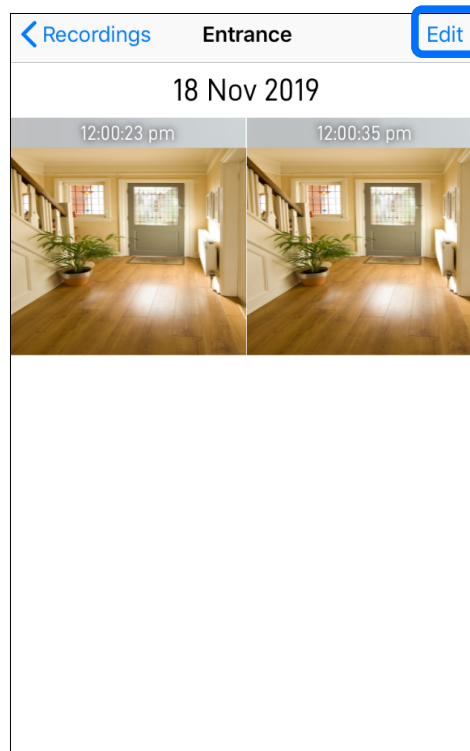


VIEWING AND MANAGING MANUAL RECORDINGS

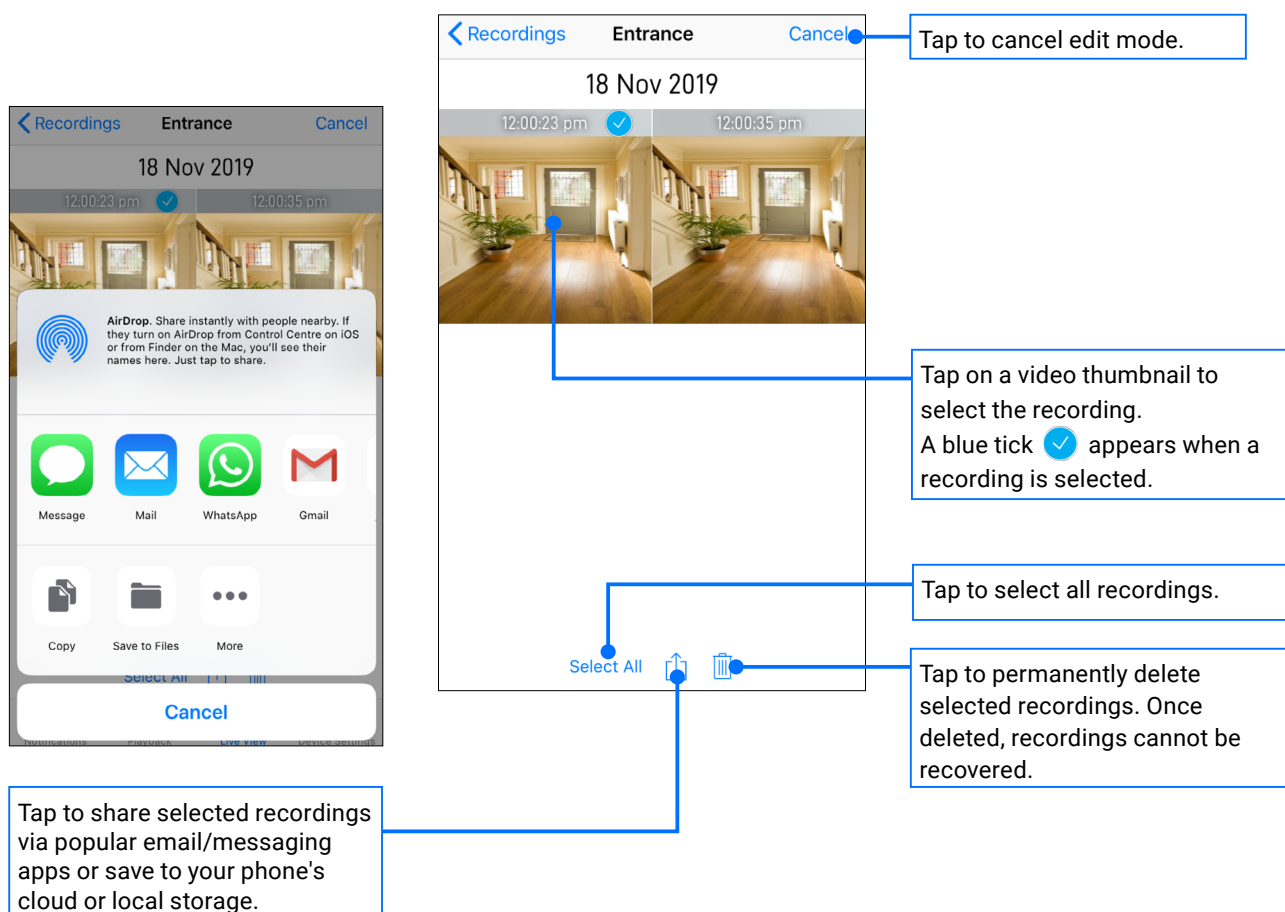


From the Recordings (**Menu > Recordings**) screen, select your camera.

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**.



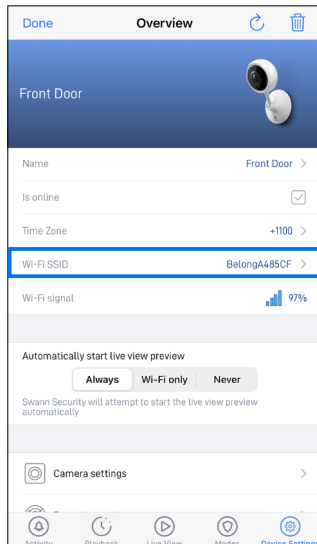
CHANGING THE CAMERA'S WI-FI NETWORK

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.

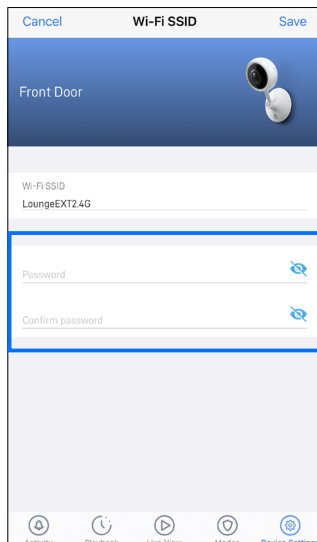
To change to a different Wi-Fi network:

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 livestream once the camera is connected to the new Wi-Fi network.

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 THE CAMERA

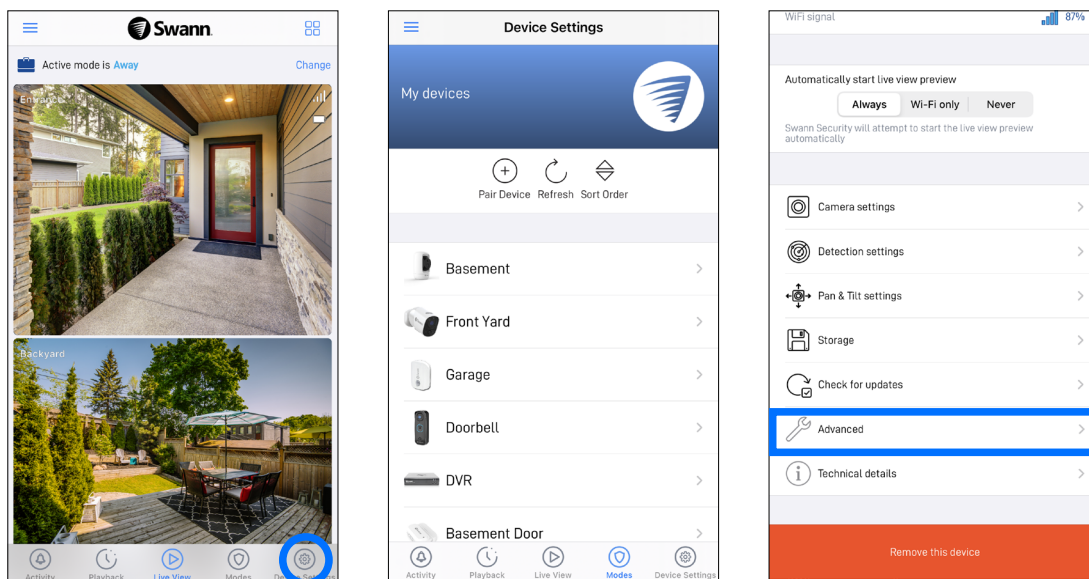
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

Note: Factory resetting your camera does not remove (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.

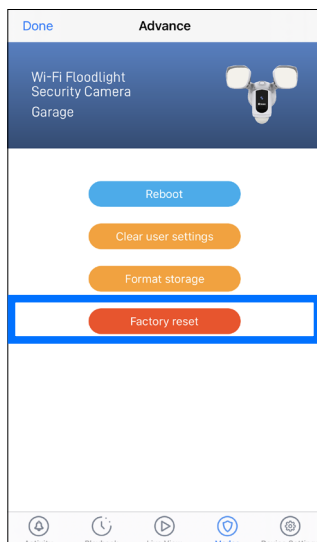
Depending on whether your camera status is online or offline, you can perform a factory reset via the app Factory Reset button or the physical Reset button located on the camera.

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.



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.

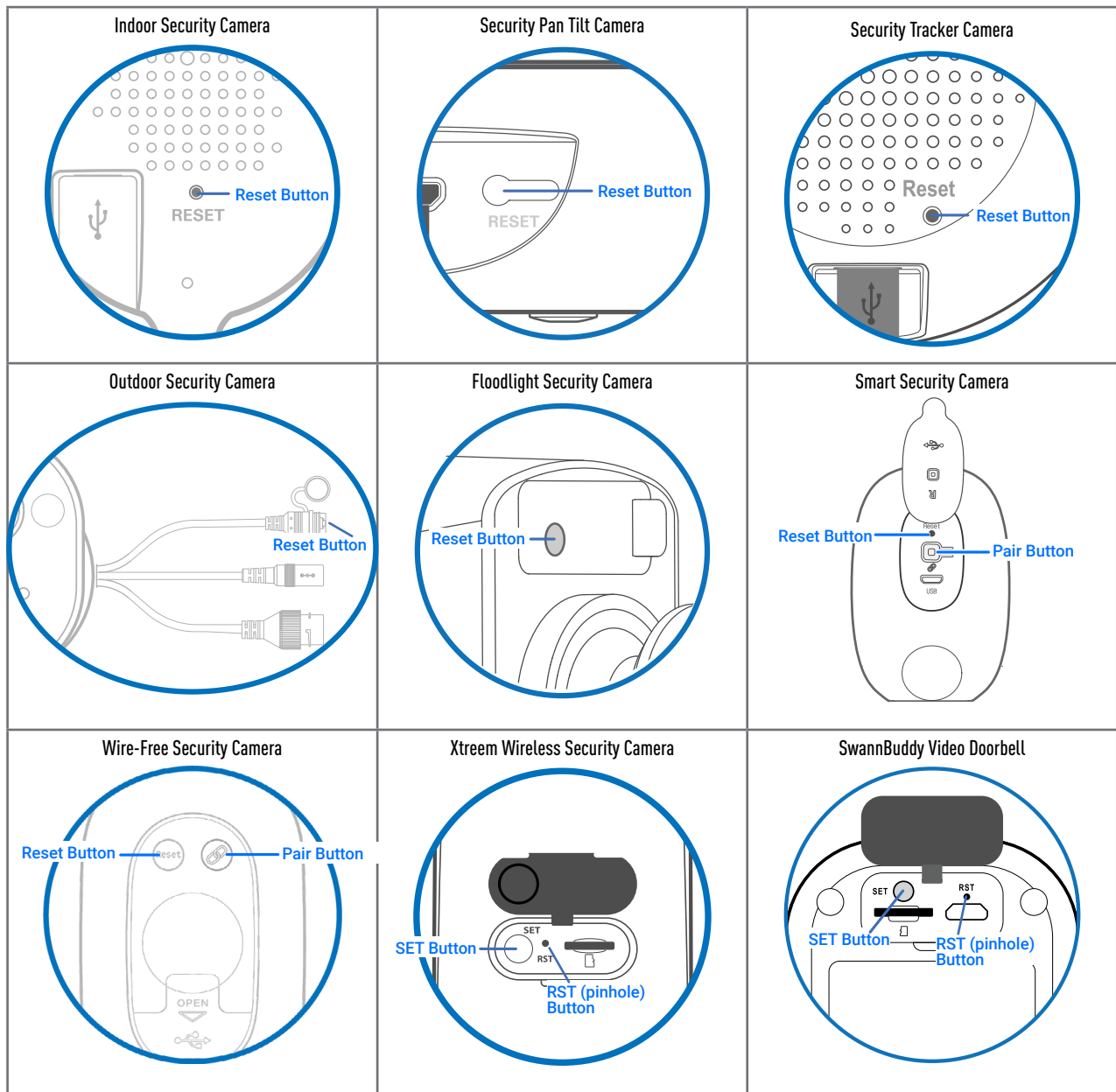
SEE NEXT PAGE FOR METHOD B - VIA PHYSICAL RESET BUTTON



FACTORY RESET THE CAMERA

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.



- 2a. For (SWWHD/SWIFI models) Indoor/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 (SWWHD-INTCAM) 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 will turn off and your camera will start the factory reset process which can take up to 2 minutes.
 - 2c. For (SWIFI-CAM) 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.
 - 2d. For (SWIFI-XTRCAM) Xtream Wireless Security Camera / (SWIFI-BUDDY) 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. This takes about 15 seconds.
3. When the factory reset is complete, the camera will blink blue slowly to indicate that it is in pairing mode and ready for setup.

TURNING OFF THE CAMERA

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.

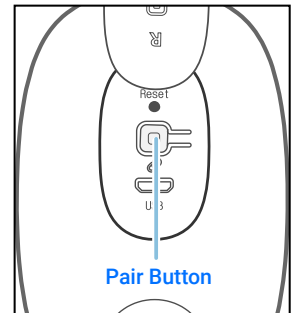
SWWHD-INTCAM SMART SECURITY CAMERA

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.



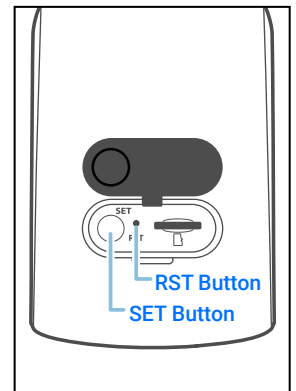
SWIFI-XTRCAM XTREEM WIRELESS SECURITY CAMERA

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.



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](https://www.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.

(Continued on the next page)



(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.

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

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

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

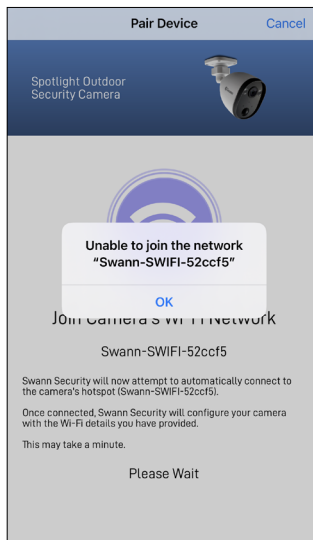


TROUBLESHOOTING: PAIRING ERRORS

If you're having trouble pairing your device with the Swann Security app, here are some tips that can help you fix the issue.

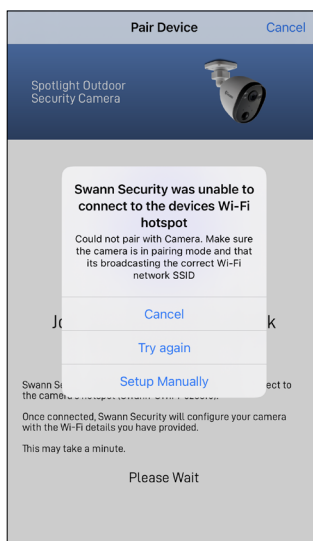
Note: Screenshots are for reference only and may vary depending on device.

- **PAIRING ERROR - "UNABLE TO JOIN THE NETWORK SWANN-SWIFI-XXXXX"**

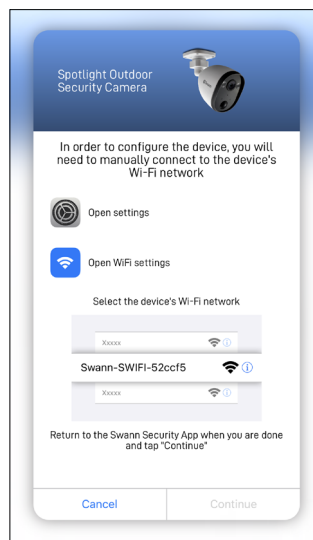


- Make sure that the camera is in pairing mode—the LED indicator on the camera will be blinking blue slowly. If the camera is not in pairing mode yet, the app will not be able to connect to the camera's Wi-Fi hotspot (a unique Wi-Fi network broadcasted by the camera device itself) and continue the pairing 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.

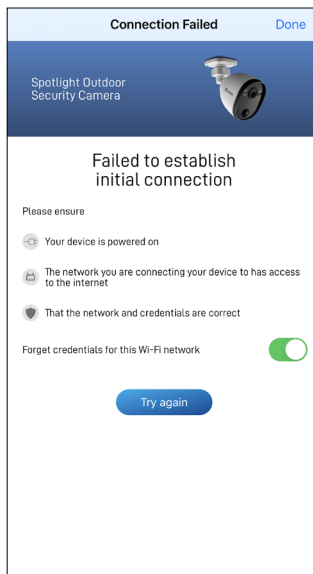


- If the above tip didn't do the trick, you can try the following:
 1. Reset the camera to factory settings. For information on how to factory reset the camera, see **"Factory Resetting the Camera" on page 34**.
 2. Restart your phone.
 3. Open the Swann Security app on your phone and try pairing the camera again. Move the camera closer to your phone to make sure that it's in range.



TROUBLESHOOTING: PAIRING ERRORS

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



- 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.





The content in this manual is for information purposes only and is subject to change without notice. While every effort is made to ensure that this manual is accurate and complete at the time of publication, no liability is assumed for any errors and omissions that may have occurred. For the latest version of this user manual, please visit: support.swann.com

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