



4K FLOODLIGHT SECURITY CAMERA
SWANN SECURITY APP PAIRING GUIDE
IOS VERSION



ENGLISH

GETTING STARTED

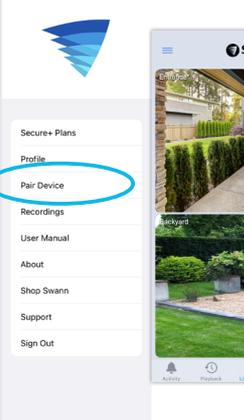
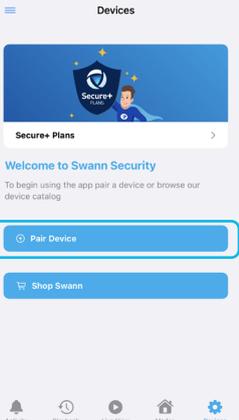
Before pairing your 4K Floodlight Security Camera with the Swann Security app, ensure the following:

- » Your camera is powered on. If you need information on how to connect and power your camera, refer to the Quick Start Guide that came with the kit. You can also download the Quick Start Guide from support.swann.com.
- » Your phone is connected to a 2.4GHz Wi-Fi network. 5 GHz networks are not compatible with the camera.
- » Get your Wi-Fi network password ready. You'll need to enter it during pairing.
- » Your phone's Location setting is turned on as the app requires this permission temporarily to detect Wi-Fi networks.
- » Your phone is running the latest version of the Swann Security  app available on the [App Store](https://www.apple.com/app-store).

PAIRING YOUR CAMERA

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

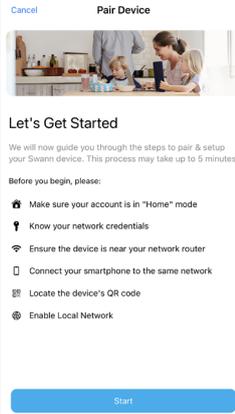
Step 1A	Step 1B
<p>Once you have signed into the Swann Security app, if your Swann Security account does not have any devices associated with it, simply tap the Pair Device button to pair your first Swann device.</p>	<p>If the camera is an additional device you're adding to your Swann Security account, tap the app menu icon  in the top left and select Pair Device.</p>



Step 2

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

Once ready, tap the **Start** button.



Step 3

Scan the QR code located on the top of the camera with your phone.

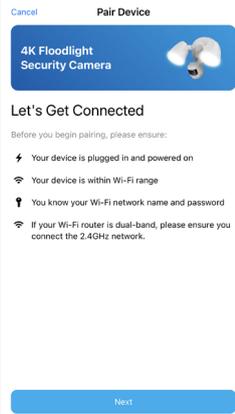
Note: If your phone is unable scan the QR code, tap the **Manual Entry** button at the bottom, select **"4K Floodlight Security Camera"** from the product menu, and type in the device ID (consists of 12 alphanumeric characters) which is located beside the QR Code.



Step 4

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

Once ready, tap the **Next** button.



Step 5

The app automatically detects the Wi-Fi network your phone is using currently and enters it in the **Preferred Wi-Fi** field.

Note: If you have multiple home Wi-Fi networks and would like to connect the camera to a different Wi-Fi network, tap the **Preferred Wi-Fi** field and manually enter the Wi-Fi network name (SSID). For best performance, we recommend using the Wi-Fi network closest to the camera's final location.



Step 6

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

If you enable the "Remember credentials" toggle, the app will remember the password for this Wi-Fi network the next time a Swann device is paired.

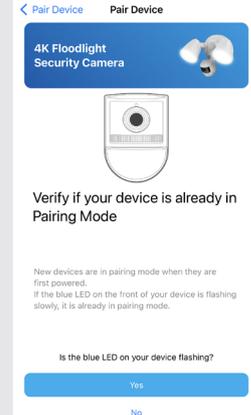
Tap the **Next** button to continue.



Step 7

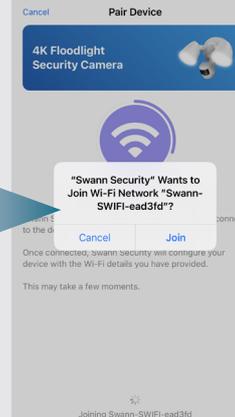
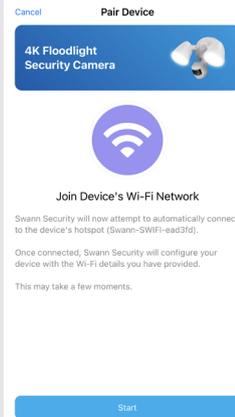
Now, make sure the camera is in pairing mode by checking the LED indicator on the front of the camera. It should be blinking blue slowly. If the LED indicator is off or blinking fast, tap the **No** button and follow the on-screen instructions which will show you how to put the camera in pairing mode.

Once you've confirmed the camera is operating in pairing mode, tap the **Yes** button.



Step 8

Tap the **Start** button > **Join**. The app will now automatically connect to the camera's Wi-Fi network (*Swann-SWIFI-xxxxxx* where *xxxxxx* is the last six characters of the device MAC ID) and begin the pairing process.



Step 9

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

Tap the **Next** button to continue.

Cancel Pair Device

4K Floodlight Security Camera

Give your device a helpful name, for example, describing the location it's installed at

Driveway

Some recommendations

Front Door

Back Door

Garage

Living Room

Driveway

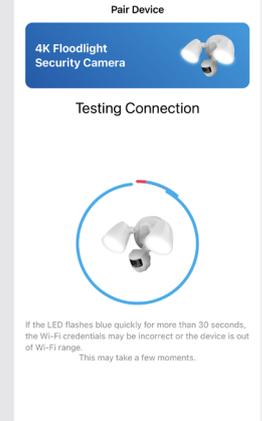
Porch

Next

Step 10

Wait a few moments for the camera to be set up and linked to your Swann Security account. You will hear the camera say "**Setup in progress**". This can take up to 3 minutes.

You will hear the camera say "**Connection successful. You can use your device now**" once pairing is successful.



Step 10

The camera is now ready to use.

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

Pair Device

4K Floodlight Security Camera

Congratulations

You have successfully linked your device to your account. Depending on the internet connection, it may take a few more moments for your device to finish initializing and be ready for Live View.

You can check the status of your paired device via the Devices tab in the app.

You can change your device name and other settings at any time via the Devices tab.

Done

 Download the Swann Security app manual for iOS via the **App Menu**  **> User Manual** to learn more about using the Swann Security app to view camera live video, playback and download motion recordings, configure various camera settings including motion detection sensitivity, brightness, and more.

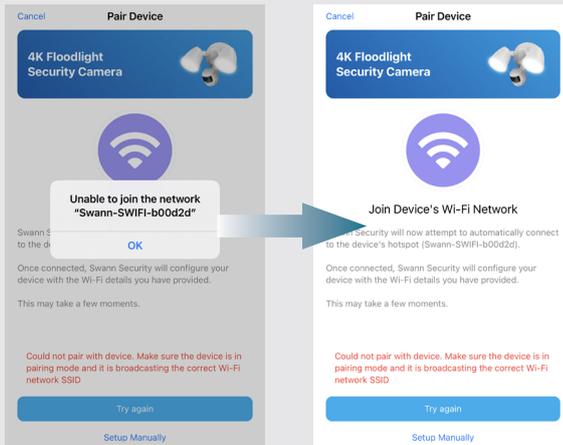
TROUBLESHOOTING

If you're having trouble pairing your camera with the Swann Security app, here are some advice that may help you solve the problem.

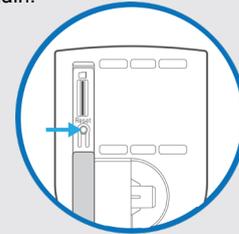
Note: Screenshots shown are for reference only and may be subject to change as improvements are made to the app.

Unable to join the network Swann-SWIFI-xxxxxx

Solution



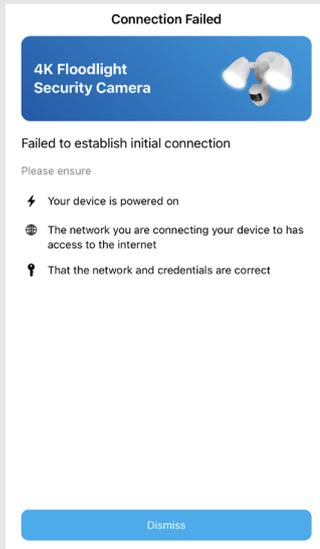
- Make sure the camera is in pairing mode by checking if the LED indicator on the front of the camera is blinking blue slowly.
- If the camera is not in pairing mode, press and hold the **Reset** button on the back of the camera (see figure below) for 6 seconds. After a few moments, you will see the LED indicator blinking blue slowly and hear the camera say "**Ready for pairing**", which indicates that it is in pairing mode. Tap "**Try again**" on the popup box that appears in the app to attempt pairing again.



- In some cases, there might be phone network/security policies preventing the Swann Security app from connecting to the camera's Wi-Fi network automatically. To fix this issue, you'll have to perform a manual connection to the camera's Wi-Fi network (Swann-SWIFI-xxxxxx). Just tap "**Setup Manually**" on the popup box that appears in the app and follow the on-screen instructions.

TROUBLESHOOTING

Failed to establish initial connection



Solution

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network or 5GHz band network.
- If your Wi-Fi router broadcasts separate 2.4GHz and 5GHz networks, make sure to choose the 2.4GHz network for the camera. If your router broadcasts the 5GHz network only, contact your Internet Service Provider for information about your router and how to switch it to dual-band (2.4GHz/5GHz).
- The Wi-Fi connection may not be stable during pairing. Make sure the camera is within range of your Wi-Fi router. Try moving the camera closer to your Wi-Fi router or use a Wi-Fi range extender to improve the Wi-Fi coverage throughout your home.
- The Wi-Fi network password is case sensitive, so make sure lowercase, uppercase and special characters have been accounted for when entering the password during the pairing process (see [Step 6](#)). Double-check that you've entered the correct password by toggling the  icon on the screen to show the password.
- 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 top of the device.



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

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