



SWANN SECURITY APP

USER MANUAL for ANDROID

English

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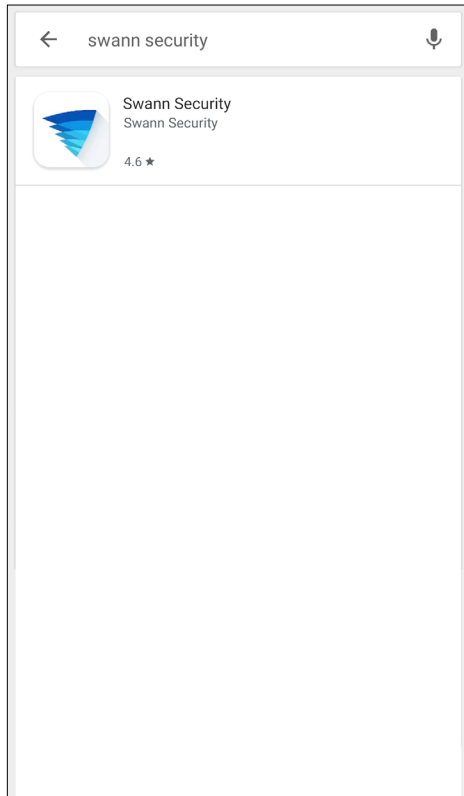
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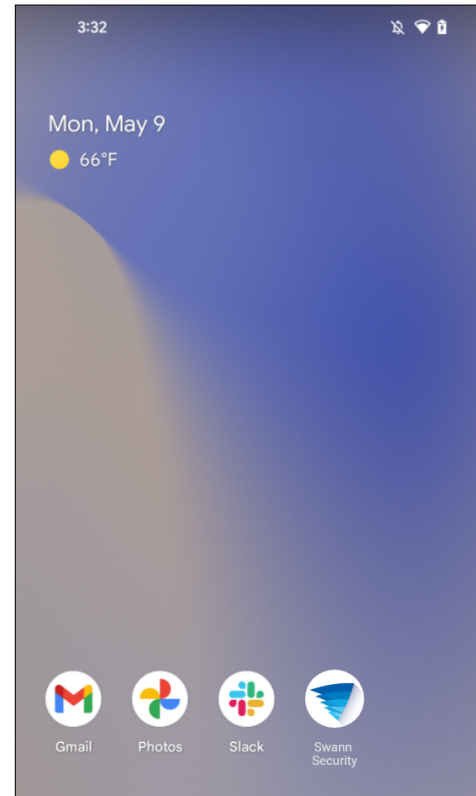




Getting Started

INSTALLING THE SWANN SECURITY APP

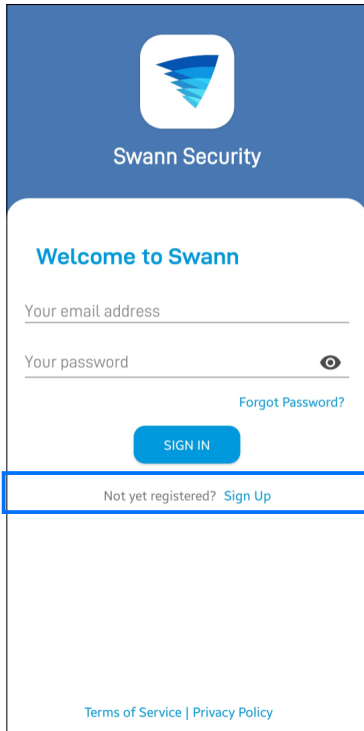


1. Search and download the latest version of the Swann Security app using the Play Store® app on your phone.



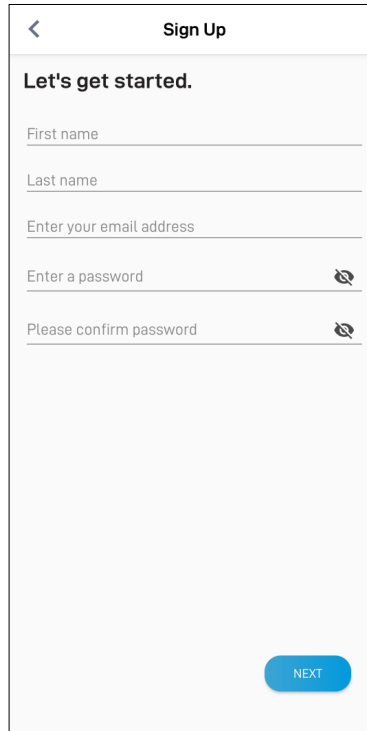
2. After the Swann Security app is installed on your phone, the Swann Security  app icon appears on the Home or Apps screen. Simply tap the  app icon to launch the Swann Security app.

CREATING YOUR SWANN SECURITY ACCOUNT



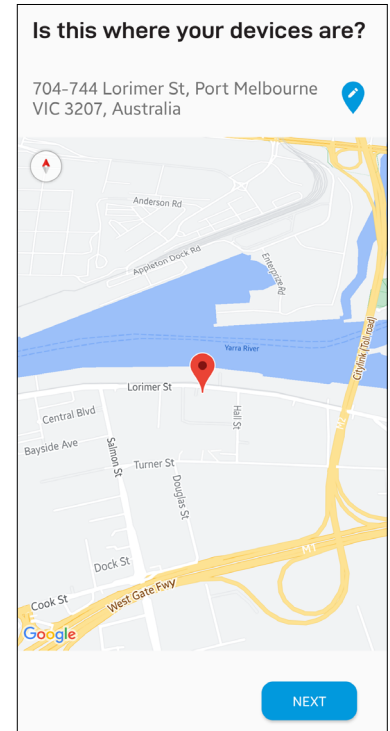
The screen shows the Swann Security logo at the top. Below it, the text 'Welcome to Swann' is displayed. There are two input fields: 'Your email address' and 'Your password'. A 'Forgot Password?' link is next to the password field. A blue 'SIGN IN' button is below the fields. At the bottom, there is a link 'Not yet registered? Sign Up' which is highlighted with a blue box. At the very bottom, there are links for 'Terms of Service' and 'Privacy Policy'.

1. Open the Swann Security app and tap **Not yet registered? Sign Up**.




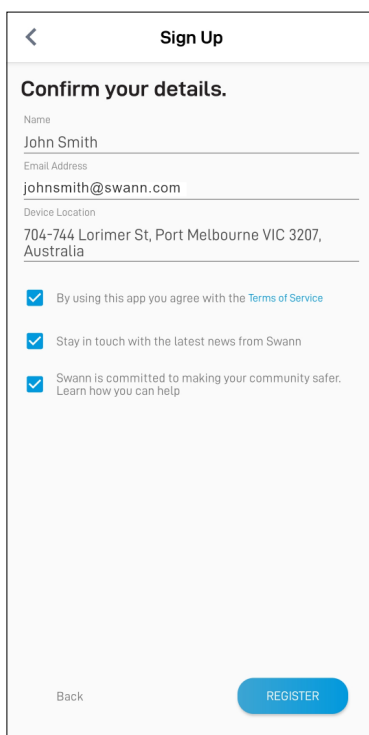
The screen is titled 'Sign Up'. It says 'Let's get started.' and has four input fields: 'First name', 'Last name', 'Enter your email address', and 'Enter a password'. There is an eye icon to the right of the password field. Below the password field is a field for 'Please confirm password' with another eye icon. A blue 'NEXT' button is at the bottom right.

2. Enter your first and last name, email address, a desired password and confirm the password. This will be the email address and password you use to sign into the Swann Security app and on any other phone. Once done, tap the **Next** button to proceed.



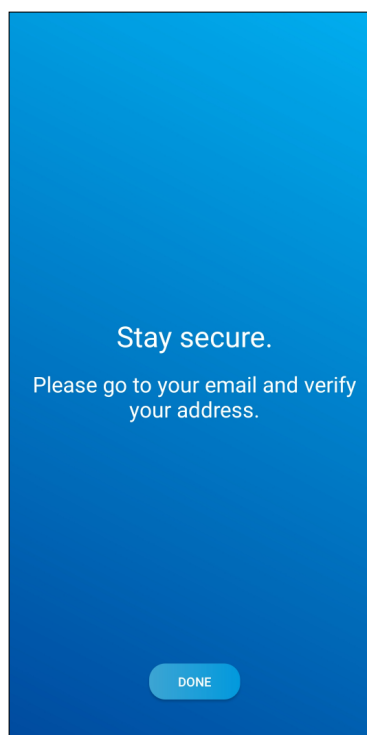
The screen asks 'Is this where your devices are?'. It shows a map with a red pin at '704-744 Lorimer St, Port Melbourne VIC 3207, Australia'. There is a location pin icon at the top right. A blue 'NEXT' button is at the bottom right.

3. Your address is automatically set based on your phone's current location. If your phone's GPS setting is turned off or the location is not accurate, tap  to enter your address manually. Providing your device location helps us personalize your experience on the Swann Security app and other Swann services. Once done, tap the **Next** button to proceed.



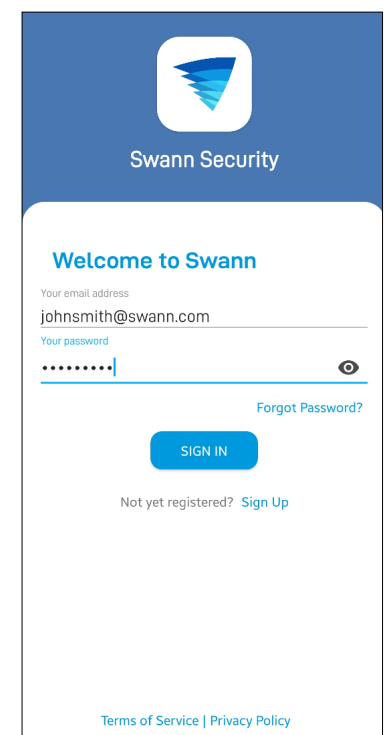
The screen is titled 'Sign Up' and says 'Confirm your details.' It shows the user's details: Name (John Smith), Email Address (johnsmith@swann.com), and Device Location (704-744 Lorimer St, Port Melbourne VIC 3207, Australia). There are three checkboxes: 'By using this app you agree with the Terms of Service', 'Stay in touch with the latest news from Swann', and 'Swann is committed to making your community safer. Learn how you can help'. A blue 'REGISTER' button is at the bottom right. There is a 'Back' link at the bottom left.

4. Review your details, read the [Terms of Service](#), and select the checkbox to confirm your agreement to the terms. After that, tap the **Register** button to create your Swann Security account.



The screen has a blue background and says 'Stay secure.' and 'Please go to your email and verify your address.' A blue 'DONE' button is at the bottom center.

5. Go to your email inbox and open the link in the verification email from Swann Security. If you can't find the verification email, try checking the Junk/Spam folder. After that, tap the **Done** button to return to the **Sign In** screen.



The screen shows the Swann Security logo at the top. Below it, the text 'Welcome to Swann' is displayed. There are two input fields: 'Your email address' (johnsmith@swann.com) and 'Your password'. A 'Forgot Password?' link is next to the password field. A blue 'SIGN IN' button is below the fields. Below the button, there is a link 'Not yet registered? Sign Up'. At the very bottom, there are links for 'Terms of Service' and 'Privacy Policy'.

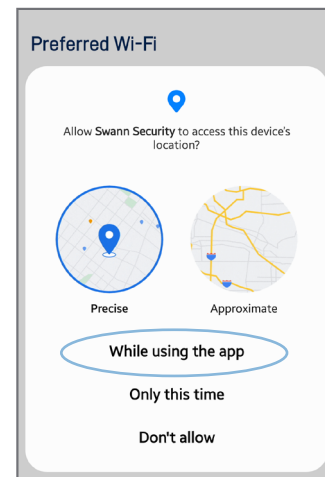
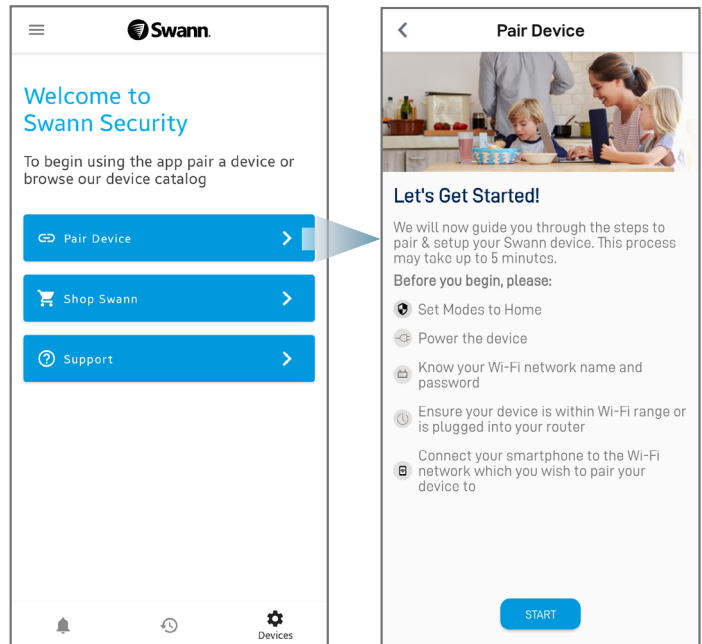
6. Once your email address is verified, you can sign into the app with your Swann Security account email address and password. The **Remember Me** option allows you to save your login credentials so you don't have to sign in every time you open the app.

PAIRING THE DEVICE

To pair your first Swann device, tap **Pair Device** on the screen, as shown on the right. Then follow the in-app instructions to connect your device to your home Wi-Fi network and link it to your Swann Security account. Once the pairing process is complete, your device will be displayed on the **Live View** tab.

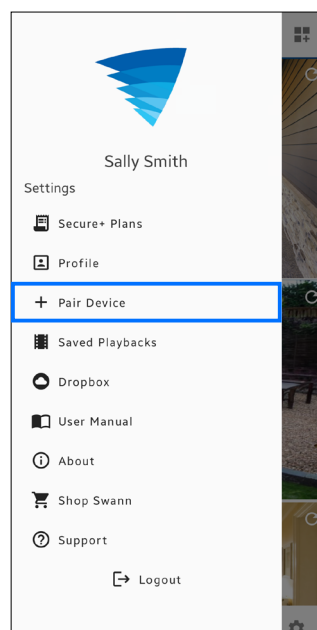
Note:

- If you need help with the device's QR code, see "[Scanning the QR Code](#)" on page 7.
- Your phone's Location (GPS) setting should be switched on as the app requires this permission to detect wireless networks during the pairing process.
- If you see a pop-up requesting permission to access the device's location, select "**Precise**" and "**While using the app**" (older devices, tap **Allow**) to enable the Wi-Fi connection from the phone to the Swann device to work. Denying location access will prevent the app from detecting Wi-Fi networks during the pairing process.
- It may take a few minutes for the entire pairing process to finish as the app will also automatically upgrade your Swann device to the latest firmware.
- For a detailed walk-through of the pairing process in the app, please download the pairing guide specific to your device from support.swann.com.

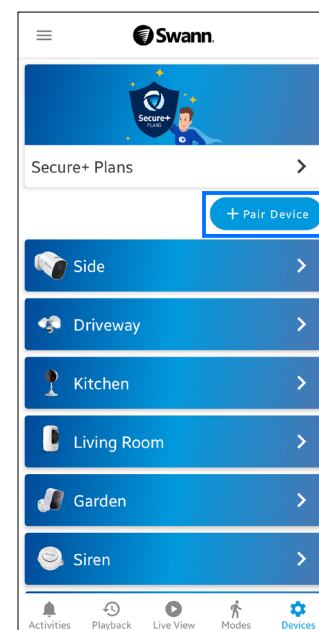


After you have paired your first Swann device, you can add subsequent Swann devices via:

- the **Pair Device** menu option in the app menu, or
- the **+ PAIR DEVICE** button in the **Devices** tab.



App Menu

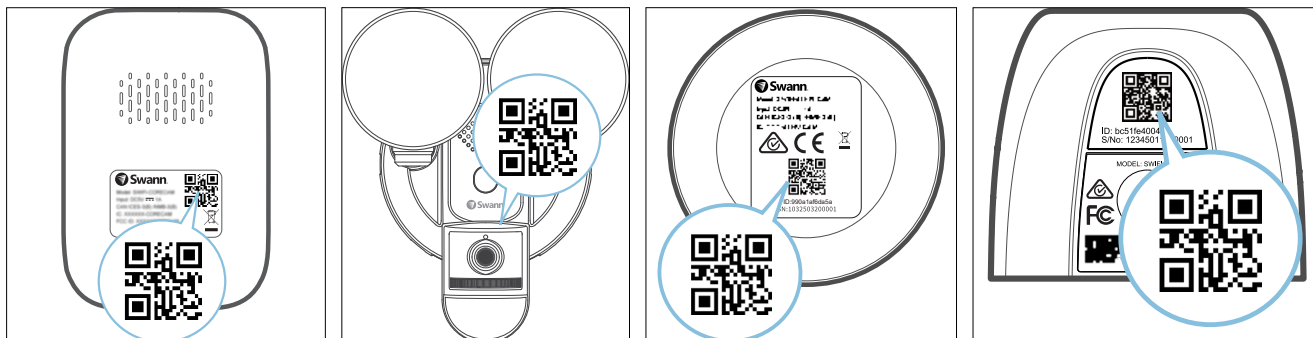


Devices tab

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. See the figures below for examples of where the QR code can be located.



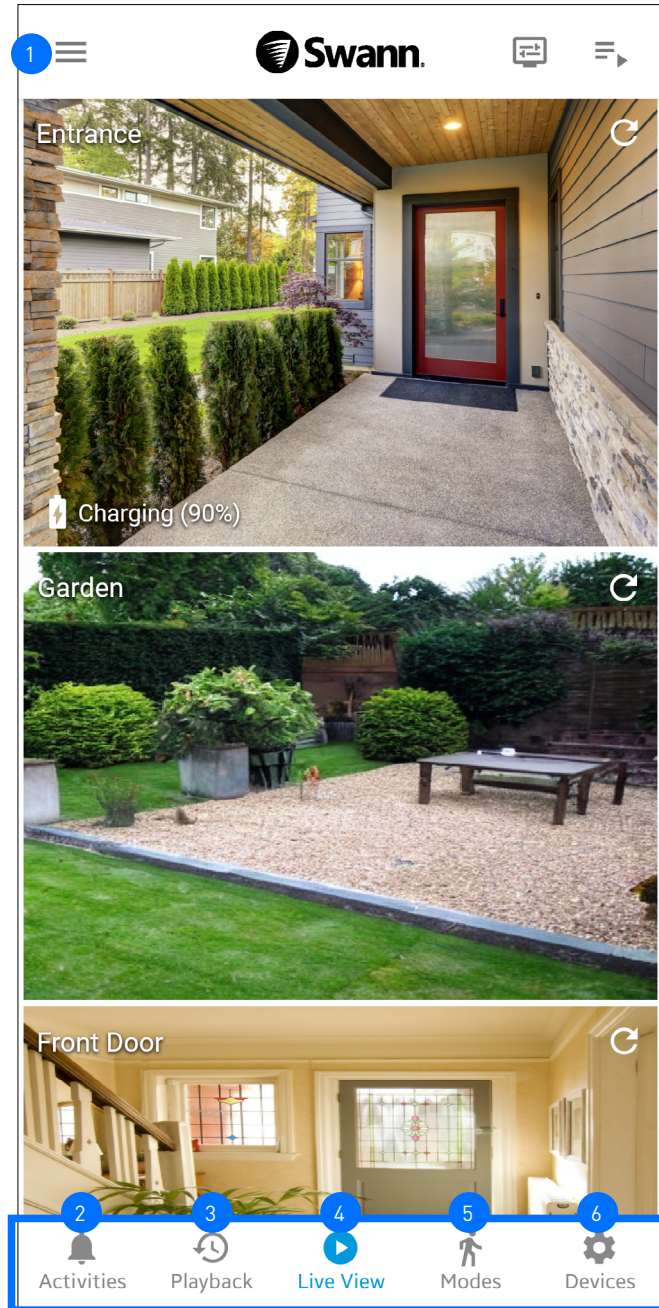
If your phone can't scan the QR code

- 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) which is listed on a sticker located on the top, back, bottom or base of the device, as shown below:



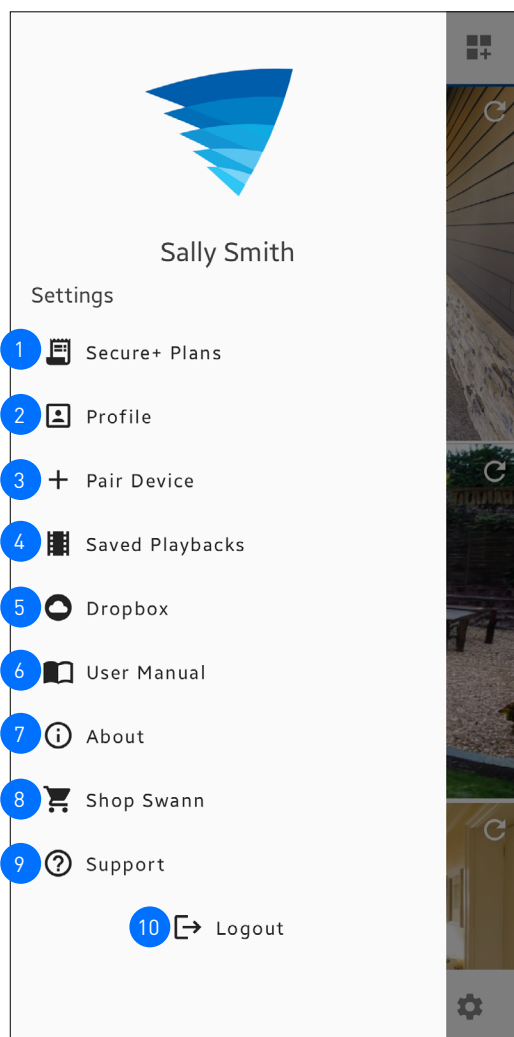


About the App Interface

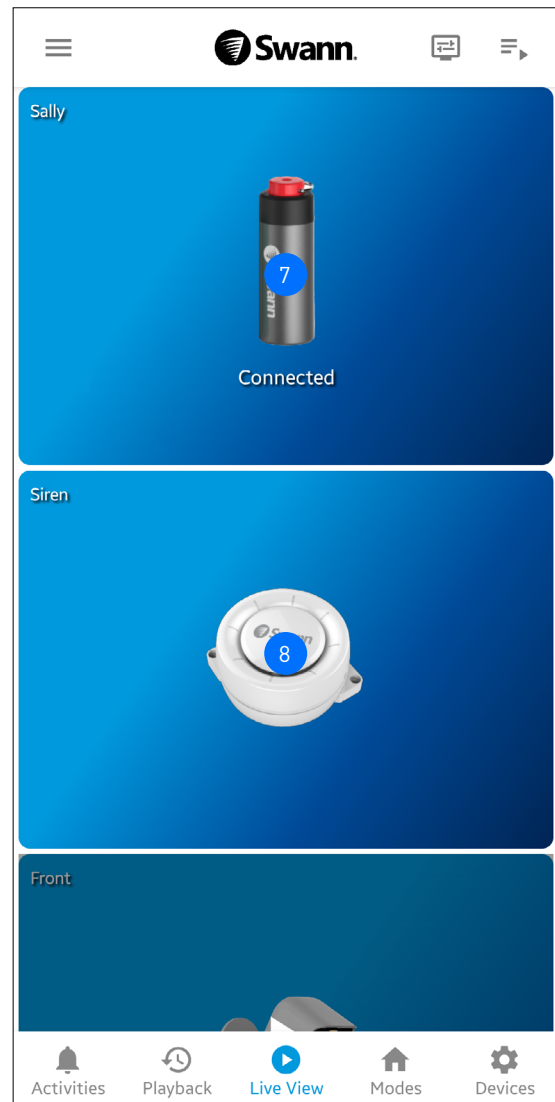
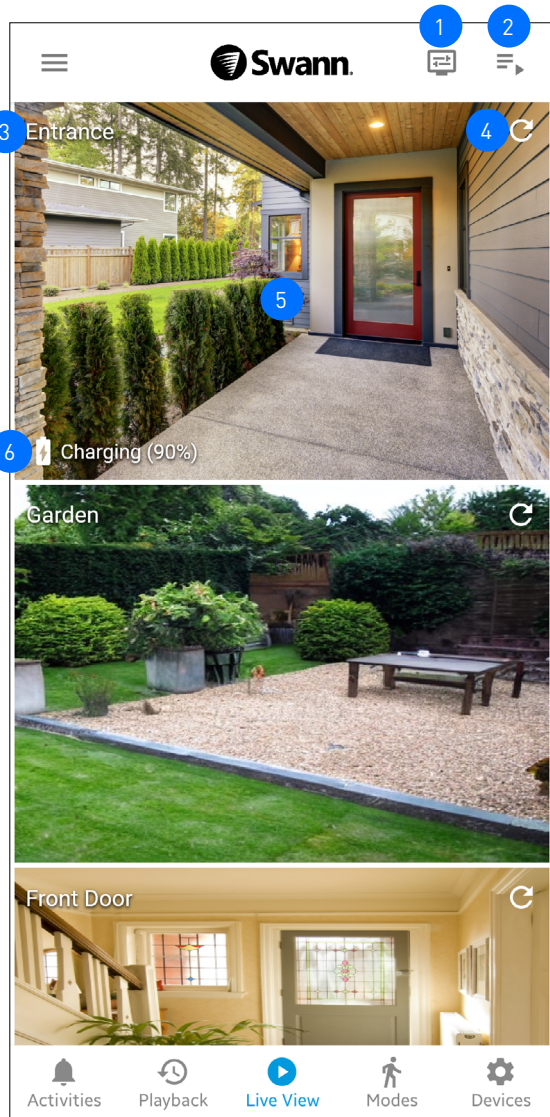


💡 At some point, you'll see a prompt to rate the app, just follow the prompt, if you want to rate and review the Swann Security App via the Google Play Store.

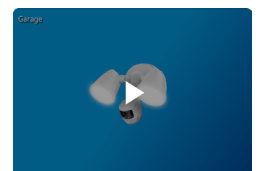
- 1 **App Menu:** Tap to open the menu where you can edit your account profile, pair a new device, download the app manual, contact technical support, and more. See ["App Menu" on page 10](#).
- 2 **Activities Tab:** Tap to obtain a detailed report of the current day and past week's device activities. You can also turn on or off the **Do Not Disturb** feature, which is helpful when you want to stop receiving push notifications from the app at certain times, such as when you're sleeping or in a meeting. For more information, see ["Activities Tab" on page 23](#).
- 3 **Playback Tab:** Tap to access and playback the event recordings from your devices. For more information, see ["Playback Tab" on page 15](#).
- 4 **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 specific camera functions. For more information, see ["Live View Tab" on page 11](#).
- 5 **Modes Tab:** Displays the icon of the currently active mode. Tap to manage modes and configure the behavior of your devices for the Home, Night, and Away modes. You can also set up schedules to automate mode changes. For more information, see ["Modes Tab" on page 17](#).
- 6 **Devices Tab:** Tap to view and manage settings for your devices, check device status, perform general maintenance, including firmware updates and device reset. For more information, see ["Device Management" on page 24](#).



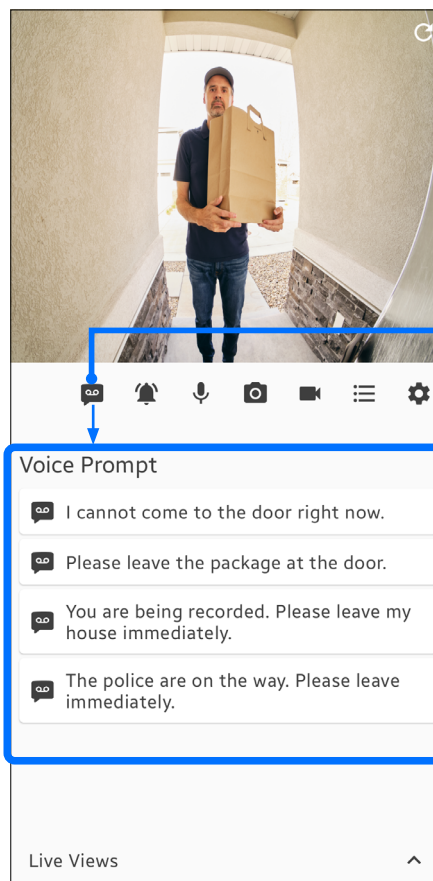
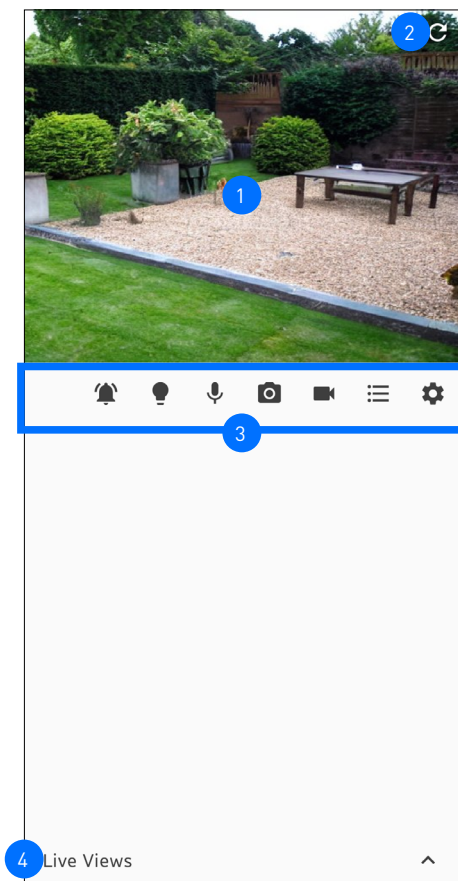
- 1 Add and manage the Secure+ plan subscriptions for your Swann Security devices.
- 2 Update your Swann Security account profile name, password, and address. See ["Updating your Swann Security Account Profile" on page 36](#).
- 3 Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (for example, after the device has been factory reset).
- 4 View and manage camera event clips that were downloaded to your phone. See ["Viewing Saved Recordings" on page 42](#).
- 5 **(Selected DVR/NVR 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 latest Swann Security app user manual (PDF file) to your phone. For best viewing experience, open the file using Acrobat Reader (available on Google Play).
- 7 Display the application version information, your phone model number and the Android OS version. You can also access the terms of service and privacy policy relating to the Swann Security app.
- 8 Open the Swann.com website where you can find and purchase the latest products to integrate with your current Swann Security system.
- 9 Obtain technical support for your Swann Security devices. See ["Additional Support" on page 48](#).
- 10 Sign out of the Swann Security app.



- 1 Tap to configure settings for the Live View tab. You can hide, resize, or reorder device tiles to suit your preferences. For more information, see ["Live View Tab Settings" on page 14](#).
- 2 You can change the device tile layout on the screen between list, grid and hybrid (customizable small/large tiles) views.
- 3 The device name. You can rename the device via the **Devices** tab > **Select the device** > **Name**.
- 4 Tap to refresh the live video feed if the streaming has stopped.
If the camera has completely lost connection to the app (due to connection timeout, device sleeping, Wi-Fi/Network issues, etc), the camera tile will prompt you to reconnect, as shown on the right. Tap the tile to reconnect to the camera.
Note: If you encounter issues reconnecting to the camera, try turning the power to the camera off for 10 seconds. Then turn it back on and restart the app. Additionally, ensure that your internet connection is working properly. You can also try rebooting your Wi-Fi router to resolve any network connectivity issues.
- 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 12](#).
- 6 Displays the current battery level (%) of the camera when charging via a solar panel or a USB charger.
- 7 **(Personal Alarm only)** Tap the tile to display the device settings screen. For more information, see ["Personal Alarm Settings" on page 28](#).
- 8 **(Indoor Siren only)** You can manually activate the siren. Tap the tile > tap > set the **Siren** toggle to the **ON** position, then tap the **SET** button, as shown on the right.



Single View Mode



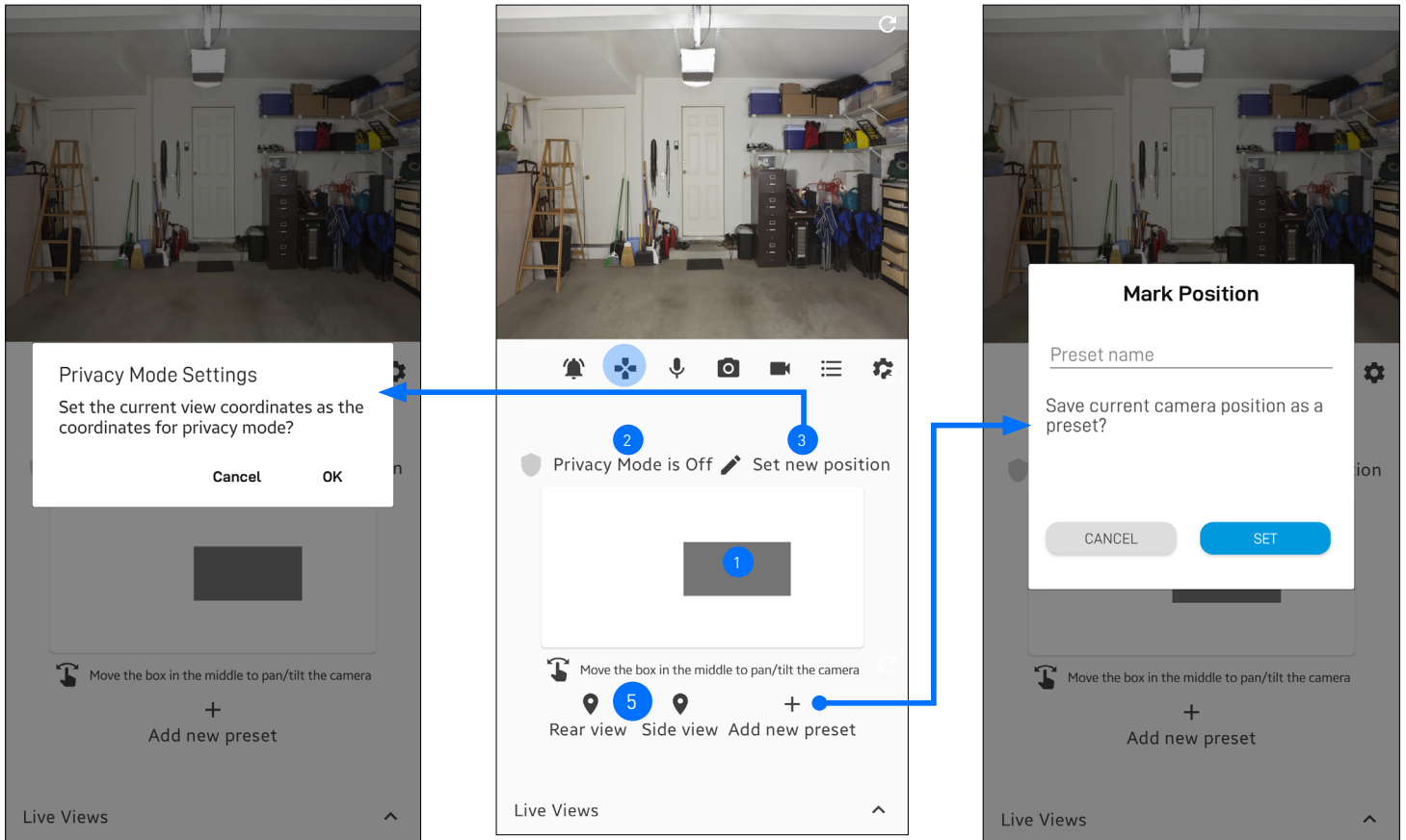
The SwannBuddy Video Doorbell has a smart "Pre-recorded Messages" feature available. Tap this icon to display the list of pre-recorded messages which you can quickly choose to play as a response to visitors when you can't answer the door.

- 1 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.
- 2 If the live video feed has stopped streaming, tap this icon to refresh it.
- 3 The displayed icons vary depending on the device and will only appear if the feature is supported. The following table describes the icons that may appear on the screen.

Icon	Description	Icon	Description
	Tap to display the pan and tilt/tracker panel on the screen to control the view of the camera. For more details, see "Single View Mode: Pan and Tilt / Tracker Panel" on page 13 .		Tap to display the button on the screen. To start recording the live video, simply tap the button. To stop the recording, tap the button again. Depending on the camera model, manual live recordings can be viewed on either the Playback tab or App Menu > Saved Playbacks > Live Recordings . See "Viewing Saved Recordings" on page 42 .
	Tap to display the button on the screen to toggle on or off the camera's built-in floodlight/spotlight.		Tap to display the list of recent activities detected by the camera.
	Tap to display the button on the screen to toggle on or off the camera's built-in siren.		Tap to go directly to the camera's Settings screen.
	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.	SD	For DVR/NVR systems, you can toggle between different video quality settings. 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. A lower quality setting can help to load the video clip faster and ensure smoother playback. This can be useful if you have a slower internet connection or if you want to conserve bandwidth.
	Tap to take a snapshot of the live video. The snapshot will be saved to your phone, and you can view it by opening your phone's Gallery/Photo app.		

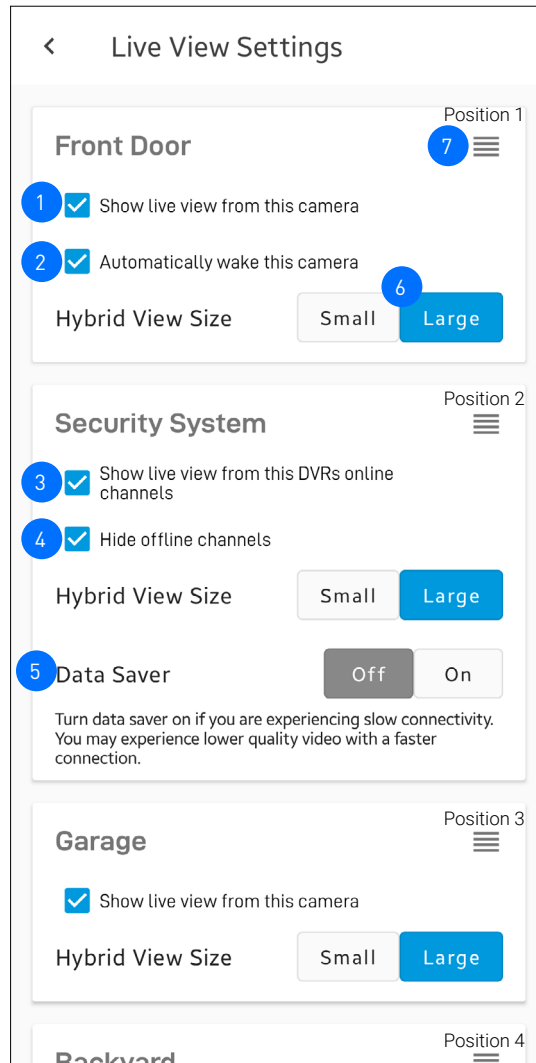
- 4 Tap to open the panel displaying the live view tiles of your other cameras. Scroll left or right to see the available cameras. Tap on the tile of the camera to view it in the live video window above.

Single View Mode: Pan and Tilt / Tracker Panel

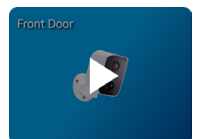


- 1 Drag the grey box in the desired direction within the control area to pan and tilt the camera.
Note: For cameras, such as the Tracker Camera, with motion tracking function and dual video layout display, you can manually focus the zoom view on a particular zone by dragging the control box in the desired direction.
- 2 Tap to enable/disable **Privacy mode**. When **Privacy mode** is enabled, the camera will rotate to its privacy mode position (see 3) and also disable the motion sensor, preventing any recordings from being captured to ensure privacy. The **Privacy mode** icon will be highlighted when enabled.
- 3 Move the camera to the desired viewing angle using the 1 grey box, then tap **Set new position** to set this view as the **Privacy mode** position. "**Privacy Mode set successfully**" is displayed on the screen.
- 4 Tap to auto-rotate the camera and scan the scene once.
- 5 Camera presets let you easily move the camera to pre-defined viewpoints. To create a preset, use the grey box to adjust the camera to your desired viewing angle, and then tap the **'Create Preset'** button. A box will appear where you can name the preset, as shown above.
 - To create a preset, use the 1 grey box to adjust the camera to your desired viewing angle, and then tap **Add new preset**. A box will appear where you can name the preset, as shown above.
 - You can create a maximum of 5 preset positions for each Pan and Tilt camera.
 - To move to a preset position, tap the 📍 icon of the preset, for example **Rear view**. The camera will automatically rotate to the selected position.
 - To delete a preset, press and hold the 📍 icon of the preset and then tap **Delete** on the confirmation box.

Live View Tab Settings



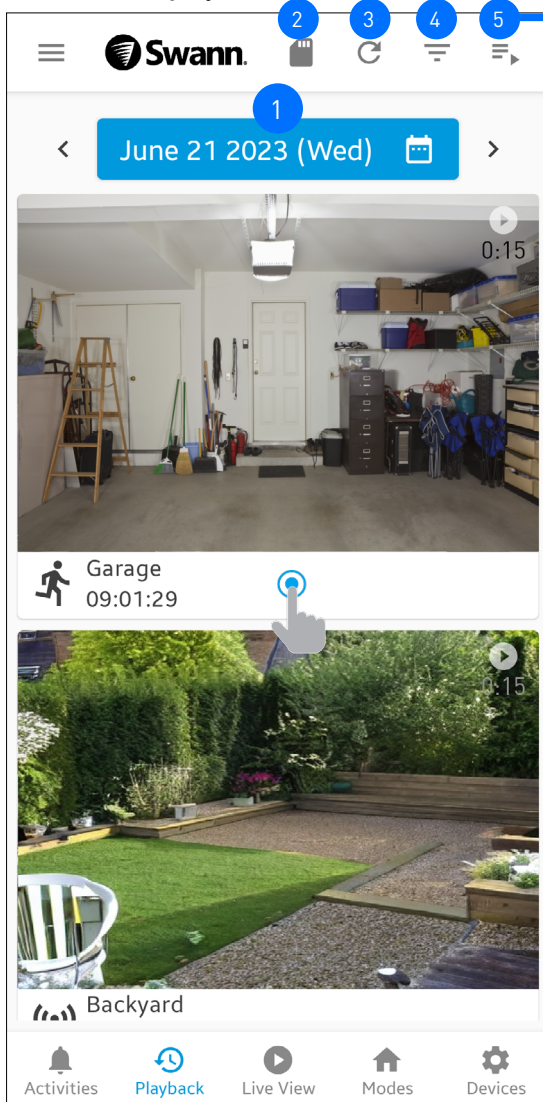
- 1 You can hide camera tiles from being displayed on the Live View tab. For example, if you don't want live video from a specific camera to be visible, you can hide that camera's tile.
To hide a camera tile, uncheck the **"Show live view from this camera"** box.
To unhide a camera tile, check the **"Show live view from this camera"** box.
- 2 **(Battery-powered camera only)** By default when the app is launched, the camera will automatically wake up from sleep and stream live video. If you want to conserve battery life between charges, you can uncheck the **"Automatically wake this camera"** box. You will need to tap on the camera tile to manually wake the camera and start the live video stream, as shown on the right.
- 3 **(DVR/NVR only)** Uncheck the **"Show live view from DVR"** box to hide all DVR/NVR channel tiles on the Live View tab. To unhide all DVR/NVR channel tiles, check the **"Show live view from DVR"** box.
- 4 **(DVR/NVR only)** You can hide offline (unused) DVR/NVR channel tiles from being displayed. Check the **"Hide offline channels"** box. To unhide offline DVR/NVR channel tiles, uncheck the **"Hide offline channels"** box.
- 5 **(NVR only)** You can turn the **Data Saver** feature on or off. If your internet connection is slow, we recommend turning this feature on to improve the live streaming performance of your NVR cameras—the app will use **"Mobilestream"** as the default live video quality setting. For more details, refer to the instruction manual of your NVR system.
- 6 You have the option of customizing the size of the device tile between **Small** and **Large** for Hybrid View layout.
- 7 You can rearrange the position of camera tiles on the Live View tab - simply press and hold the icon of the camera you want to move, then drag it to the desired position. The camera that was previously in that position will move back one place. The positions of camera tiles in grid and list views on the Live View tab are arranged in a specific order as shown on the right.
Note: The order of DVR/NVR channels cannot be rearranged and is always sequential based on their channel number (e.g., 1, 2, 3, 4, etc.).



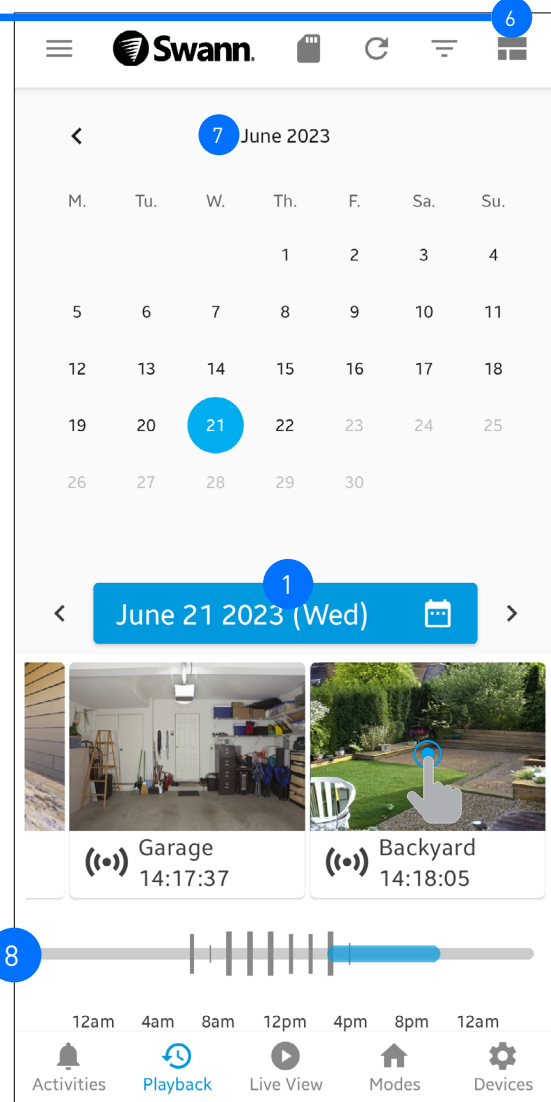
Grid View		List View
Position 1	Position 2	Position 1
Position 3	Position 4	Position 2
Position 5	Position 6	Position 3
Position 7	Position 8	Position 4

PLAYBACK TAB

List View Display



Timeline Slider View Display



Tap to playback recording. See next page for details.

- By default, the list of today's camera recordings is displayed. Depending on the type of devices paired, this may include recordings stored in the cloud, live recordings, as well as those located on the DVR/NVR. For SWIFI camera models that only have microSD card storage, such as the TrackCam, please refer to 2 below. You can also view camera recordings from a different date, simply tap here and select the desired date using the calendar or tap the left or right arrow to view the previous or next day's recordings.

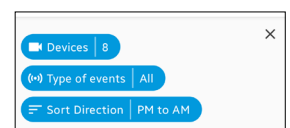
Note:

Cloud recordings will be displayed on the Playback tab 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**.

- Tap to access and view recordings stored on the camera's local microSD memory card, if available.

- Tap to refresh the video history and check for new recordings.

- Tap to access the playback filter options, as shown on the right. You can sort recordings in chronological (AM-PM) or reverse chronological (PM-AM) order, and filter recordings by device type and event type.



- Tap to switch the display from List View to Timeline Slider View (see [above right](#) screenshot).

- Tap to switch the display from Timeline Slider View to List View (see [above left](#) screenshot).

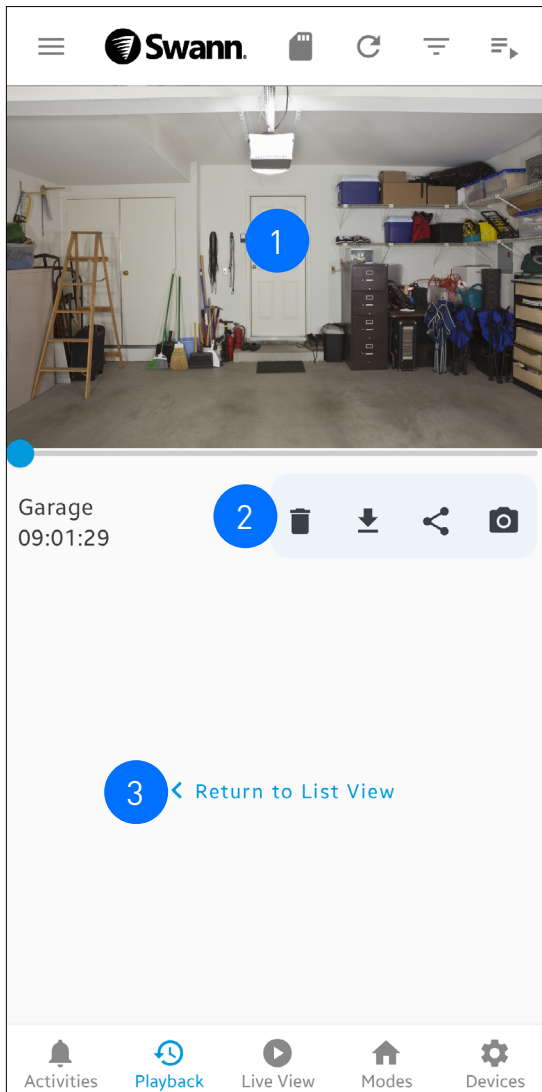
- The calendar allows you to select any date to view that day's camera recordings.

- Drag the timeline slider left or right to quickly find recordings at specific times of the day. The timeline displays the video thumbnail of the camera recording along with a unique symbol indicating the type of event, and the time of recording.

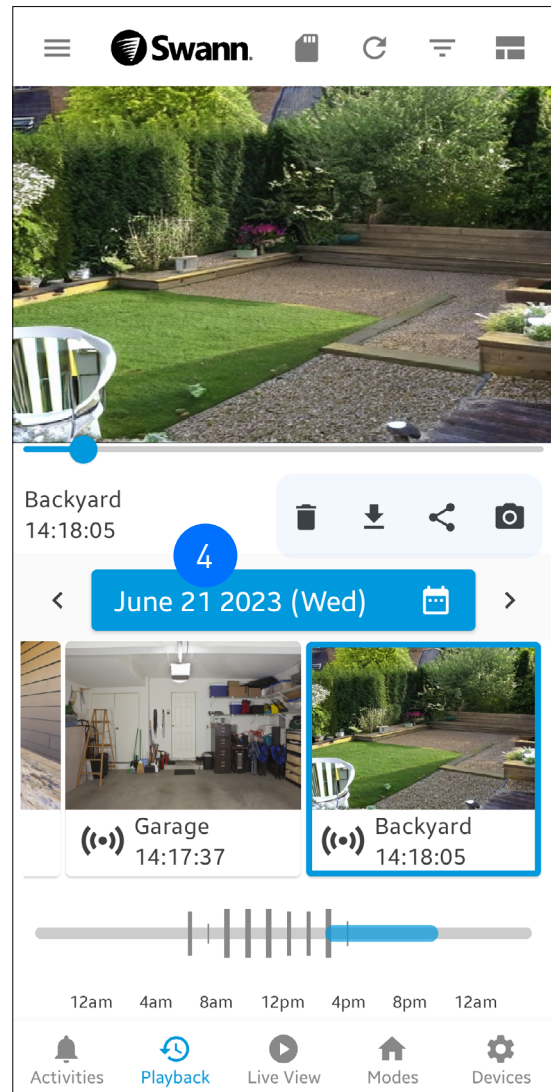
PLAYBACK TAB

Video Playback Window

From List View Display



From Timeline Slider View Display



1 The video playback window: tap to reveal video playback controls. You can pause/play, fast-forward/rewind (using the seekbar), adjust the playback speed (0.25x - 16.0x), and watch the video in full screen mode (📺).

2 You can **Delete** 🗑️ the recording (which will remove the recording from the video history and cloud storage so make sure to download it first if you want to keep it), **Download** ⬇️ the recording, **Share** ➦ the recording (via popular email/messaging apps installed on your phone), or take a **Snapshot** 📷 during playback.

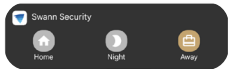
Note:






- Downloaded clips can be viewed through **App Menu > Saved Playbacks** or your phone's **Gallery/Photo** app.
- Snapshots can be viewed through your phone's **Gallery/Photo** app.
- **Delete** 🗑️ will not appear for DVR/NVR camera recordings.
- **HD(mainstream) / SD(substream)** video quality options will appear for DVR/NVR recordings.

3 Tap to close the video playback window and return to the List View display.

4 Tap to close the video playback window and display the calendar.



- 1 Tap to display a popup window providing a general description of the mode that is currently active which is the highlighted icon.
- 2 Tap to add the Modes widget to your phone's home screen. With the Modes widget, you will be able to check and change modes without having to open the app. 
- 3 The Modes panel displays the currently active mode, which is highlighted. You can change the mode by tapping on the icon of the mode you would like to switch to. Changing the mode will alter how your devices respond to motion or sound detection events based on the settings configured for the selected mode. For your convenience, each mode comes pre-configured with default "typical use" settings, but they can be fully customized to fit your household's security needs. Please see below for more information about the icons displayed in the Modes panel.

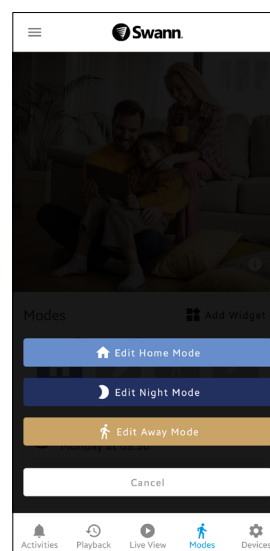
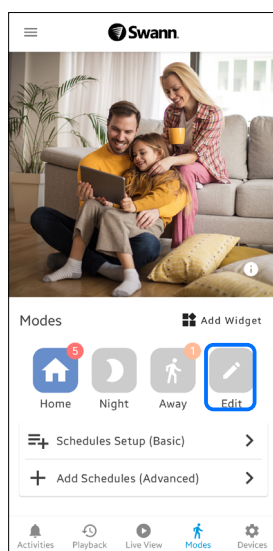
 <p>Home mode The highlighted icon with red bubble indicates current active mode and the number of devices</p>	 <p>While transitioning between modes, the orange bubble indicates the number of remaining devices moving from the previous mode to the activated mode.</p>
 <p>Night mode</p>	 <p>Tap to configure mode settings. For each mode (Home, Night, Away), you can customize settings such as a camera's motion/sound detection sensitivity, siren trigger (if a siren is available), and push notification preferences. For more information, see "Modes Tab" on page 18.</p>
 <p>Away mode</p>	

- 4 Tap to create a set of mode schedules based on your typical weekday and weekend routines. To learn more, see ["Modes Tab" on page 19](#).
- 5 Tap to create the initial custom mode schedule. To learn more, see ["Modes Tab" on page 19](#).

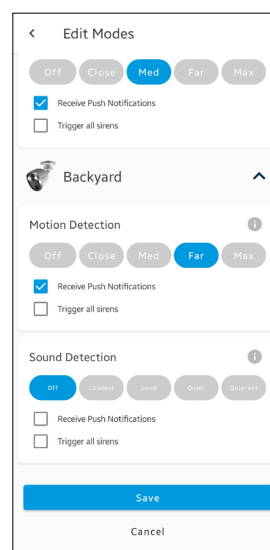
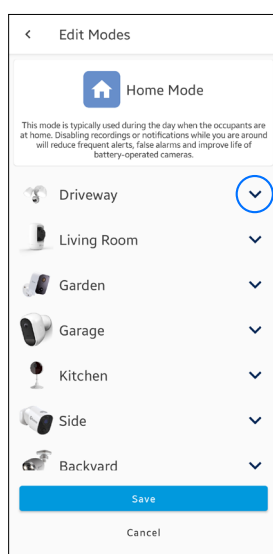
MODES TAB

Configuring Modes

1. From the **Modes** tab, tap the  **Edit** button.
2. Select the mode that you want to edit by tapping on the button.



3. Tap the arrow icon on the left of the device name to display the available settings.
4. The settings displayed are dependent on the capability of the paired device. You can adjust the sensitivity of motion and sound detection, enable or disable push notifications, and trigger the add-on siren (if an add-on siren is paired) when a corresponding event occurs.



5. Tap the **Save** button to save any changes you make to the mode. Note that any updates to a currently active mode's configuration will only take effect on the next mode change. For example, if Swann Security is currently in Home mode and you make changes to its configuration, you will need to switch to a different mode (such as Night or Away) and then switch back to Home mode for the new settings to take effect.

Schedules

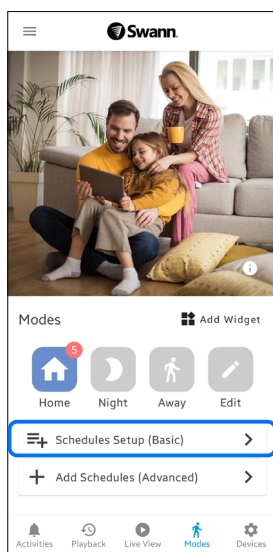
Your Swann Security devices can change modes automatically at various times of the day or days of the week using **Schedules**. For example, you can use schedules to set your devices in **Night** mode every day around bedtime, **Away** mode on the weekdays just before everyone leaves for work or school, or **Home** mode when you are back at home relaxing after work and during the weekends. Simply create a schedule whenever you want a mode change to occur—it's a convenient and flexible way to control your Swann Security devices.

Creating Schedules

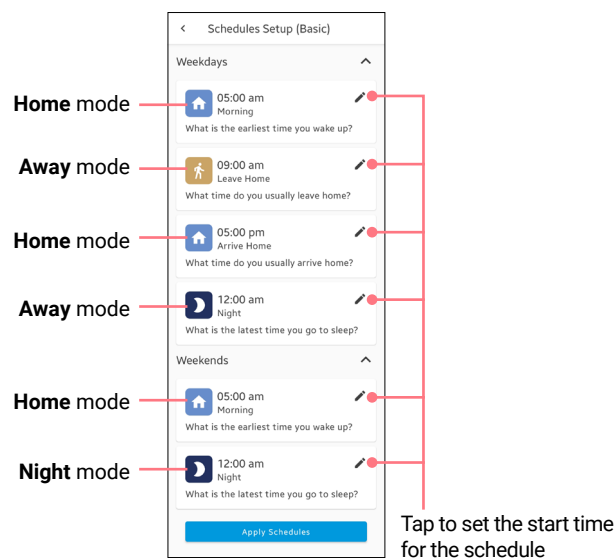
There are two ways to begin creating schedules in the app. You can quickly create a set of schedules based on your typical weekday and weekend routines via **Schedules Setup (Basic)**, or you can choose **Add Schedules (Advanced)** to create the initial custom schedule.

• Schedules Setup (Basic)

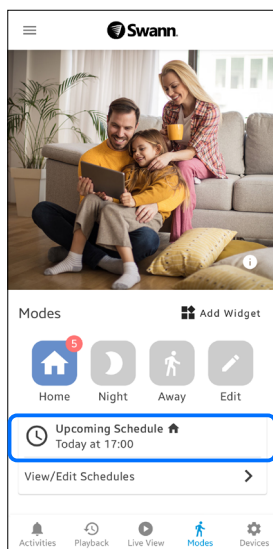
1. From the Modes tab, tap **Schedules Setup (Basic)**.



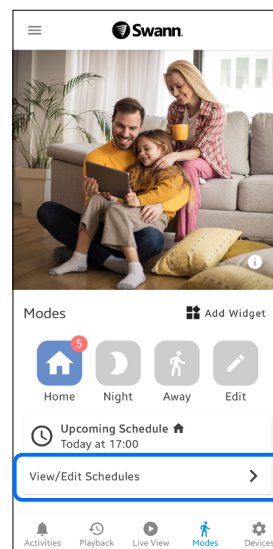
2. Set the start times for mode schedules on weekdays (Monday to Friday) and weekends (Saturday and Sunday) based on your typical morning wake-up time, departure time from home, return time to home, and bedtime, as shown below.



3. Once you have finished setting the schedule times, tap the **Apply Schedules** button at the bottom of the screen. The Modes tab screen will display when the next mode change is scheduled to take effect, as shown below.



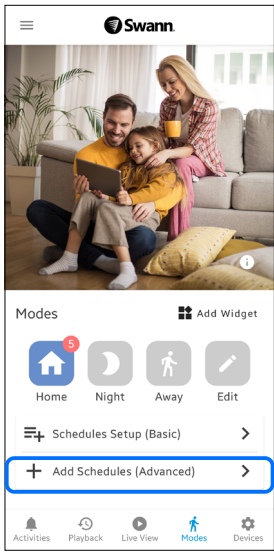
4. You can view and make changes to the schedules or create more schedules by tapping **View/Edit Schedules**. For more information, see ["Editing Schedules" on page 22](#).



MODES TAB

- **Add Schedules (Advanced)**

1. From the Modes tab, tap **Add Schedules (Advanced)**.



2. Set the mode, the start time, and the day(s) for the schedule you are creating, as shown below.

To set the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.

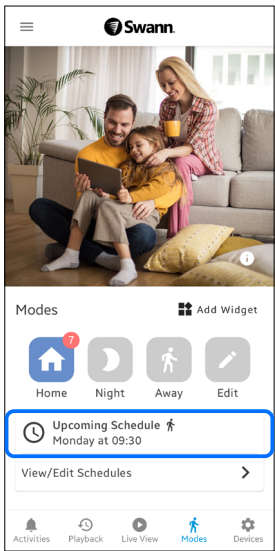
Select the desired mode for the schedule

A screenshot of the 'Add Schedule' screen in the Swann app. At the top is a title bar with a back arrow, 'Add Schedule', and a camera icon. Below is a time picker showing '9:30' with 'AM' and 'PM' buttons. A red box highlights the time, with an arrow pointing to it from the text 'To set the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.' Below the time picker is a day selector showing 'Every Monday' with a row of days: Mon (selected), Tue, Wed, Thu, Fri, Sat, Sun. A red box highlights the 'Mon' button, with an arrow pointing to it from the text 'Select the day(s) of the week on which you would like to run the schedule. The schedule will recur weekly, meaning that it will repeat every week on the same day(s) that you select, as long as the schedule is enabled. For example, if you select Monday, the schedule will repeat every Monday'. Below the day selector is a mode selector with three icons: Home, Night, and Away (selected). A red box highlights the 'Away' icon, with an arrow pointing to it from the text 'Select the desired mode for the schedule'. At the bottom are 'CANCEL' and 'SAVE' buttons. A red box highlights the 'SAVE' button, with an arrow pointing to it from the text 'Preview the schedule'.

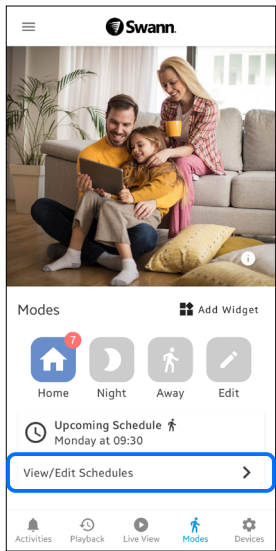
Select 'AM' or 'PM'

Select the day(s) of the week on which you would like to run the schedule. The schedule will recur weekly, meaning that it will repeat every week on the same day(s) that you select, as long as the schedule is enabled. For example, if you select Monday, the schedule will repeat every Monday

3. Once you have finished setting up the new mode schedule, tap the **Save** button at the bottom of the screen. The Modes tab screen will display when the next mode change is scheduled to take effect, as shown below.

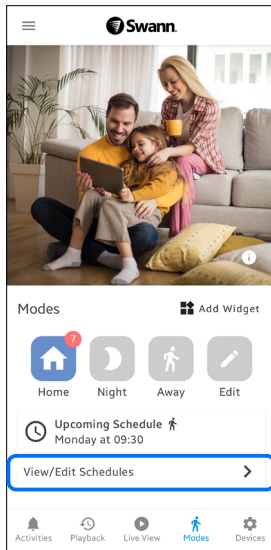


4. You can view and make changes to the schedule or create additional schedules by tapping **View/Edit Schedules**, as shown below. For more information, see ["Creating Additional Schedules" on page 21](#) and ["Editing Schedules" on page 22](#).

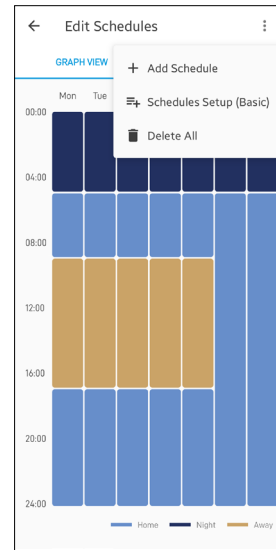


Creating Additional Schedules

1. From the Modes tab, tap **View/Edit Schedules**.



2. Tap **⋮** at the top right corner then tap **+ Add Schedule**.



3. Set the start time, the day(s) and the mode for the new schedule, as shown below.

To set the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.

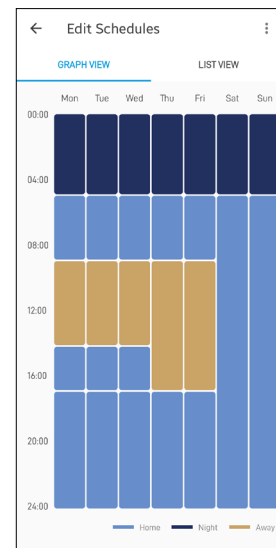
Select the desired mode for the schedule

Preview the schedule

Select 'AM' or 'PM'

Select the day(s) of the week on which you would like to run the schedule. The schedule will recur weekly, meaning that it will repeat every week on the same day(s) that you select, as long as the schedule is enabled. For example, if you select Monday, Tuesday, and Wednesday, the schedule will repeat every Monday, Tuesday, and Wednesday

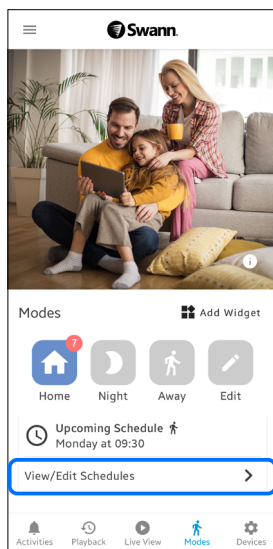
4. Once done, tap the **Save** button on the bottom of the screen. The **Edit Schedules** screen will display an updated view of the mode schedules for the week, as shown below. Repeat steps 2-3 to add another mode schedule.



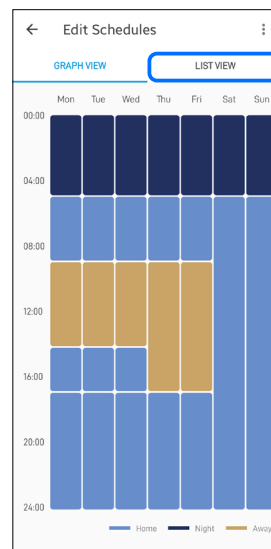
MODES TAB

Editing Schedules

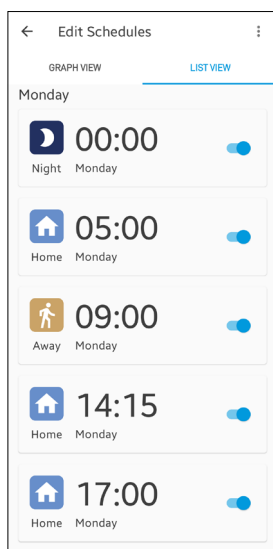
1. From the Modes tab, tap **View/Edit Schedules**.




2. Tap **List View**.



3. Select the mode schedule you want to edit by tapping on it. Note that, if necessary, you can also temporarily turn any schedule off by tapping the corresponding toggle button.



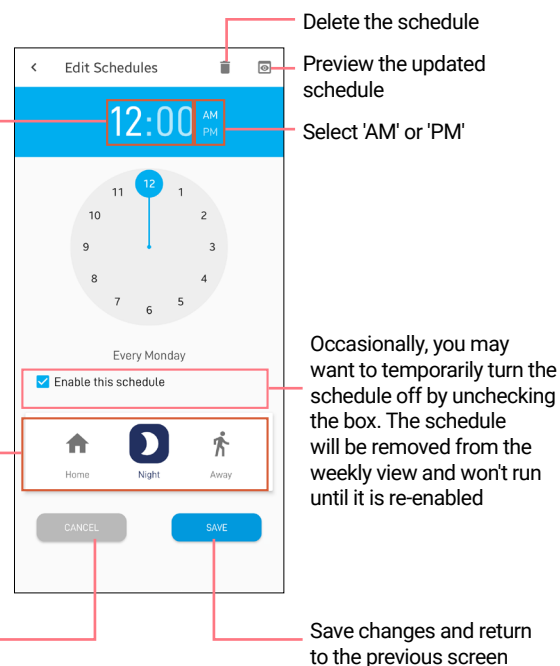
Note: You can delete all the mode schedules by tapping  at the top right corner, then tap **Delete All**.

4. You can adjust the start time, disable the schedule temporarily, change the scheduled mode or delete the schedule, as shown below.

To adjust the start time for the schedule, tap either the 'Hour' or 'Minute' field and then adjust the clock hand accordingly.

Note: If the updated start time of this schedule conflicts with another schedule, this one will automatically take precedence and override the conflicting schedule, deleting it in the process

If necessary, you can change the mode that will be applied to the schedule

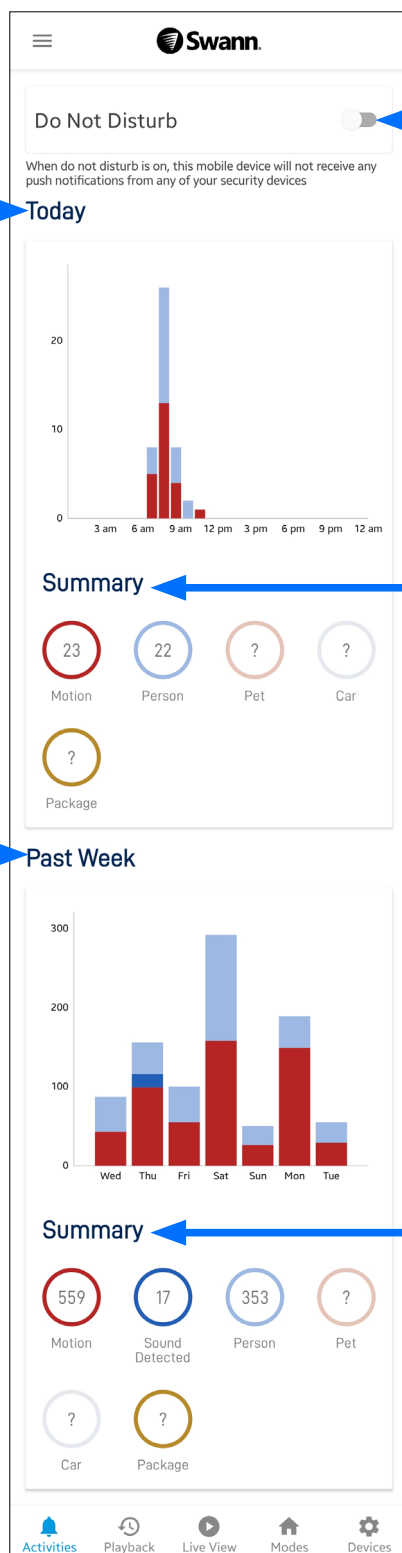


You can manually override the mode after the schedule has started using the **Modes panel**. This is useful in situations where the mode set by the schedule is no longer appropriate.

ACTIVITIES TAB

The Activities screen provides a consolidated view of all the detection alerts generated today and the past week by your Swann Security devices.

- The **Today** chart shows the hourly number of various events detected for the current day.
- Color-coded bars are used to represent:
 - event types such as motion, ring, sound, person, pet, vehicle, and package detection events.
- Please note that the detection of packages, pets, and vehicles requires a Secure+ plan subscription and is only available for certain Wi-Fi camera models. To find out more about Secure+ plans, navigate to the **App Menu > Secure+ Plans**.



If you enable **Do Not Disturb**, your phone will not receive any notifications from the Swann Security app, regardless of the push notification settings you've configured for individual devices in **Modes**.

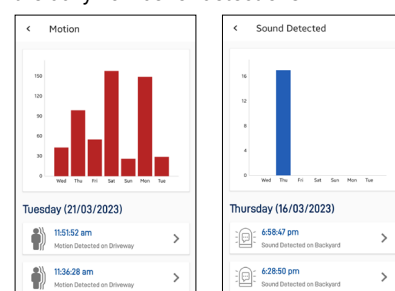
- The **Today Summary** shows the total number of various events that have been detected over the course of 24 hours ending on the current day.
- Tap on an event type (circle with a number) to view a detailed timeline of when those events were detected by your devices today along with a chart showing the number of hourly detections.



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

- The **Past Week** chart shows the total number of various events detected daily for the last 7 days (from current day).
- Color-coded bars are used to represent:
 - event types such as motion, ring, sound, person, pet, vehicle, and package detection events.
- Please note that the detection of packages, pets, and vehicles requires a Secure+ plan subscription and is only available for certain Wi-Fi camera models. To find out more about Secure+ plans, navigate to the **App Menu > Secure+ Plans**.

- The **Past Week Summary** shows the cumulative total of various events detected over the course of the last 7 days (from the current day).
- Tap on an event type (circle with a number) to view a detailed timeline of when those events in the past week were detected by your devices along with a chart showing the daily number of detections.




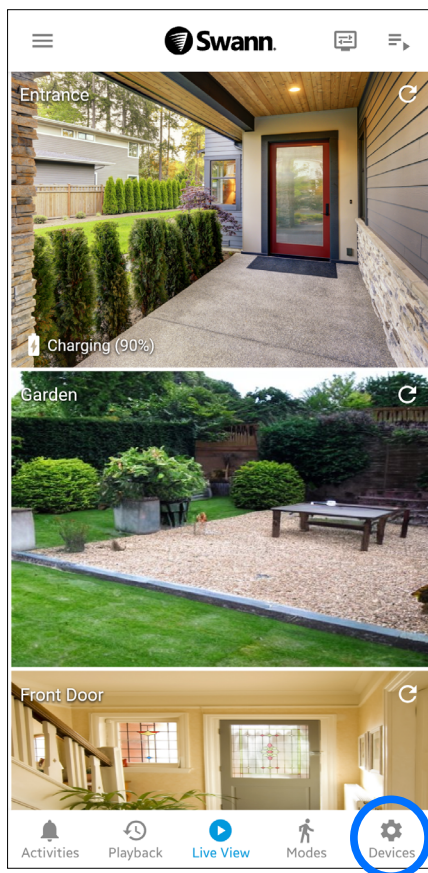
- If a recording associated with the event is available, you can tap to directly open the Playback tab screen.



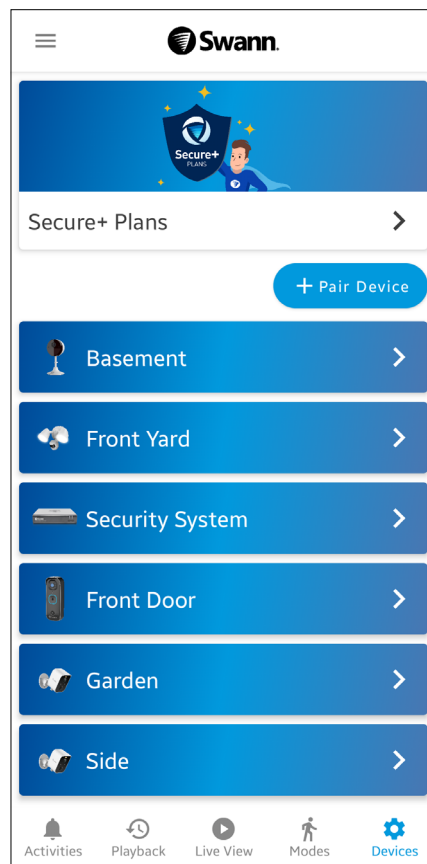
Device Management

MANAGING YOUR DEVICES

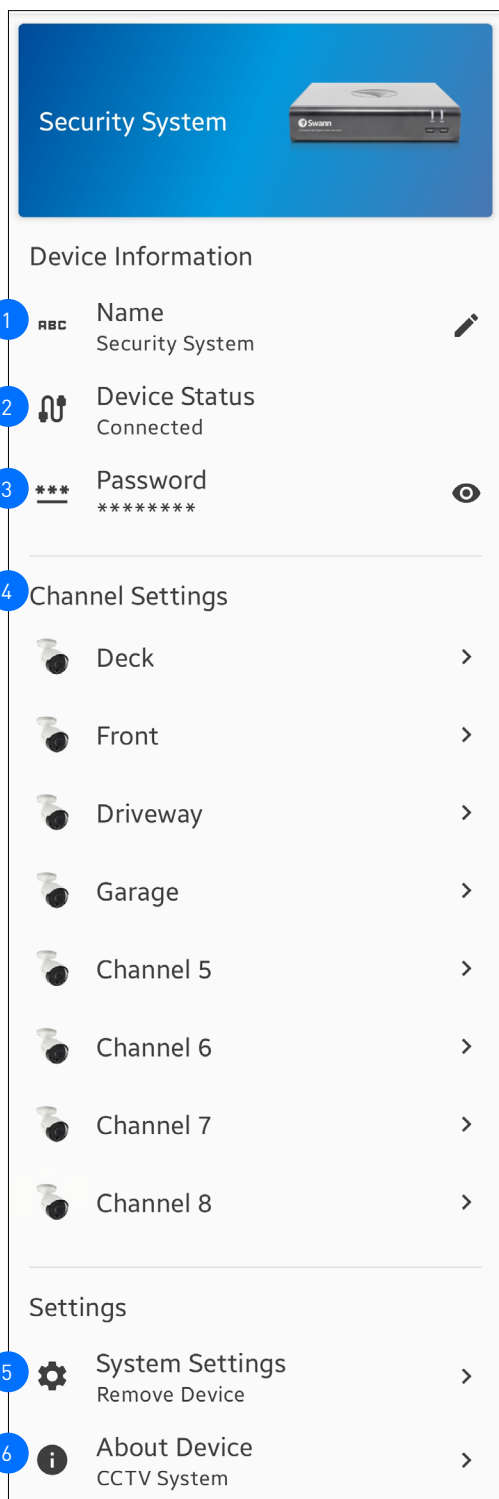
1. From the navigation bar, tap the **Devices**  icon.



2. Select the device for which you would like to view details or configure settings.

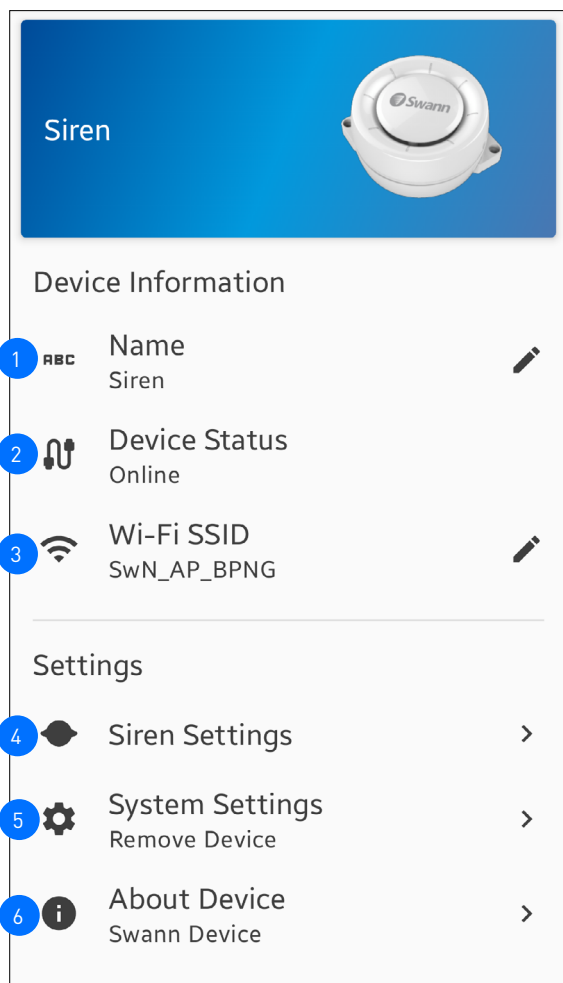


CCTV SYSTEM (DVR/NVR) SETTINGS



- 1 The name of the DVR/NVR system. You can tap to change it.
- 2 Shows the connection status of the DVR/NVR:
 - **Connected**
 - **Disconnected**

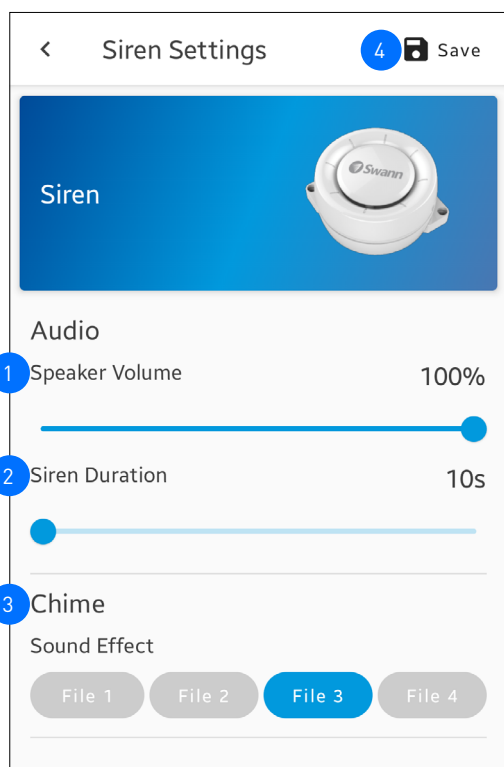
Note: If the device is "**Disconnected**", check your internet connection and make sure the Ethernet and power cables are properly connected on both ends. You can try re-establishing the connection by tapping .
- 3 In case you've forgotten the password to access the DVR/NVR system locally, tap the to reveal the password. For more information, see "[Finding your DVR/NVR Password](#)" on [page 41](#).
- 4 You can change the name of the camera channels on the DVR/NVR by tapping . If you rename the camera channel through the app, it will also be automatically updated on your DVR/NVR.
- 5 You have the option to remove (*unpair*) the DVR/NVR from your Swann Security account. In some cases, you may need to unpair your DVR/NVR. For example, if you plan to use your DVR/NVR with a different Swann Security account or give it away to a family member, you will need to unpair it first. See "[System Settings](#)" on [page 34](#).
- 6 You can view technical information about your DVR/NVR such as the model code, software (firmware) version, device ID, MAC address, and network IP address.



The settings available vary depending on the device and will only appear if the feature is supported.

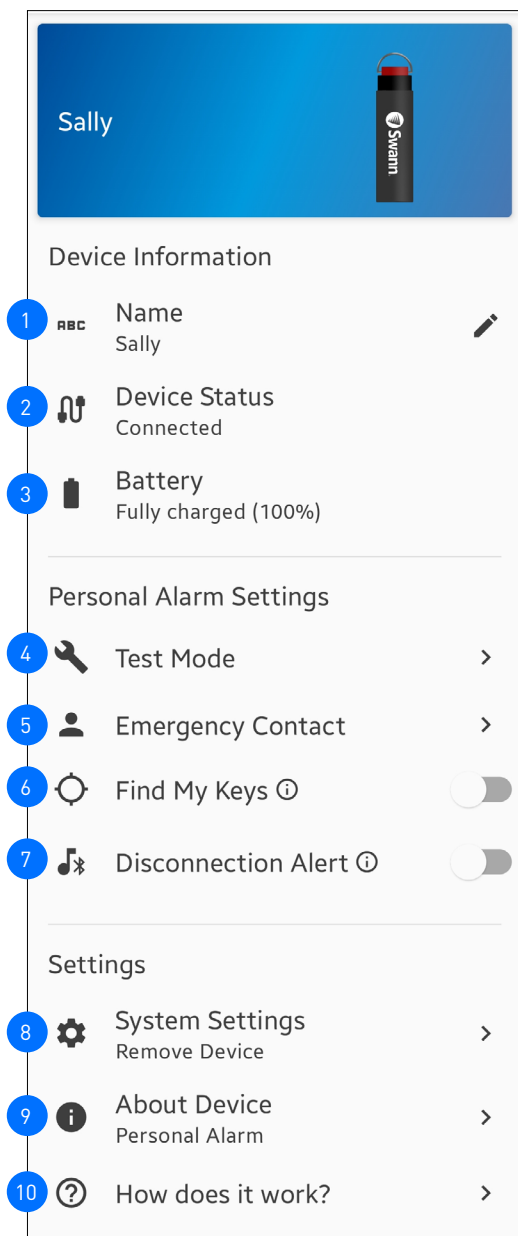
- 1 The name of the device. You can tap to change it.
- 2 Shows the connection status of the device:
 - Online
 - Offline**Note:** If the device is "Offline", check your Wi-Fi/internet connection and the device's battery level. The device will automatically reconnect to Wi-Fi once the network is restored.
- 3 Shows the name (SSID) of the Wi-Fi network the device is currently connected to. If you have multiple Wi-Fi networks in your home, you can tap to change the Wi-Fi connection.
- 4 You can change the settings for the siren such as the volume, duration, and sound effect. See below for more information.
- 5 You have the option to remove (*unpair*) the device from your Swann Security account. See "[System Settings](#)" on page 34.
- 6 You can view technical information about the device such as the model code, firmware version, installation date, and IP address.

SIREN SETTINGS



- 1 You can adjust the siren volume by sliding to the level desired. To mute the siren, slide the level all the way left to 0%. Note that even when muted, the red and blue LED light ring will continue flashing.
- 2 You can set how long the siren will sound when the associated device detects an event.
- 3 You can select the sound that the siren will play when it is triggered.
- 4 Save any changes made to the siren settings.

PERSONAL ALARM SETTINGS



- 1 The name of the Personal Alarm. You can tap to change it.
- 2 Shows the device status:
 - **Connected**
 - **Disconnected****Note:** If the device is "**Disconnected**", check your phone settings to ensure that **Bluetooth** is turned on.
- 3 Shows the current battery level (%).
- 4 You can enter **Test Mode** at any time to familiarize yourself with how your Personal Alarm works without risking false alarms. Triggering the Personal Alarm during the test mode will result in either:
 - A test SMS sent to your emergency contact, or
 - (Only available to **ActiveResponse plan subscribers**) A test alarm sent to the professional monitoring center. You will receive a call to validate the test alarm. Please ensure you have your personal 4-digit pin code ready for identity verification. You can manage your pin code in the **App Menu > Profile**. (See "**Updating your Swann Security Account Profile**" on page 36.)
- 5 You can manage the details of your emergency contacts, including their 4-digit pin code (this option is only available to **ActiveResponse plan subscribers**).
 Note: Be sure to inform your designated contacts about their 4-digit pin code, which will be used to verify their identity when the monitoring center calls — simply tap **Share** .

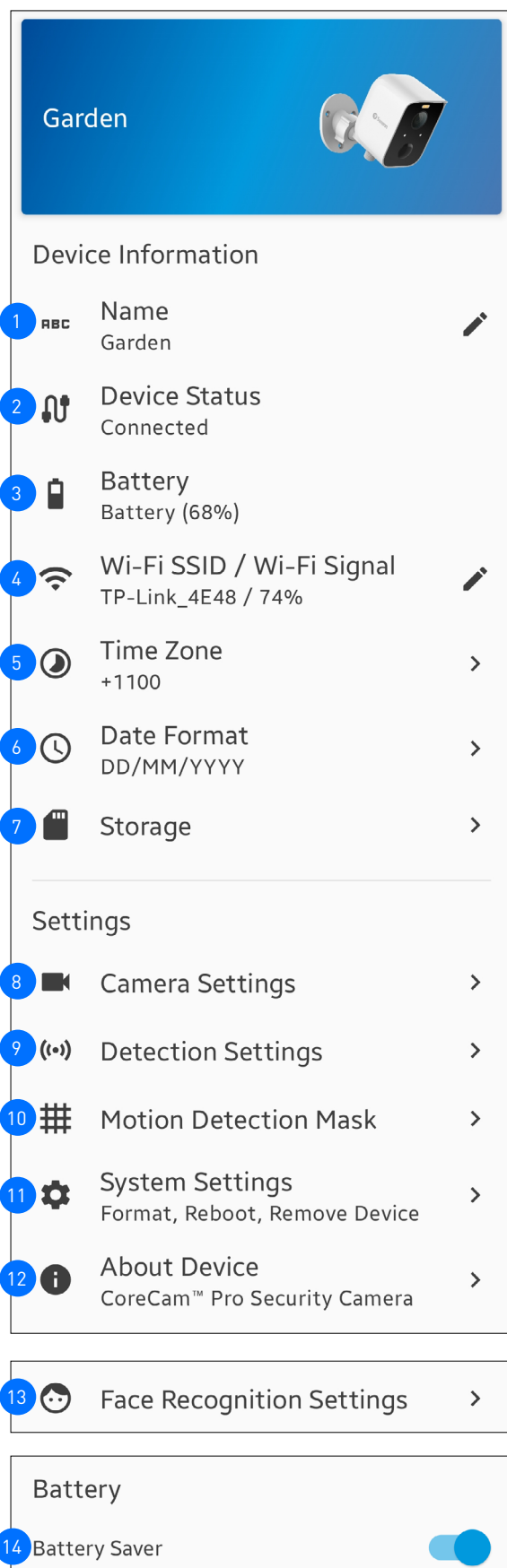
(Free plan)

(ActiveResponse subscribers)
- 6 (Only available to **ActiveResponse plan subscribers**) If your keys are attached to the Personal Alarm, you can easily locate them if they have been misplaced. For example, If you have your phone, but don't know where your keys are, you can toggle '**Find My Keys**' on to make the Personal Alarm emit the siren.
- 7 You can toggle '**Disconnection Alert**' on or off. When this is enabled, your Personal Alarm will emit a 20-second beep when it's out of Bluetooth range of your phone. This feature is useful if you want to ensure that your Personal Alarm always stays with you when you leave the house.
- 8 You can unpair the Personal Alarm from your Swann Security account. For example, if you plan to give it away to a family member, you will need to unpair it first.
- 9 You can view technical information about the Personal Alarm such as the firmware version and installation date.
- 10 You can display the help overlay explaining how to use the Personal Alarm and what the '**Disconnection Alert**' feature does.



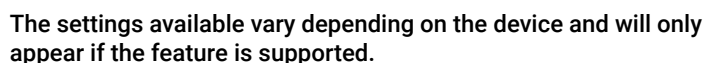
In addition to professional monitoring, the **ActiveResponse** plan allows you to locate misplaced keys and designate up to five emergency contacts. To learn more about the benefits and to subscribe, navigate to the **App Menu > Secure+ Plans**.

WI-FI CAMERA SETTINGS



The settings available vary depending on the device and will only appear if the feature is supported.


- 1 The name of the camera. You can tap to change it.
- 2 Shows the connection status of the camera:
 - **Connected**
 - **Disconnected****Note:** If the device is "**Disconnected**", check your Wi-Fi/internet connection and the device's battery level/power connection. You can try re-establishing the connection by tapping .
- 3 Shows the current battery level (%) and the charging status when the camera is connected to the USB power charger or Swann solar panel.
- 4 Shows the name (SSID) and signal strength of the Wi-Fi network the camera is currently connected to. The signal strength is represented as a percentage, and the closer the camera is to your Wi-Fi router or access point, the higher the percentage and the more reliable and faster the wireless connection between devices. A camera located far from the router or access point, without a strong wireless connection, may drop off the network from time to time, resulting in problems with video streaming. If you have multiple Wi-Fi networks in your home, you can tap to change the Wi-Fi connection. For more information, see "[Changing the Camera's Wi-Fi Network](#)" on page 37. Note that for the best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
- 5 Shows the timezone of the 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 Universal Coordinated Time (UTC), and options range from UTC -12:00 to UTC +14:00.
- 6 Shows the current date format displayed in the camera recordings. You can tap to change the date format. Options available: MM/DD/YYYY, YYYY/MM/DD, DD/MM/YYYY
- 7 You can access recordings stored on the camera's local microSD card.
- 8 You can adjust the camera's audio and video settings such as the video stream quality, video orientation, microphone volume, and speaker volume. See "[Camera Settings](#)" on page 30.
- 9 You can adjust the camera's detection settings such as the motion and person detection sensitivity, sleep period, and siren duration. See "[Detection Settings](#)" on page 31.
- 10 You can set up a motion detection mask for the camera to reduce false motion triggers. This feature allows you to specify certain areas within the camera's field of view where motion should be ignored. By configuring the motion detection mask, you can ensure that the camera only detects motion in the desired areas, thus minimizing false alarms and improving overall detection accuracy. See "[Motion Detection Mask](#)" on page 32.
- 11 You can perform general maintenance such as rebooting the camera, resetting camera settings, formatting internal storage, and factory reset. There is also the option to remove the camera from your Swann Security account. See "[System Settings](#)" on page 34.
- 12 You can view technical information about the camera such as the model code, firmware version, installation date, MAC address, and Wi-Fi IP address.
- 13 You can set up and manage face recognition profiles on the camera. See "[Face Recognition](#)" on page 33.
- 14 This setting is enabled by default to optimize power consumption, which helps prolong the camera's battery life. Disabling this setting may result in faster performance but will also lead to higher battery drain.



- 30

Detection Settings

<
Detection Settings
7
Save

Garden


1
Motion Detection

Sensitivity

Off
Close
Med
Far
Max

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

2
Sleep Period

Off
30s
60s
120s
300s

After motion recorded, the device will sleep for a short period to conserve energy. Use higher settings for optimised performance and fewer triggers.

3
Person Detection

Sensitivity

Off
Close
Med
Far
Max

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

4
Light

Light On Duration

Off
30s
60s
120s
300s

After an event is detected the device light will remain on for this period.

5
Siren

Siren On Duration

Off
30s
60s
120s
300s

After an event is detected the device siren will sound for this period.

6
Sound Detection

Sensitivity

Off
Loudest
Loud
Quiet
Quietest


Lower values will only detect loud sounds. Higher values will trigger on quiet sounds and produce more false triggers.

The settings available vary depending on the device and will only appear if the feature is supported.

- MOTION DETECTION** - Adjust the motion detection sensitivity level of the camera for the current mode. To adjust the motion detection sensitivity for other modes, go to the **Modes** tab screen instead.
 - Higher sensitivity settings will increase the distance motion events can be detected.
 - Use lower settings to reduce detection range and minimize unwanted recordings.
 - Experiment with different sensitivity levels to find the setting that works best for your specific needs.
 - To disable motion detection, select **Off**.
 - Selecting **Max** will disable any motion detection mask that has been set up for the camera.
- SLEEP PERIOD** - Select the time that must elapse before the camera can be triggered again by another motion activity.

Note: If you know that there's continuous activity happening around the camera, such as someone mowing the grass in the backyard or people walking in and out, it is recommended that you temporarily set a longer sleep period. This will prevent unnecessary recordings and conserve battery life.
- PERSON DETECTION** - Receive person detection alerts when the camera detects the presence of a person during the motion event. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection alerts.

Note: To receive person detection alerts, the **Motion Detection** sensitivity setting (above) must not be set to **Off**.
- LIGHT** - Select how long the camera's spotlight/floodlight will stay on when motion or sound is detected during night time.

Note: The camera's built-in night detection sensor, which reads the ambient light levels, will automatically keep the spotlight/floodlight off during daytime to conserve electricity and extend their lifespan. You can manually turn the spotlight/floodlight on or off via the camera's **single live view** screen during the daytime by tapping the .
- SIREN** - Select how long the camera's built-in siren will sound when motion or sound is detected.

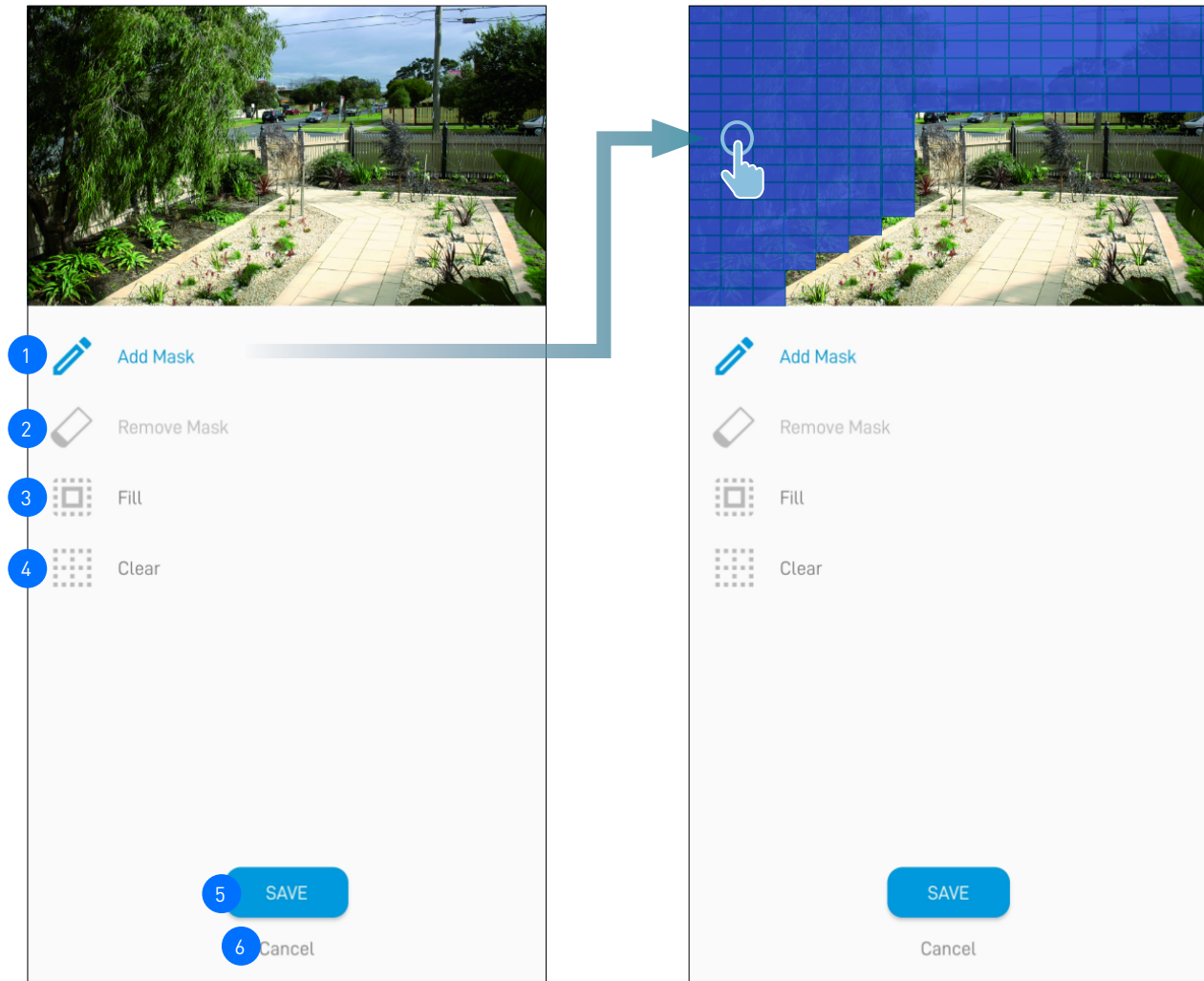
Note: Please exercise discretion and good judgment when deciding to activate the siren. Make sure to comply with all local noise regulations.
- SOUND DETECTION** - Adjust the sound detection sensitivity level of the camera for the current mode. To adjust the sound detection sensitivity for other modes, go to the **Modes** tab screen instead.
 - The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the faintest of sounds such as whispers or keyboard typing.
 - The lowest sensitivity level (**Loudest**) will only detect very loud noises like vacuum cleaners or smoke alarms.
 - If you're getting too many sound detection alerts even on the lowest sensitivity, try lowering the camera's microphone volume level in **Camera Settings > Audio > Mic Volume**. This will further reduce the camera's microphone sensitivity to background noise.
 - Since every home environment is unique, we recommend experimenting with the sound detection sensitivity settings to find out which works best for you.
 - To disable sound detection, select **Off**.
- Save** any changes made to the detection settings.

WI-FI CAMERA SETTINGS

Motion Detection Mask

NOTE: THE MOTION DETECTION MASK FEATURE MAY NOT BE AVAILABLE ON ALL WI-FI CAMERA MODELS.

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 the Motion Detection Mask, ensure the camera's motion detection sensitivity level is any level below **MAX**, such as **CLOSE**, **MED** or **FAR**. You can adjust the camera's motion detection sensitivity by going to the **Devices tab > [your camera] > Detection Settings** or the **Modes tab > Edit**.

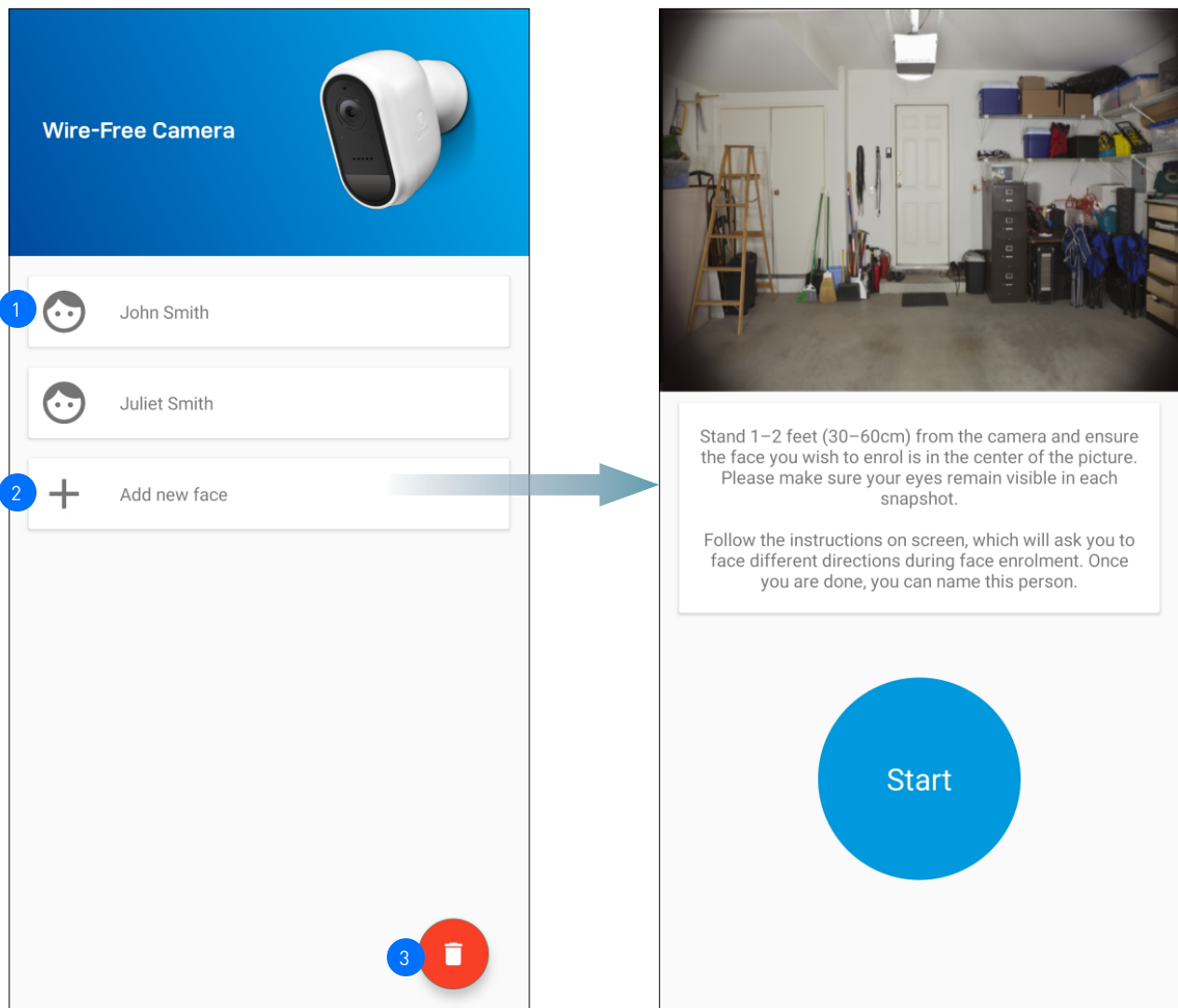


- 1 The **Motion Detection Mask** reduces unwanted motion triggers by excluding specific areas from detection. For example, you can exclude nearby bushes or trees swaying in the wind, frequently traveled roads, or high traffic areas. To create a mask, tap **Add Mask**, then use your finger to highlight the areas in the camera view that you want to exclude from motion detection. Any areas highlighted in blue will be exempt from motion detection, and the camera won't trigger or record video if movement is detected in those areas.
- 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.

WI-FI CAMERA SETTINGS

Face Recognition

NOTE: THE FACE RECOGNITION FEATURE IS ONLY AVAILABLE ON THE **SWIFI-CAM** WIRE-FREE SECURITY CAMERA.



1 The list of registered face recognition profiles is displayed here.

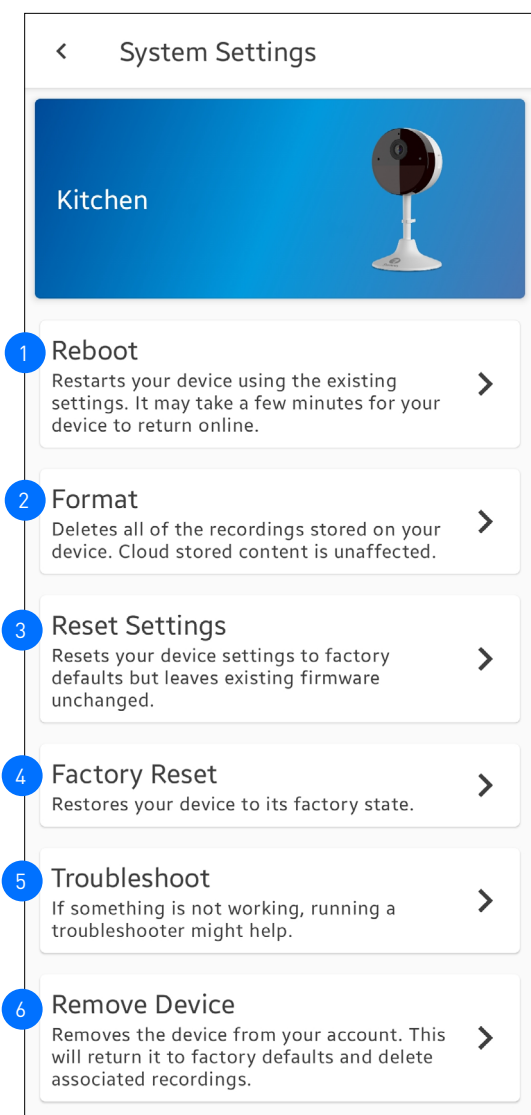
2 The Face Recognition video analytics feature uses profiles to represent individuals, such as family members. Each profile will require enrollment of multiple face images (five different face views) of an individual that you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Face Recognition alert notification from the app.

To register a new Face Recognition profile, tap on the "+ Add new face" button 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 to register the Face 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 Face Recognition profiles (i.e., with and without glasses) for the individual and name the profiles accordingly.
- To replace an existing Face Recognition profile, simply tap the profile and start the Face Recognition registration process again.
- You can store up to 10 Face Recognition profiles on the camera.
- To enable the Face Recognition feature, the camera's **Person Detection** setting (on the **Detection Settings** screen) must not be turned **Off**.
- Face recognition results may vary depending on many factors (distance, facial expressions, lighting, etc)

3 Remove all face recognition profiles from the camera.



The settings available vary depending on the device and will only appear if the function is supported.

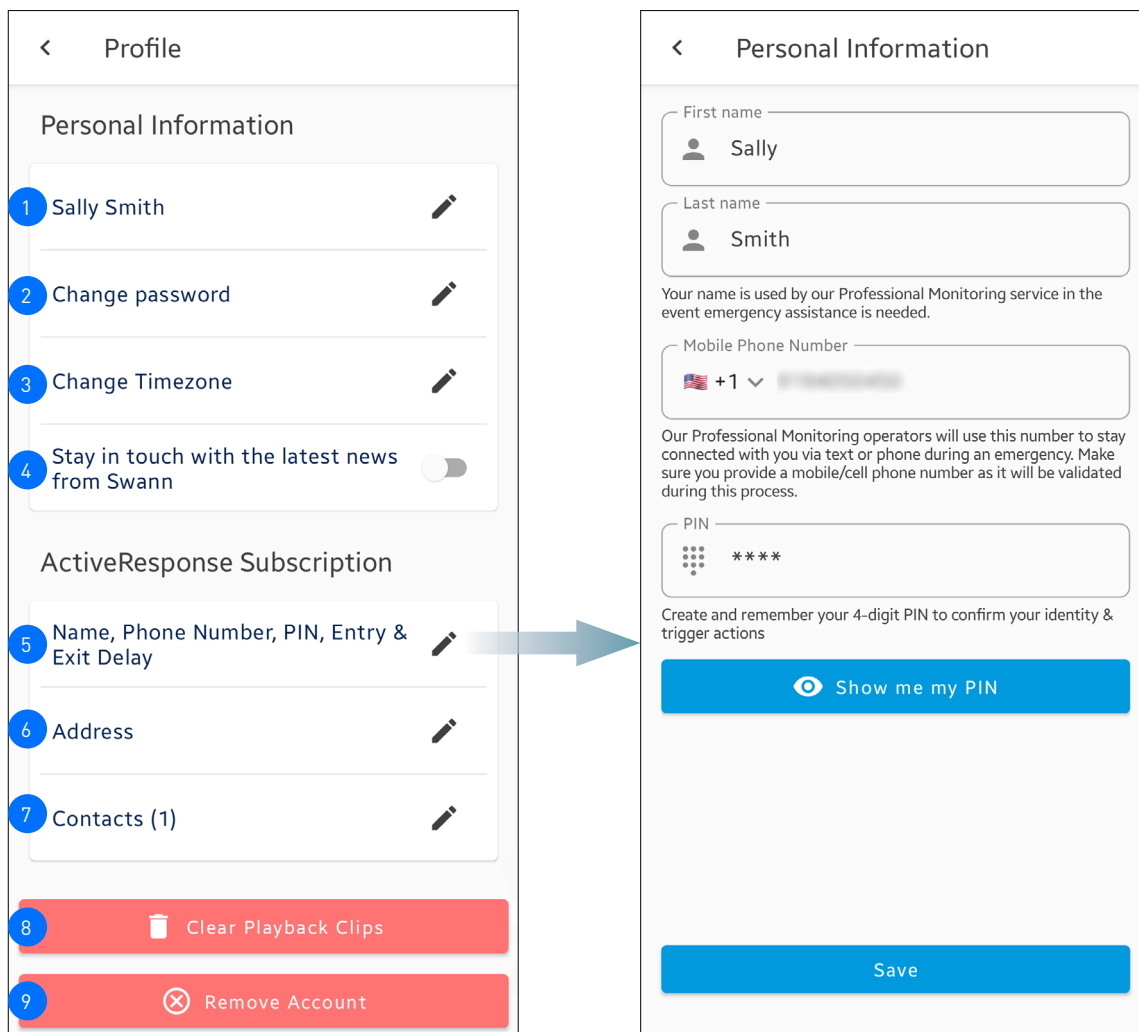
- 1** Tap to reboot your camera. If you are having difficulties with your camera, try rebooting it. A simple reboot can often fix connectivity issues quickly.
- 2** Tap to format the microSD memory card installed on the camera, which will permanently erase all recordings stored on it.
- 3** Tap to reset camera settings such as the name, timezone, audio, video, and detection settings to default values.
- 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/microSD card, wipe the current Wi-Fi information, and return all of the camera settings (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 38.
- 5** Tap to run the troubleshooting tool to check and troubleshoot problems with the device.
- 6** Tap to remove (unpair) the device from your Swann Security account.
Note: For Wi-Fi cameras, this action will also result in the deletion of all video clips stored in the cloud and on the installed microSD memory card (if available).



Appendix

UPDATING YOUR SWANN SECURITY ACCOUNT PROFILE

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

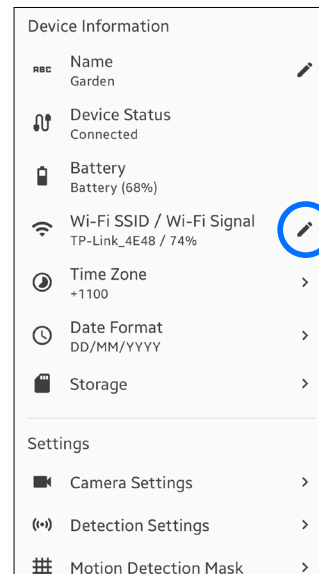
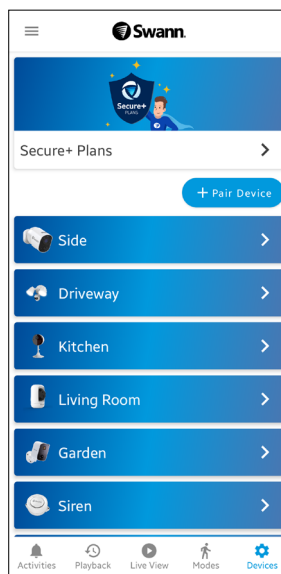
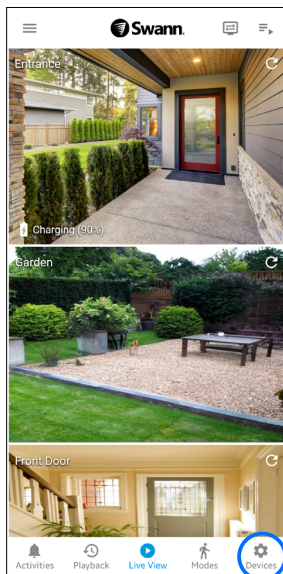


- 1 Tap to update the name associated with your Swann Security account.
- 2 Tap to change your Swann Security account login password.
- 3 Tap to change your timezone.
- 4 Enable this option if you would like to receive the latest information about product and offers from Swann.
- 5 (Only available to ActiveResponse plan subscribers) Tap to manage and update your personal information, such as your mobile number and personal 4-digit pin code. These information will be used by the professional monitoring center to contact and verify your identify in the event of an emergency.
- 6 Tap to update your address.
- 7 Tap to update the details of your emergency contacts, including their 4-digit pin code (this option is only available to **ActiveResponse** plan subscribers). Make sure to tap the **Save** button after making any changes.
- 8 Tap to delete all cloud recordings stored in your Swann Security account. Before deleting, make sure you have saved a copy of any cloud recording you want to keep via the Playback tab, as deleted cloud recordings cannot be recovered.
- 9 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.

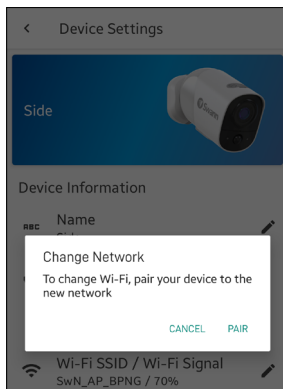
CHANGING THE CAMERA'S WI-FI NETWORK


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.

1. Tap the **Devices** tab > Select your camera > **Wi-Fi SSID** .

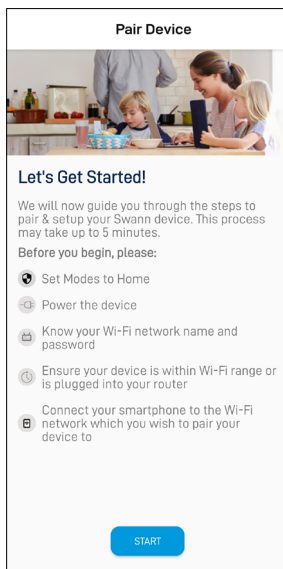


2. Tap **PAIR** on the **Change Network** confirmation box that is displayed.



 If your previous Wi-Fi network has been disconnected and the camera is no longer online, simply go to App Menu > Pair Device and follow the on-screen instructions to pair the camera to the new Wi-Fi network.

3. Follow the on-screen instructions to pair your camera to the new Wi-Fi network.



FACTORY RESETTING THE CAMERA

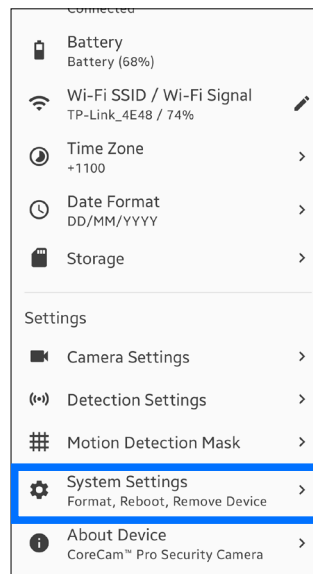
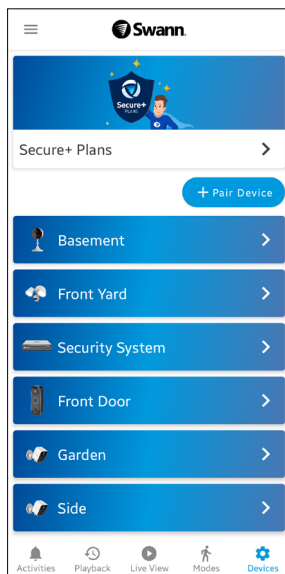
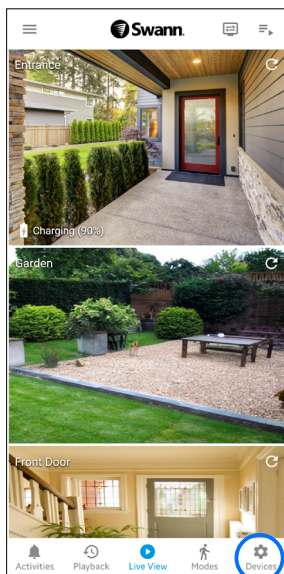
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

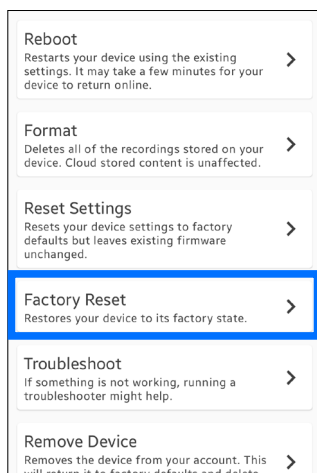
Depending on whether your camera status is online or offline, you can perform a factory reset via the Factory Reset button in the app or the physical Reset/Pair button located on the camera.

METHOD A - VIA SYSTEM SETTINGS (IF CAMERA STATUS IS ONLINE)

1. Tap the **Devices** tab > Select your camera > **System Settings**.



2. Tap **Factory Reset** then tap the **Confirm** button on the confirmation box that is displayed.



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

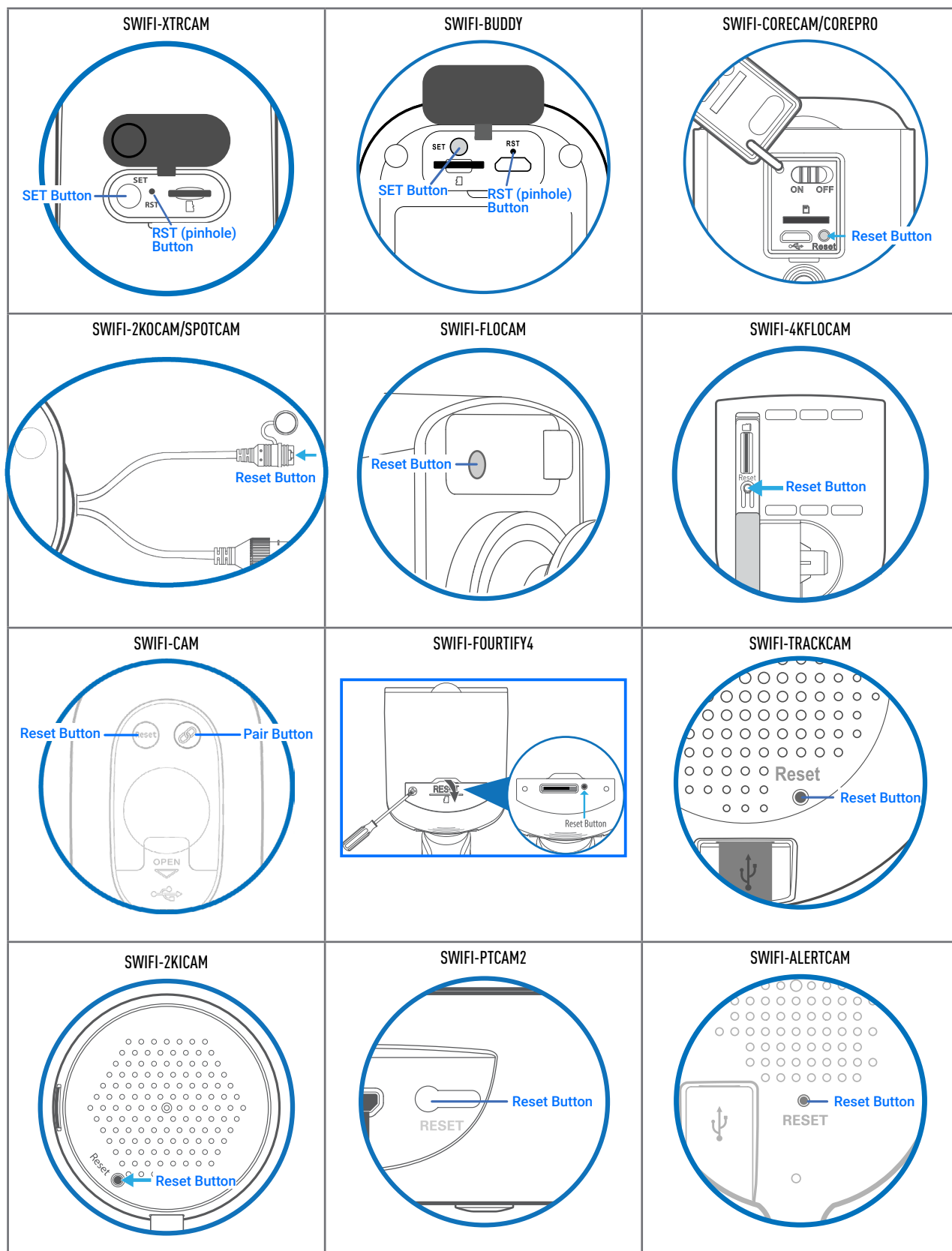
IMPORTANT: After factory resetting your device, you'll have to pair it with your Wi-Fi network again. See "[Pairing the Device](#)" on page 6.

→ SEE NEXT PAGE FOR METHOD B - VIA PHYSICAL RESET BUTTON

FACTORY RESETTNG THE CAMERA

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

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



→ CONTINUED NEXT PAGE

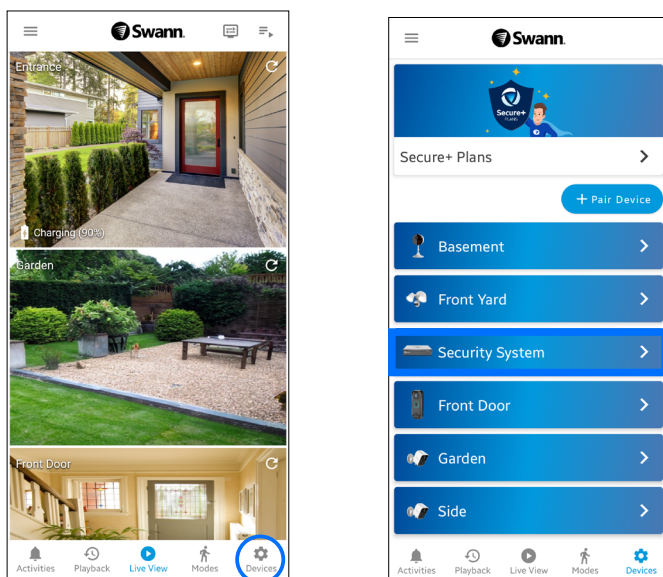
FACTORY RESETTING THE CAMERA


2. Find the factory reset procedures for your device below:
 - 2a. **For (SWIFI-2KICAM/2KOCAM/ALERTCAM/SPOTCAM/4KFLOCAM/FLOCAM/TRACKCAM/PTCAM2 models)**
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 (SWIFI-XTRCAM) / (SWIFI-BUDDY)**
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 (SWIFI-CORECAM/COREPRO)**
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 (SWIFI-FOURIFY4)**
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 (SWIFI-CAM)**
Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 35 seconds. Release the **Pair** button. 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 6](#).

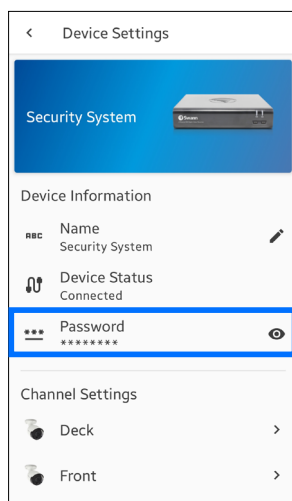
FINDING YOUR DVR/NVR PASSWORD

You can easily find the password for any DVR/NVR associated with your Swann Security account. This can be particularly helpful when you need to log into your DVR/NVR locally but have forgotten the password.

1. Tap the **Devices** tab > Select your DVR/NVR.



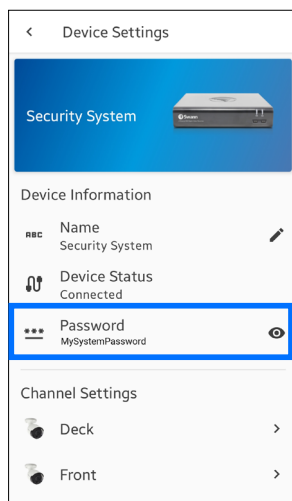
2. Tap the  icon in the **Password** field. This will trigger a security challenge on your phone.



3. Depending on the type of screen lock you have set on your phone, you'll be prompted to enter the pin, pattern or password. This is to make sure that it is actually you who is wanting to view the stored password.

Note: If your phone does not have a screen lock set up, you'll be prompted to enter your Swann Security account password instead.

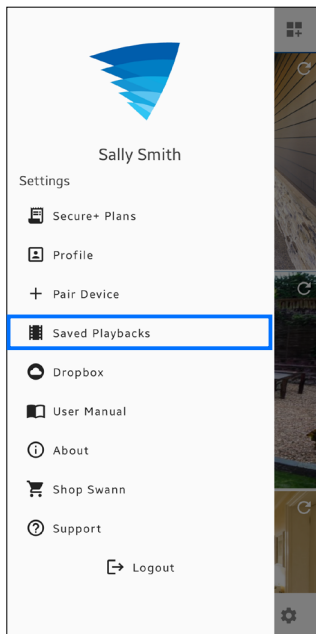
4. Your DVR/NVR password is revealed in the **Password** field.



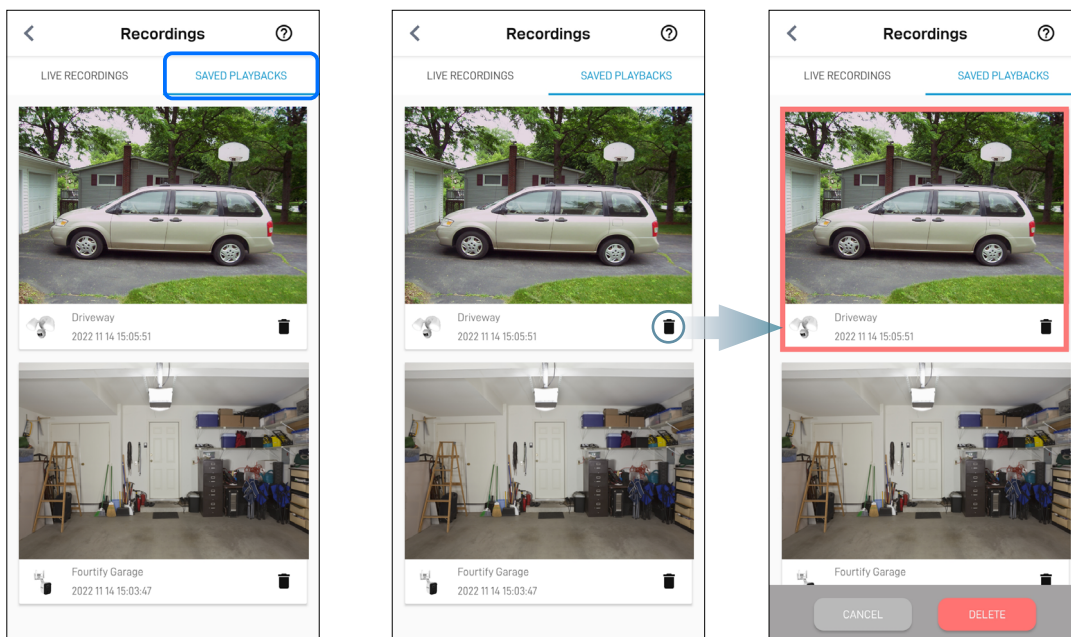
VIEWING SAVED RECORDINGS



You can view and manage your saved camera recordings.

1. From the app menu, tap **Saved Playbacks**.



2. Tap **SAVED PLAYBACKS** to view camera event recordings that you have downloaded (from cloud/local microSD storage) to your phone.



- Tap the video thumbnail of the recording to start playback.
- To delete a recording, tap the  icon of the recording then tap the **Delete** button that appears on the bottom of the screen. You can also select multiple recordings for deletion after tapping the  icon.
- Tap **LIVE RECORDINGS** to display recordings that were manually captured from the live view of the camera and stored on your phone storage. **Please note that this is applicable to certain models only (i.e., If you can't find the manual recording here, try checking the Playback tab.)**

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

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

Can I access my devices with another phone?

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

Can I register my devices to another Swann Security account?

A device can be registered to a single Swann Security account only. If you want to register the device to a new account (for example, if you want to give the device to a friend), you'll first need to remove the device (i.e., unpair) from your account. Once removed, the device can be registered to another Swann Security account.

Where is my device's ID?

For CCTV systems (DVR/NVR): 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: **Devices tab** > [select the device] > **About Device**.

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 connected to the internet, you can conveniently check in on your devices via the Swann Security app from anywhere in the world.

Why is the live video stream slow to load?

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

- Poor internet/Wi-Fi connection is the most common reasons resulting in streaming issues. Test your internet speed at speedtest.net. We recommend internet speeds of at least 2Mbps (upload speed per camera, 4Mbps for 4K camera models) for optimal streaming performance. You can also install a Wi-Fi extender to improve the Wi-Fi coverage throughout your home and ensure the camera receives a strong Wi-Fi signal where it is located.
- 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. Contact your Internet Service Provider and ask about upgrading your plan to get more bandwidth.


Why have I stopped receiving notifications on my phone?

- The Swann Security app is not running in the background. If you recently restarted your phone, make sure to open the Swann Security app again.
- Check that the '**Do Not Disturb**' toggle in the **Activities** tab of the app has not been enabled, as this will suppress all push notifications from the Swann Security app.
- Most Android smartphones have battery optimization features to make your device last longer. Unfortunately, these features often involve limiting app activity in the background, including putting apps to sleep to conserve battery. As a consequence, you may experience delayed or missed push notifications from the Swann Security app when 'optimization' has been applied to it. You can set unrestricted access for any app you find is shutting down or not working in the background without reason. Doing this will allow the app run in the background without interference, no matter how much battery it takes up. Follow the steps below to set unrestricted access for the Swann Security app (this example is based on a Samsung phone running Android 13. Other phone models will have similar steps, consult your phone's user guide for information on how to disable battery optimization for apps)
 1. Go to your phone's **Settings** > **Apps**.
 2. Scroll down the apps list and find the **Swann Security** app, then tap on it.
 3. Tap **Battery**.
 4. Change from '**Optimized**' to '**Unrestricted**'.

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.

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.

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 in the camera's [Detection Settings](#) to suit the environment.

Does my camera still record events if the internet/Wi-Fi connection is down?

Your camera will continue to detect and record events to its internal memory or local microSD card even if your home Wi-Fi network or internet connection is experiencing issues, as long as your camera remains powered. Once your camera comes back online, it will attempt to upload any event clips recorded during the downtime to your cloud storage which you can later view in the **Playback** tab.

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

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.

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 for 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 subscription plans available for your cameras, go to **App Menu > Secure+ Plans**.


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 motion is detected. Go to **Devices tab > 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 history.

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

This can be highly variable depending on the video size (the longer the recording, the larger the size) and the signal strength of your Wi-Fi network. In normal circumstances, the clip of an event should be displayed on the Playback tab a few minutes after it has been recorded. Try tapping  in the **Playback** tab screen to refresh the video history.

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 devices with local microSD card storage feature) Can my camera record events without a microSD card installed?

No. The camera requires a microSD card to be installed. If the camera doesn't have a microSD card installed, it can still detect events but it 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 devices with local microSD card storage feature) Why has my camera stopped recording events?

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 **Devices tab > Select the camera > System Settings**, and tap **Reboot**. If you have inserted a new microSD card, make sure to format the card first (**System Settings > Format**)

(For devices with local microSD card storage feature) What is the maximum microSD card size that can be used?

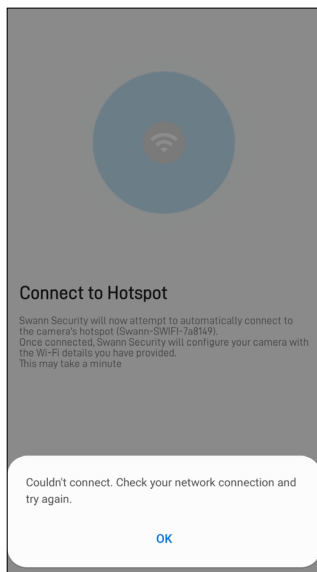
The maximum microSD card size supported is generally 128GB (class 10 or higher recommended). Check your camera packaging for exact specifications.

TROUBLESHOOTING: PAIRING ISSUES

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

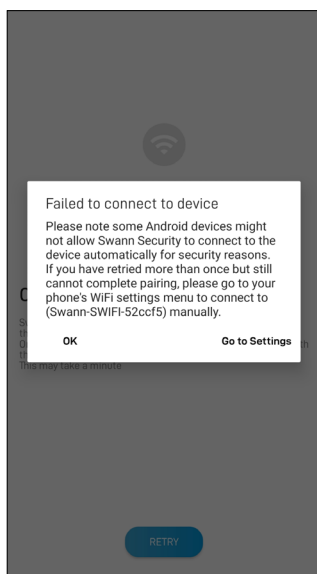
Note: Screenshots are for reference only and may vary depending on device.

- **PAIRING ERROR - "COULDN'T CONNECT. CHECK YOUR NETWORK CONNECTION AND TRY AGAIN"**

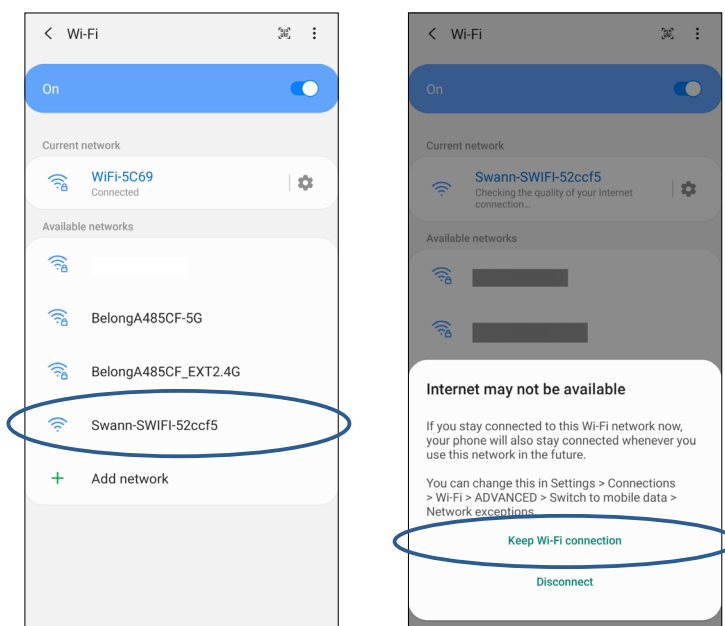


- Make sure that the camera is in pairing mode—the LED indicator on the camera will be blinking blue slowly. If the camera is not in pairing mode yet, the app will not be able to connect to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) and continue the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

- **PAIRING ERROR - "FAILED TO CONNECT TO DEVICE"**



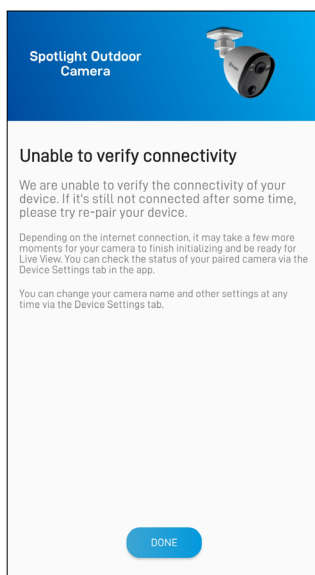
- On certain Android devices, there might be network policies that prevent the Swann Security app from connecting to the camera's Wi-Fi hotspot (*a unique Wi-Fi network broadcasted by the camera device itself*) automatically. To fix this issue, tap **"Go to Settings"** and manually connect to the camera's Wi-Fi hotspot from your phone's Wi-Fi Settings screen. The name of the hotspot will be something like **"Swann-SWIFI-XXXXXX"**. Once connected, wait for a notification to appear stating **"Internet may not be available"**. Tap **"Keep Wi-Fi Connection"** to ensure that your phone remains connected to the camera's hotspot. Then return to the Swann Security app and tap the **Retry** button 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 38.
 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 ISSUES

- **PAIRING ERROR - "UNABLE TO VERIFY CONNECTIVITY"**

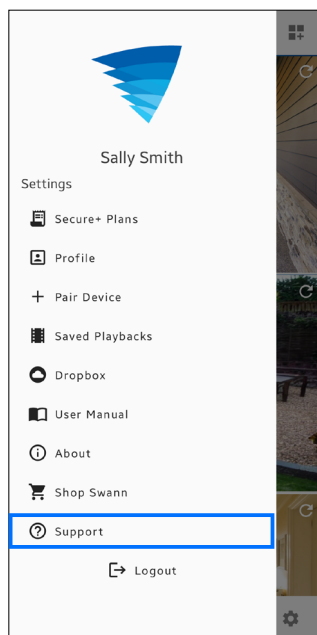


- If the LED on the camera is blinking blue fast, this indicates the camera is having issues connecting to your Wi-Fi network.
- Make sure your Wi-Fi network password is entered correctly. When entering the password for the Preferred Wi-Fi, toggle the  icon to show the password and make sure you are 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 or refer to the router's user guide for information on how to set 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 a minimum of 2Mbps upload speed (or higher depending on the number of cameras).

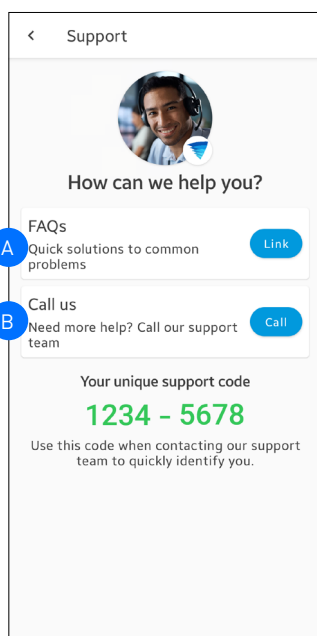
ADDITIONAL SUPPORT

If you need further assistance, you can get in touch with us through the app's built-in contact feature.

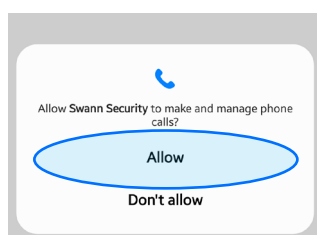
1. From the app menu, tap **Support**.



2. Choose from one of the following options:



- A Open the link to the Swann Help Center website where you can find product FAQs, video tutorials, pairing guides, and more.
- B Call Swann Tech Support. Please have your unique 8-digit support code displayed on the screen ready. This will enable our support agent to quickly identify your Swann Security account and help you troubleshoot your device. Note that, the Swann Security app will ask for call permission, ensure you select **Allow**.





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Swann Security Application Version: 3.2.x