



# **SWANN SECURITY APP**

## **USER MANUAL for iOS**

English

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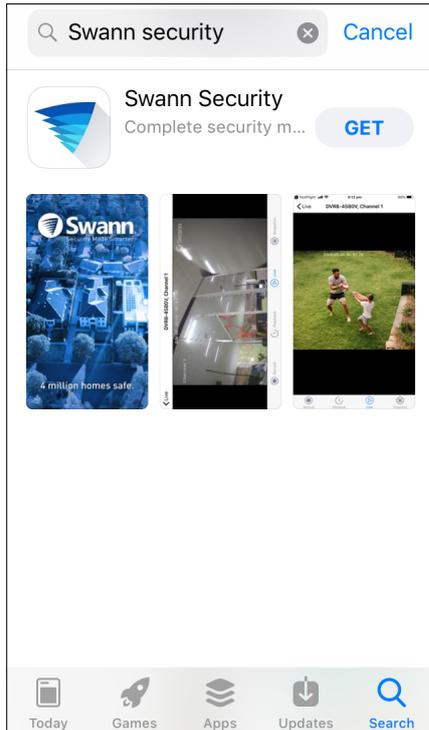
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# Getting Started

# INSTALLING THE SWANN SECURITY APP

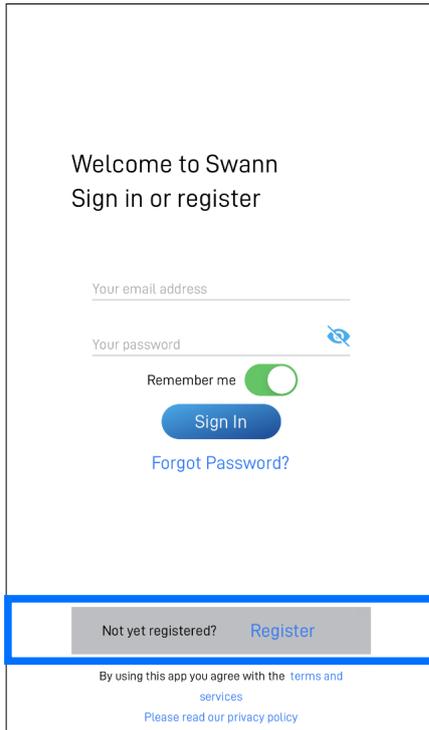


Search and download the latest version of the Swann Security app from the App store.

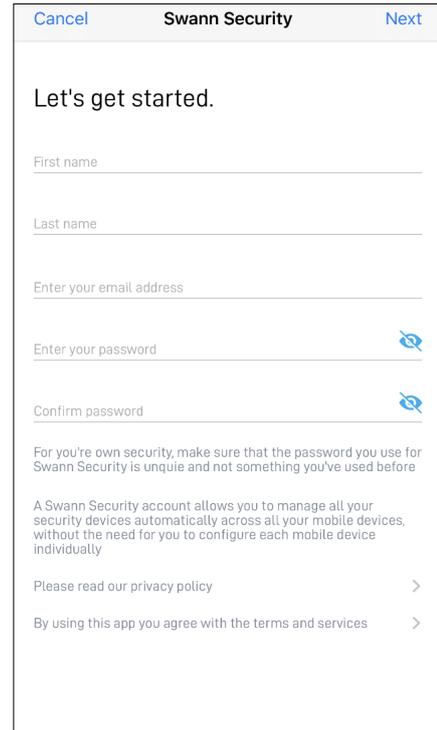


After the Swann Security app is installed, tap the Swann Security icon on the Home screen to launch the app.

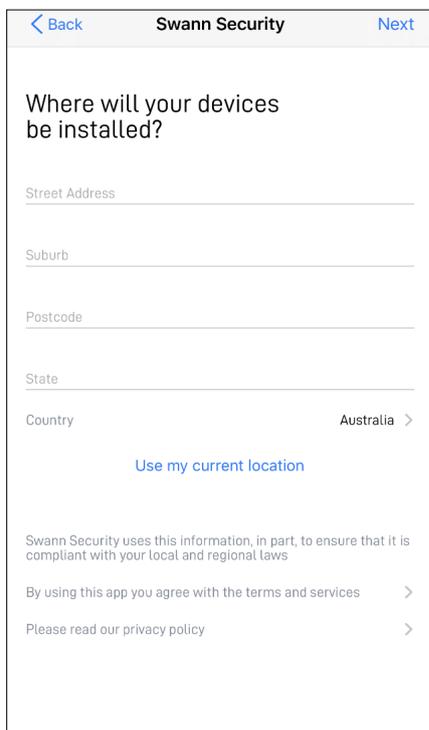
# CREATING YOUR SWANN SECURITY ACCOUNT



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

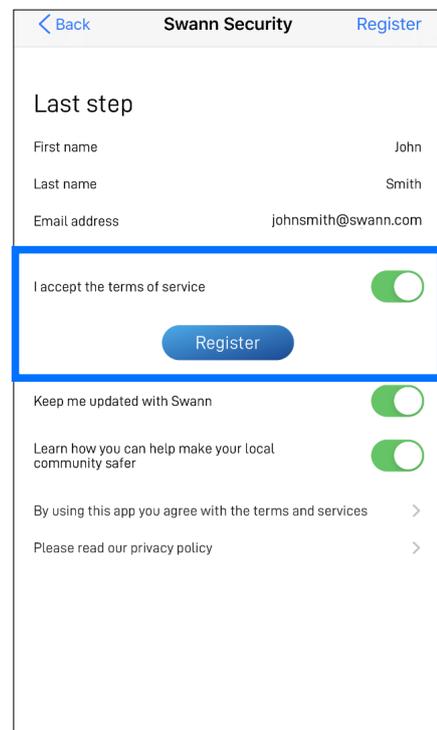


Enter your first and last names, email address, desired password (between 8 - 32 characters), and confirm the password. Tap **Next** to continue. This helps us verify your identity if you contact us for assistance with your account or device.



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

Tap **Next** to continue.

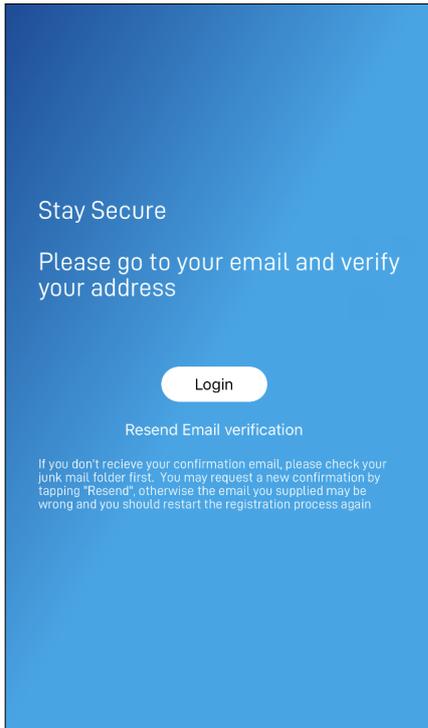


Read the Terms of Service and Privacy Policy (links on the bottom of the screen), then select the "**I agree to the terms of service**" option to agree to the terms of service.

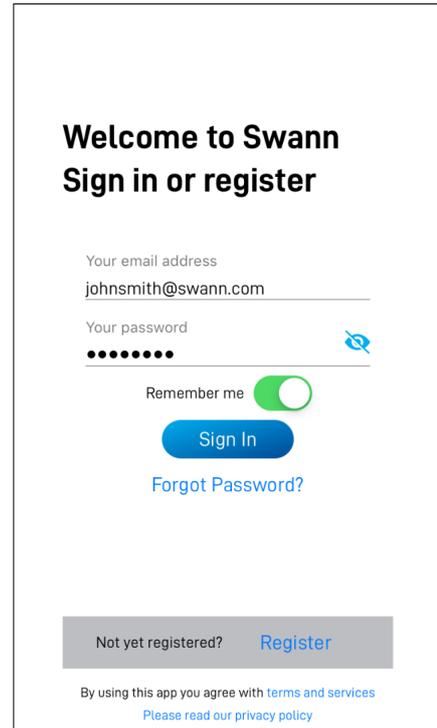
Tap the **Register** button to create your account.

(Continued on the next page)

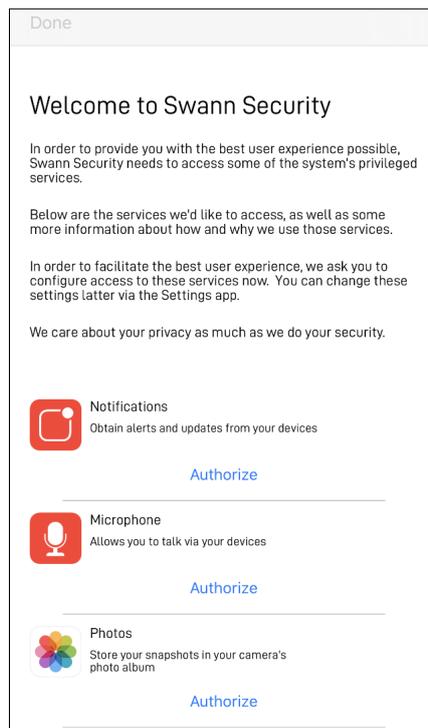
# CREATING YOUR SWANN SECURITY ACCOUNT



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

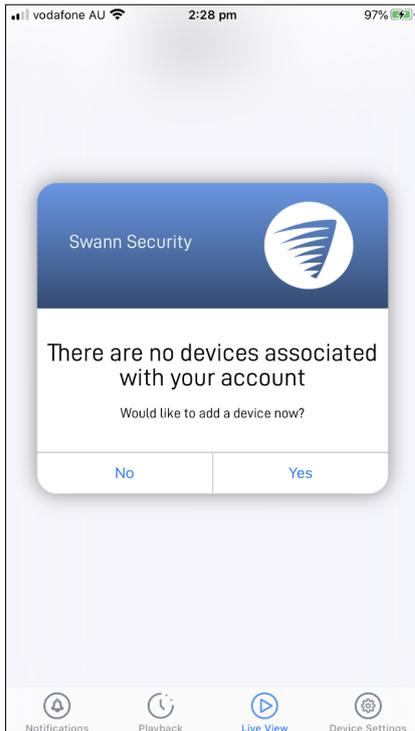


After verifying your email address, you can sign into your Swann Security account. Enter the email address and password you used to set up your Swann Security account, then tap the **Sign In** button. **Note:** You can toggle the **Remember Me** option on to save your login credentials so you don't have to sign in every time you open the app.

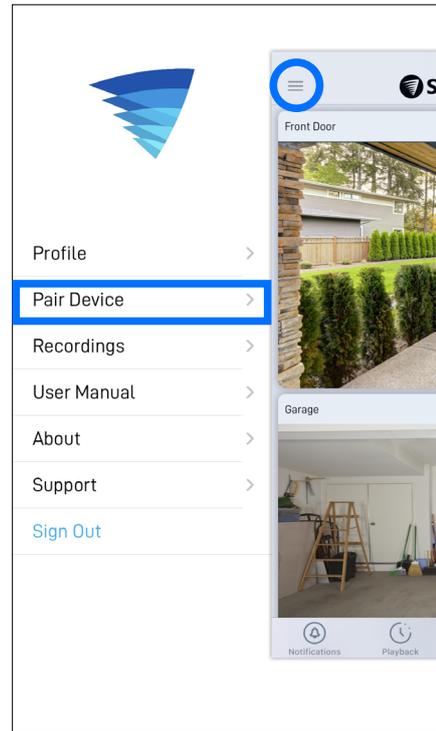


The first time you run the app, you'll be asked to give permission for the app to access services such as notifications, microphone, location, etc. Grant permission for the services requested (see on-screen explanations) to get full benefits of the app including alerts and device pairing capability.

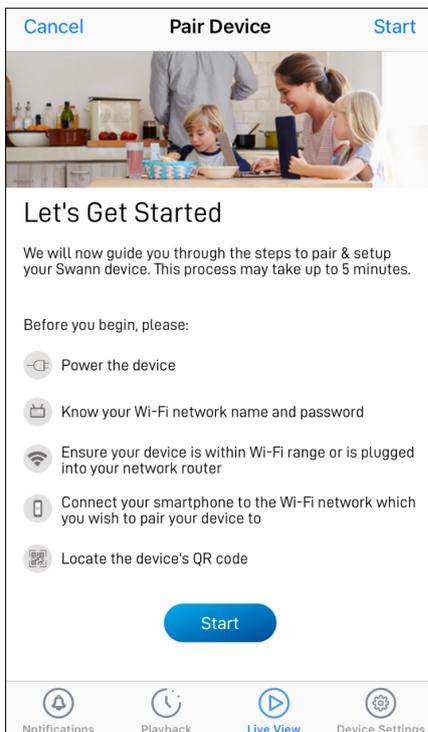
# PAIRING THE DEVICE



If your Swann Security account does not have any devices associated, the app will prompt you to add a device upon signing in. Tap **Yes** to pair your first Swann device.



You can also pair a Swann device by selecting **Pair Device** from the app menu  in the top left of the screen.



Follow the on-screen instructions to pair and set up your new Swann device. Once the pairing process is complete, your device will be displayed on the Live View tab.

If you need help with the device's QR code, see "[Scanning the QR Code](#)" on page 8.

# SCANNING THE QR CODE



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



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

## If your phone can't scan the QR code

- You can tap the **Manual Entry** 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.
- For CCTV systems, the device's ID is listed on a sticker located on the top of the device, as shown below.

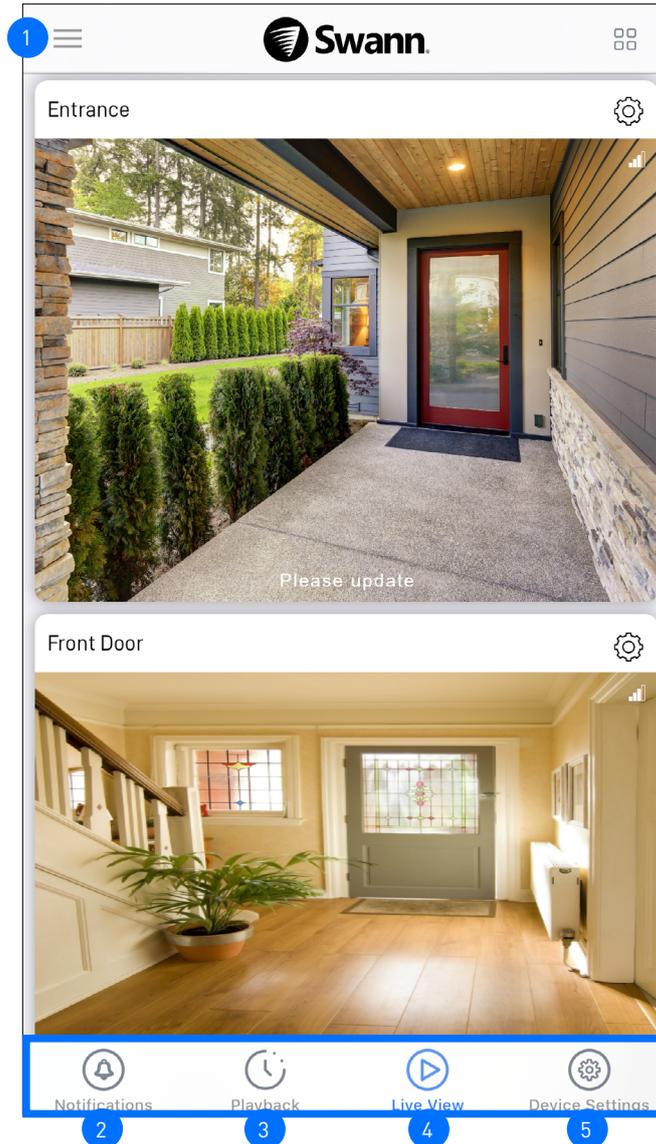


- For SWIFI/SWWHD camera models, the device's ID/MAC (consists of 12 alphanumeric characters) is listed on a sticker located on the back, bottom or base of the device, as shown below

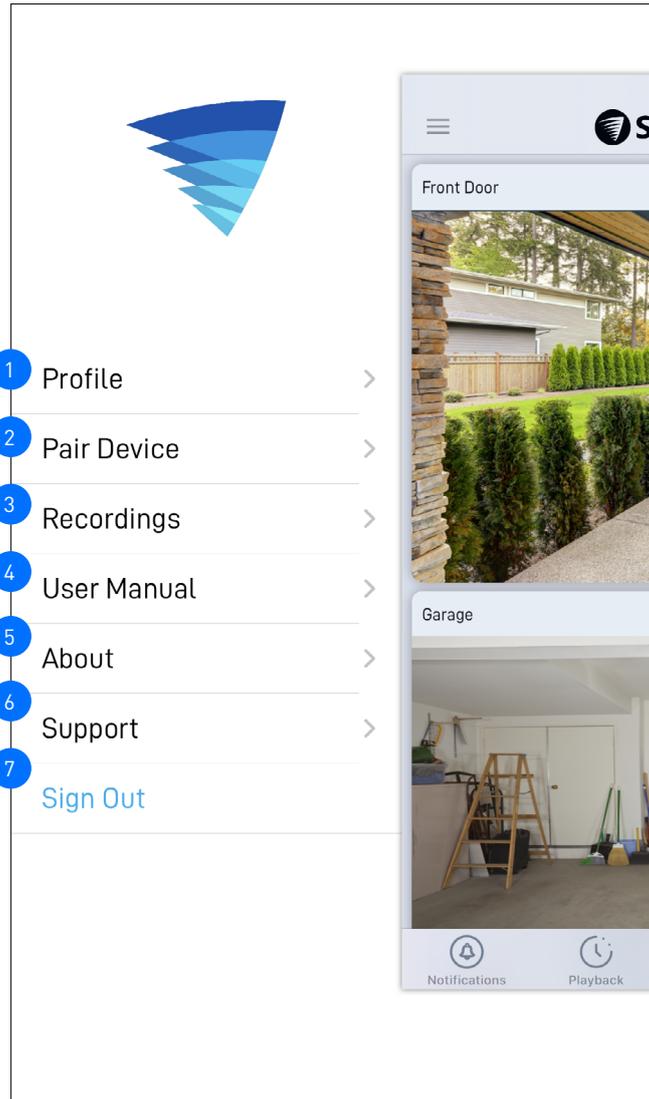




# About the App Interface

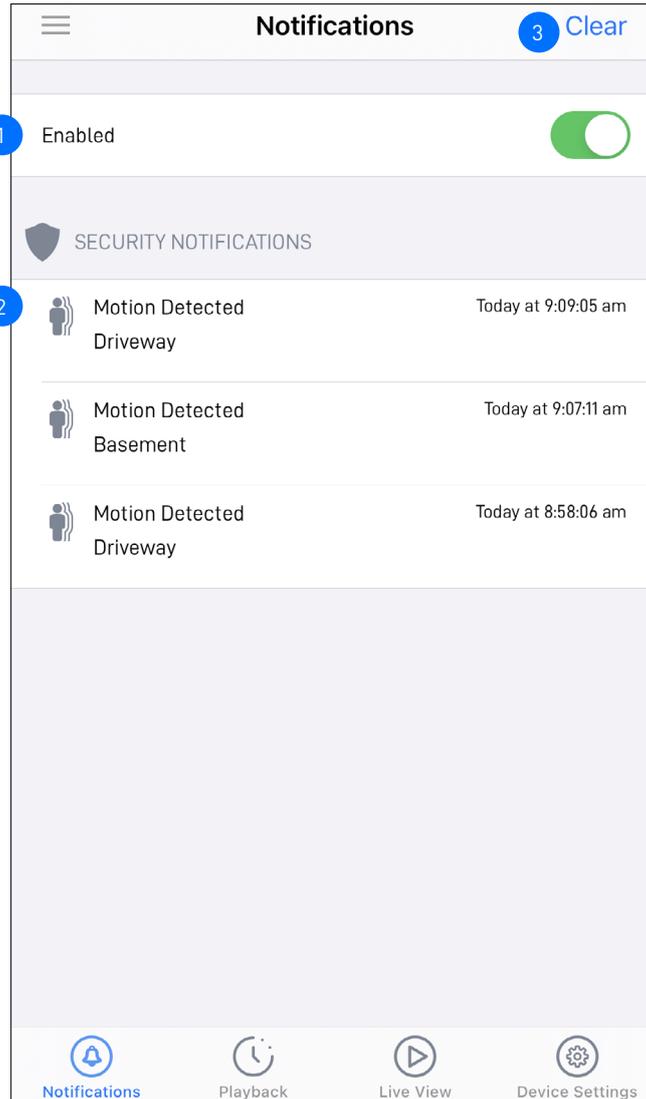


- 1 **App Menu:** Tap to open the menu where you can edit your account profile, pair a new device, download the app manual, and more. See ["App Menu" on page 11](#).
- 2 **Notifications Tab:** Tap to view and manage device notifications from Swann Security. If a notification dot, for example 30, is displayed next to the icon, it indicates the number of unread notifications in the **Notifications** tab. For more information, see ["Notifications Tab" on page 12](#).
- 3 **Playback Tab:** Tap to access and playback the event recordings from your devices. For more information, see ["Playback Tab" on page 16](#).
- 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 various camera functions. For more information, see:
  - ["Live View Tab - CCTV System" on page 13](#)
  - ["Live View Tab - CCTV System - Single Camera View" on page 14](#)
  - ["Live View Tab - Wi-Fi Cameras" on page 15](#)
  - ["Live View Tab - Wi-Fi Cameras - Single Camera View" on page 16](#)
- 5 **Devices Tab:** Tap to view and manage settings for your devices as well as check device status and perform general maintenance including firmware updates. For more information, see ["Device Settings" on page 19](#).



- 1 Update your profile name, account password, and location. See ["Updating Your Account Profile" on page 29](#).
- 2 Pair a new Swann device to your Swann Security account or re-pair an existing Swann device (to update the Wi-Fi information).
- 3 View and delete video clips that were captured manually during live view. See ["Viewing and Managing Manual Recordings" on page 30](#).
- 4 Download the app user manual (PDF file) to your phone. For best viewing experience, open the user manual using Acrobat Reader (available on the App Store).
- 5 Display the application version information and access the terms of service and privacy policy relating to the Swann Security app.
- 6 Open the Swann Support Center website on your phone's web browser.
- 7 Sign out of the Swann Security app.

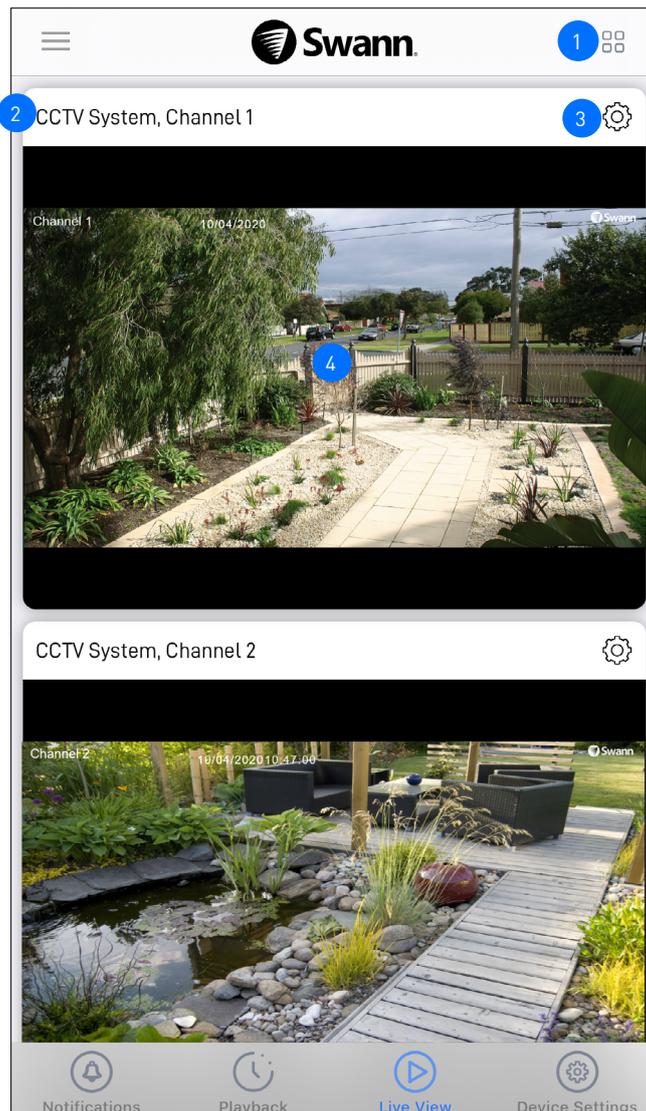
# NOTIFICATIONS TAB



- 1** **Notifications** are enabled by default. If this is not enabled, you will stop receiving notifications about your device from the Swann Security app. **Note:** To receive notifications from Swann Security, you must also allow Swann Security to access notifications on your phone (via **Settings** > **Notifications** > **Swann Security** > toggle **Allow Notifications** ON).
- 2** Notifications are sorted by date and time with most recent on top. Depending on the type of device you have, you can receive notifications for:
  - Motion detection
  - Sound detection
  - Person detection
  - Face detection
  - Device status (such as Online, Offline, Restart, Low Wi-Fi signal, Low Battery, Charging, Firmware update progress)
- 3** Tap to clear all notifications. To clear a single notification, swipe left on the notification and tap Delete, as shown on the right.

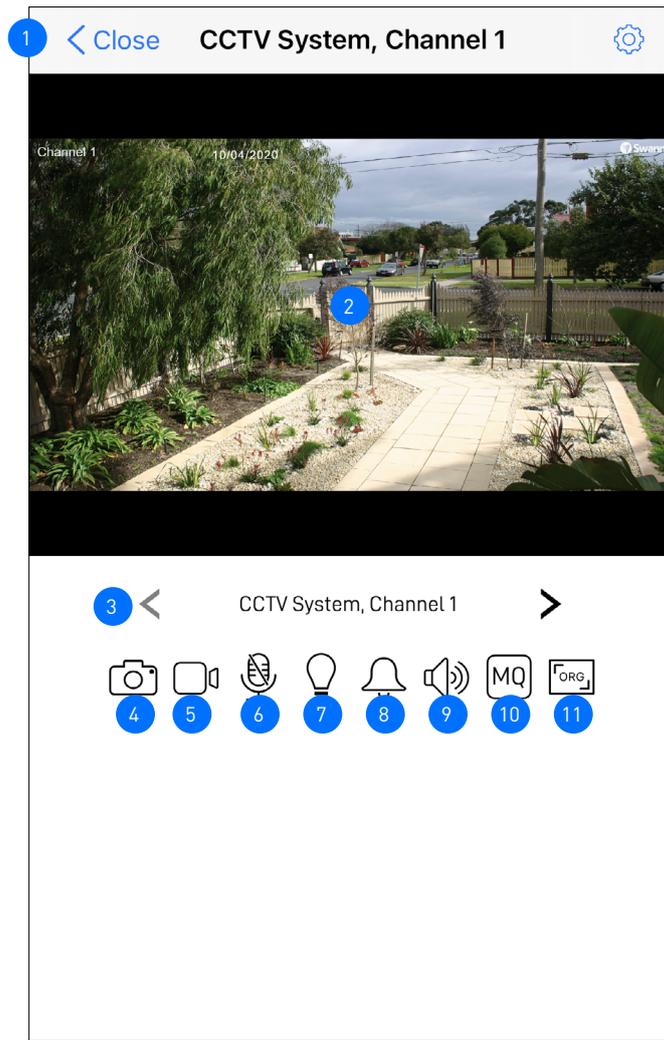


# LIVE VIEW TAB - CCTV SYSTEM



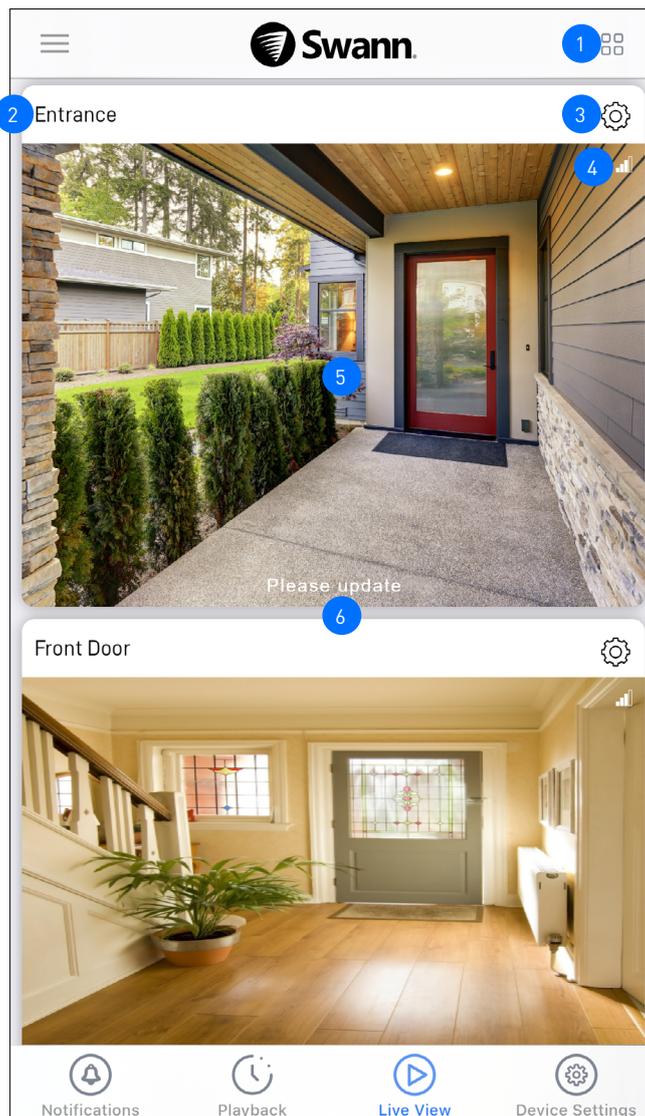
- 1 Toggle the layout of camera (channel) tiles in the viewing area between list and two-column grid views.
- 2 The camera (channel) name. By default, the camera name is retrieved from the CCTV system.
- 3 Tap to go to the CCTV system's **Device Settings** screen where you change the camera name and view detailed technical information about the CCTV system.
- 4 Displays live video feed from the camera (channel). Tap to display live video of the selected camera in single view mode and access additional camera options (device-dependent) including quick snapshots/clips, 2-way talk, spotlights, and siren. For more information, see "[Live View Tab - CCTV System - Single Camera View](#)" on page 14.

# LIVE VIEW TAB - CCTV SYSTEM - SINGLE CAMERA VIEW



- 1 Return to the Live View tab camera dashboard.
- 2 The 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 also turn your phone sideways for landscape view.
- 3 Tap the left or right arrow to display live video from the previous or next camera channel.
- 4 Tap to take a snapshot with the camera. You can find your snapshots in the Photos app on your phone.
- 5 Tap to start recording a video clip with the camera. Tap again to stop the recording. You can find and playback your video clips in the **Recordings** section (**Menu > Recordings**).
- 6 Tap to activate or deactivate the camera's 2-way audio mode. When activated, press and hold the **Push to talk** button located below the control panel to talk. Release the **Push to talk** button to listen.  
**Note:** This icon will not be shown if the camera is not capable of this function.
- 7 Tap to turn on or off the camera's built-in spotlight.  
**Note:** This icon will not be shown if the camera is not capable of this function.
- 8 Tap to turn on or off the camera's built-in siren.  
**Note:** This icon will not be shown if the camera is not capable of this function.
- 9 Tap to mute or unmute the live video.
- 10 Tap to toggle between live video quality settings. The High quality setting will display clear, sharp HD video, but the bandwidth required to stream video will be much higher and you'll need high-speed internet on both ends of the connection. Try the lower video quality setting if your Wi-Fi/Cellular connection is slow (e.g., your phone is showing only 1 signal bar) as less bandwidth is used and may result in smoother video streaming.
- 11 Tap to toggle between different aspect ratios - **Original** (match the camera's aspect ratio), **16:9**, **4:3**, **Stretched** (expand video to fill the entire video window)

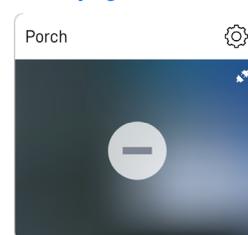
# LIVE VIEW TAB - WI-FI CAMERAS



- 1 Toggle the layout of camera tiles in the viewing area between list and two-column grid views.
- 2 The camera name. You can easily change the name of your camera via the **Device Settings** tab.
- 3 Tap to go to the camera's **Device Settings** screen and adjust various settings such as the camera name, live video quality, and motion detection sensitivity.
- 4 The number of bars indicates the Wi-Fi signal strength of the camera. The more bars that are filled, the stronger the Wi-Fi connection and the faster it will take to load the camera's live video stream. If showing only 1 or 2 bars, try moving the camera to a few different spots to see if you can get a better signal for better streaming performance.
- 5 Displays live video feed from the camera. Tap to display live video in single camera view and access additional camera options (device-dependent) including quick snapshots/clips, 2-way talk, pan tilt controls, siren, and more. For more information, see "[Live View Tab - Wi-Fi Cameras - Single Camera View](#)" on page 16.

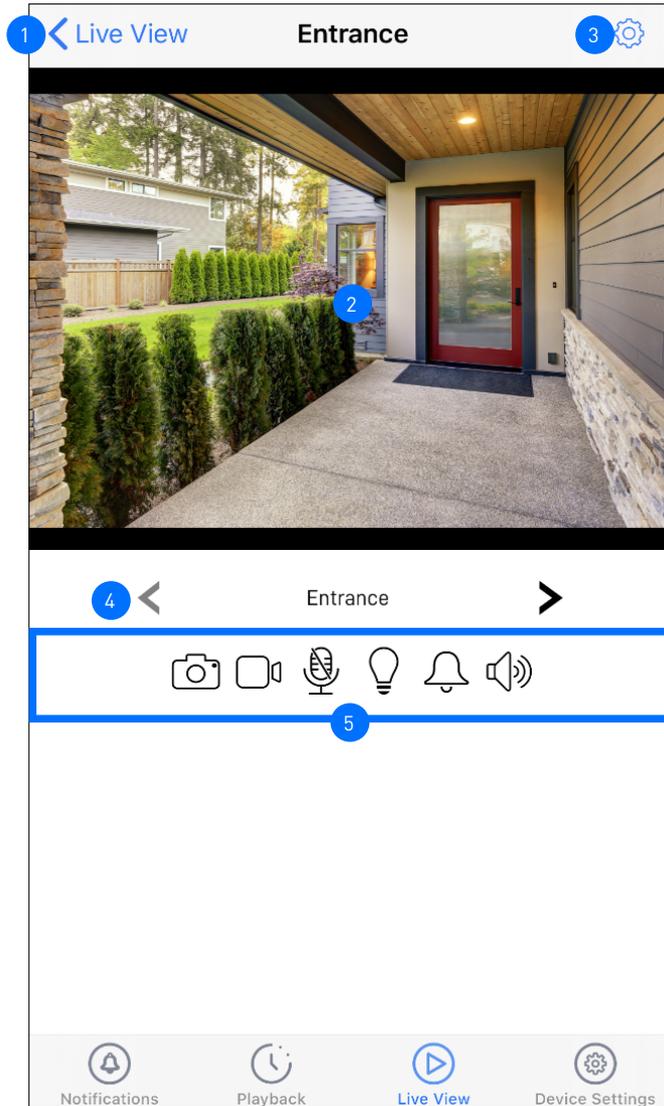
If the camera has completely lost connection to the app (due to connection timeout, device sleeping, Wi-Fi/Network issues, etc), the camera tile will be displayed as shown on the right. Tap  to re-establish the camera connection.

**Note:** If your camera stays offline for an extended period of time, try turning the power to the camera off for 10 seconds before turning it back on. You might also want to make sure that your internet connection is working properly. You can try rebooting your Wi-Fi router to resolve any network connectivity issue.



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

# LIVE VIEW TAB - WI-FI CAMERAS - SINGLE CAMERA VIEW

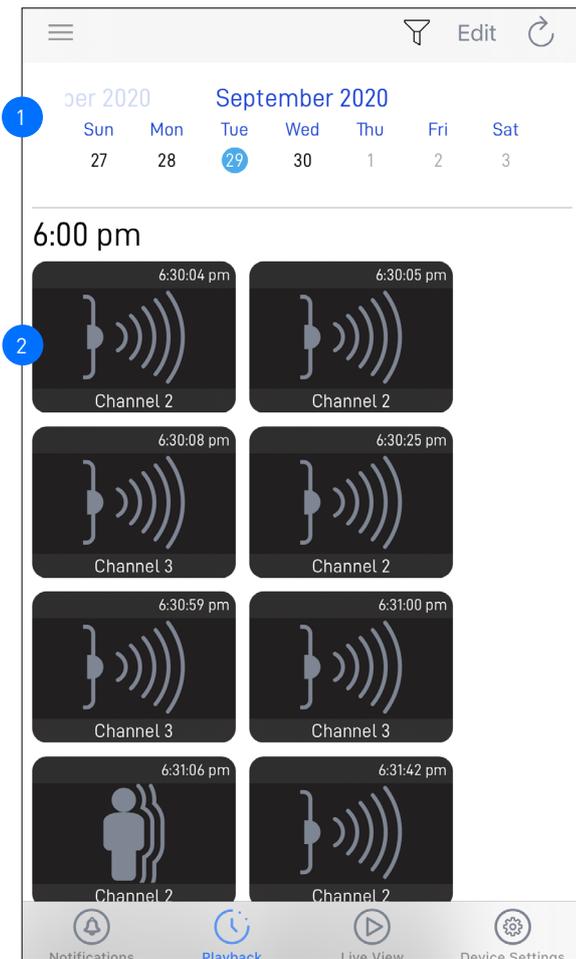


- 1 Return to the Live View tab camera dashboard.
- 2 The live video window. You can zoom in or out on the video – use two fingers to pinch and spread out to zoom in on an area, and pinch back to zoom out. You can also turn your phone sideways for landscape view.
- 3 Tap to go to the Device Settings Overview screen of the camera.
- 4 Tap the left or right arrow to display live video from the previous or next camera, if available.
- 5 The camera functions that are displayed here are dependent on the camera model. Check the camera specifications to find out which functions are supported. Certain functions, such as snapshot and video capture, are available to all cameras. See table below for descriptions of the available camera functions.

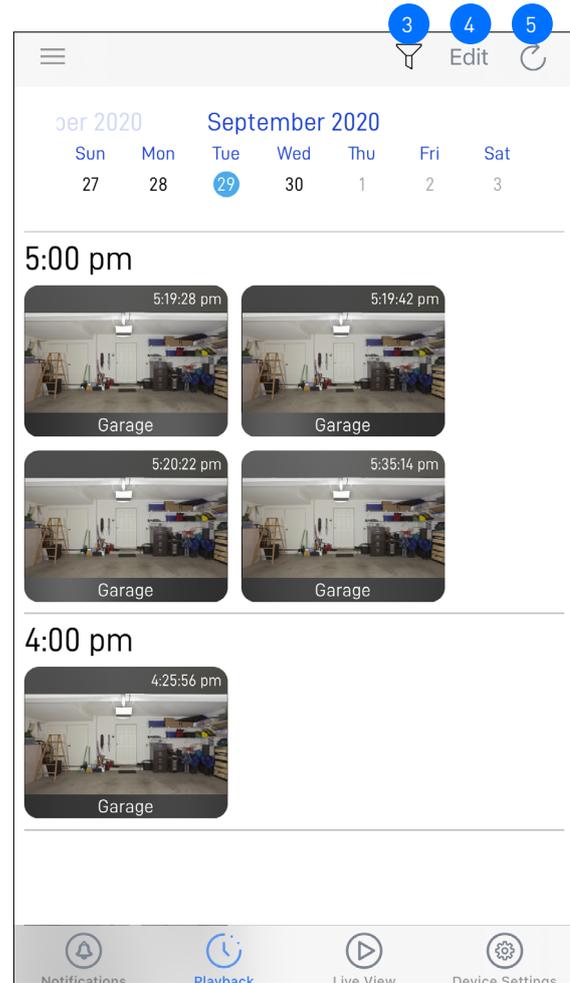
| Icon | Description   |
|------|---|
|      | Tap to take a snapshot with the camera. You can view your snapshots in the Photos app on your phone.  |
|      | Tap to start recording a video clip with the camera. Tap again to stop the recording. You can find and playback your video clips in the <b>Recordings</b> section ( <b>Menu &gt; Recordings</b> ). See " <a href="#">Viewing and Managing Manual Recordings</a> " on page 48. |
|      | Tap to enable 2-way audio so you can talk to visitors through the camera's speaker. Tap again to turn it off.   |
|      | Tap to turn on or off the camera's built-in siren. If an event has triggered the camera's built-in siren, you can manually turn it off by tapping this icon twice.  |

| Icon | Description  |
|------|--|
|      | Tap to turn on or off the camera's built-in floodlights/spotlights.  |
|      | Tap to mute or unmute the live video.  |
|      | Tap to display the pan and tilt control panel which will allow you to adjust the view of the Pan Tilt Camera. You can pan/tilt the camera view by tapping the right/left/up/down arrow repeatedly. You can tap  to revert to the default starting (home) center position. You can tap  to perform an autoscan of the scene once. You can tap  to turn privacy mode on or off. When the camera is in privacy mode, the  icon will be highlighted. To use privacy mode, you must first define the camera's privacy mode position ( <b>Pan &amp; Tilt Settings &gt; Privacy Mode Settings</b> ) |

## DVR/NVR EVENT HISTORY (NO THUMBNAILS)

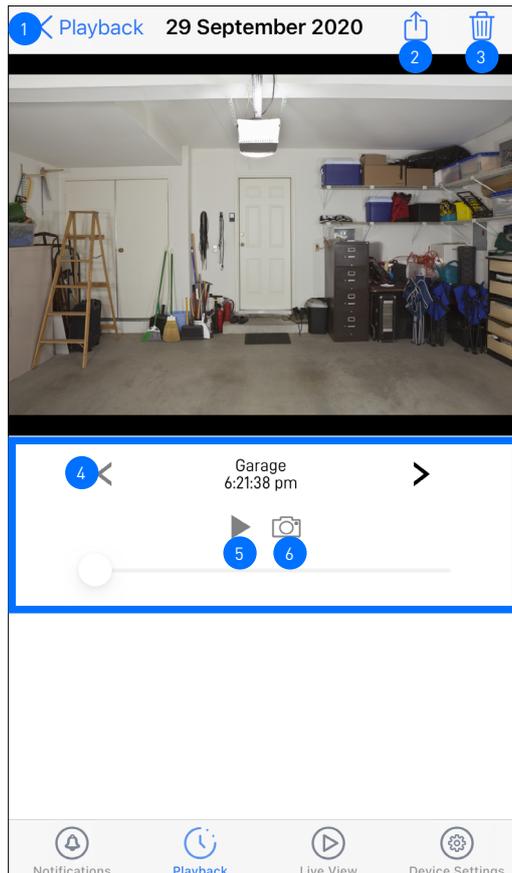


## WI-FI CAMERA EVENT HISTORY (HAS THUMBNAILS)



- 1 By default, the Playback tab displays a list of today's event recordings from all of your devices. To view events that were captured on a different date, scroll left or right the calendar view to select a date.  
**Note:**  
For Wi-Fi cameras with cloud storage, event recordings displayed on the Playback tab will be available for the length of time determined by the cloud subscription plan associated with the camera. To find out more about the cloud storage subscriptions available for your cameras, visit [subscriptions.swannsecurity.com](https://subscriptions.swannsecurity.com).
- 2 Shows the camera name (or channel number) and the start time of the event recording. For Wi-Fi camera events, a thumbnail of the event is also displayed. Tap the event to open a window where you can view and download the recording. See "[Video Playback Screen](#)" on page 18.
- 3 Tap to display the playback filter where you can sort events by ascending or descending order as well as filter by device type and time range.
- 4 **(Wi-Fi cameras with cloud storage only)** Tap to manage the event clips located in the camera's cloud storage.
  - Tap an event clip to select it. A blue tick ✓ is displayed. You can deselect an event clip by tapping it again.
  - You can select all event clips on that day by tapping "Select All" in the  toolbar at the bottom of the screen.
  - Tap the Bin icon in the  toolbar to delete the selected event and associated video from the cloud storage as well as the event history. Be sure to save the video first if you'd like to keep it. Once an event has been deleted, the video cannot be recovered.
- 5 Tap to refresh the Playback tab for new camera events.

# VIDEO PLAYBACK SCREEN

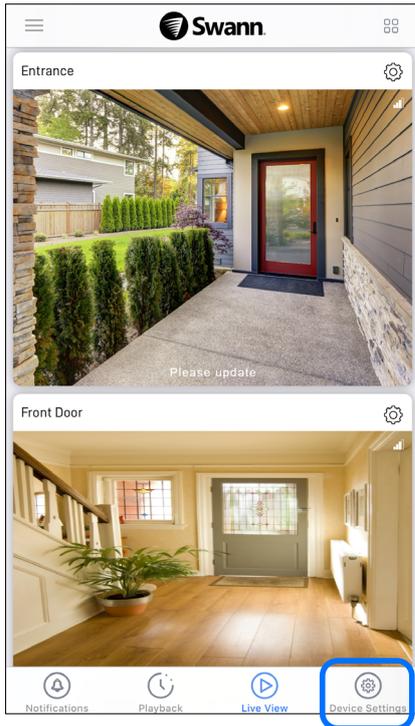


- 1 Tap to go back to the Playback tab.
- 2 **(Wi-Fi cameras only)** Tap to share the video via popular email/messaging apps or save the video to your phone's cloud or local storage.
- 3 **(Wi-Fi cameras only)** Tap to delete the video. Please note that deleting the video will also delete the corresponding event from the event history and the camera's cloud storage.
- 4 Tap to playback the previous or next available camera event video.
- 5 Tap to pause/play the video.
- 6 Tap to capture a snapshot. Open your phone's Photo app to view the snapshot.

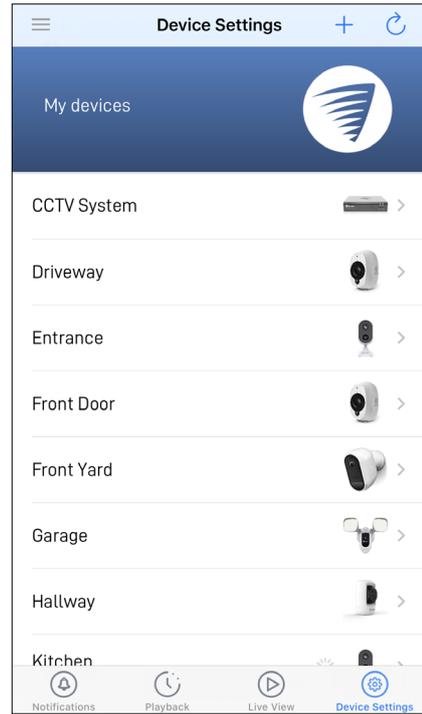


# Device Settings

# MANAGING YOUR DEVICES

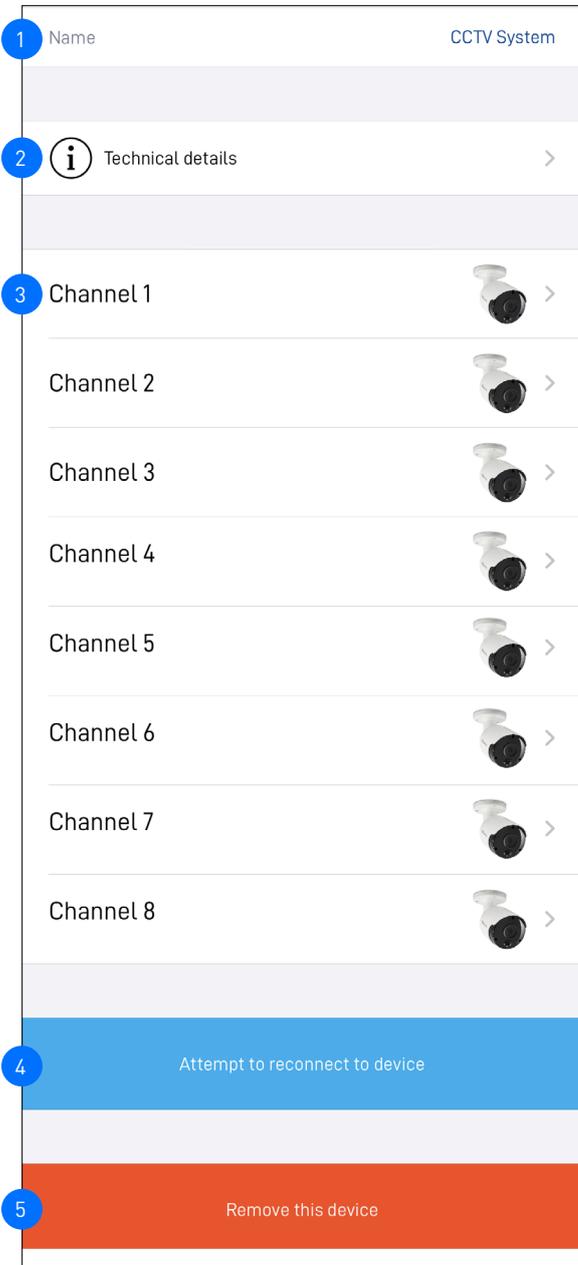


From the navigation bar, tap the **Device Settings**  icon.



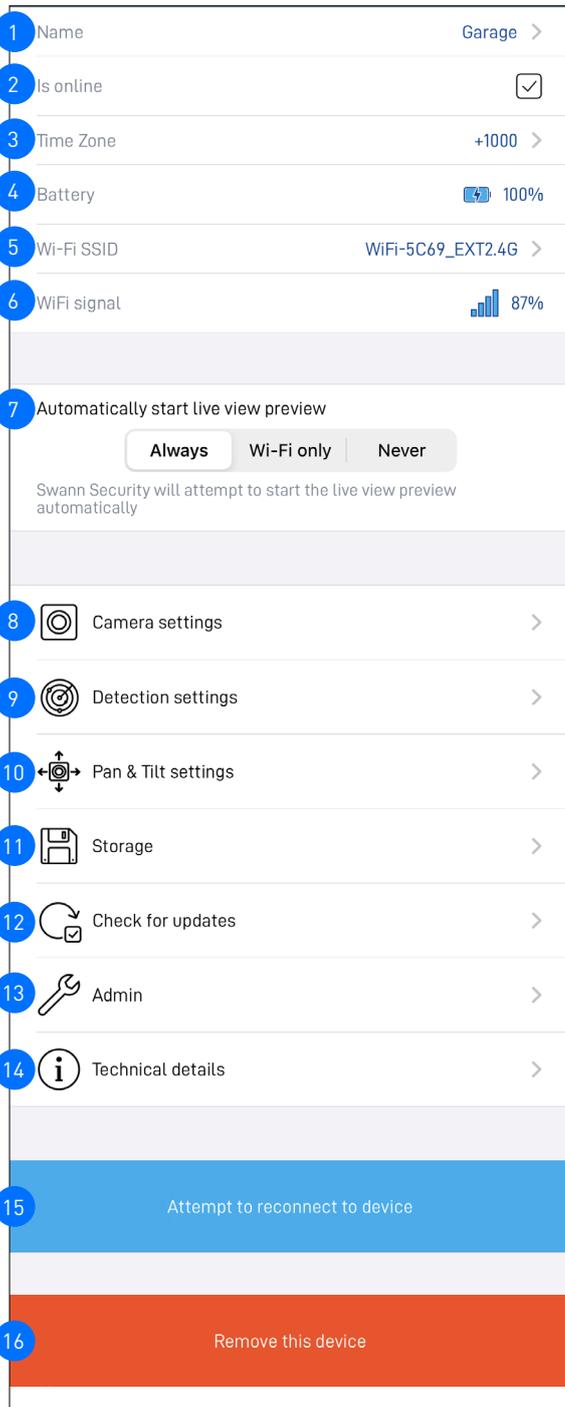
Tap the device for which you would like to view details or change settings.

## CCTV SYSTEM (DVR/NVR)



- 1 The name of your DVR/NVR.
- 2 View technical information about your DVR/NVR such as the model code, software (firmware) version, device ID, MAC address, and network IP address.  
**Note:** The DVR/NVR's MAC address (including colons) —a unique 12-character hardware ID (for example, BC:51:FE:12:34) assigned to the device—can be used as the recovery code to reset the DVR/NVR password locally via the system's **Unlock** screen > **Forgot Password**. Refer to your DVR/NVR's instruction manual for more information on resetting a forgotten password.
- 3 You can change the name of the camera channels on the DVR/NVR. If you rename the camera channel through the app, it will also be automatically updated on your DVR/NVR .
- 4 Tap to attempt to reconnect to the DVR/NVR if the connection has been lost (e.g., phone screen timeout, unstable cellular/Wi-Fi network connection).
- 5 Tap to remove (unpair) the device from your Swann Security account.  
**Note:** *In some cases, you might need to unpair your DVR/NVR. For example, if you want to use your DVR/NVR with a different Swann Security account or if you give away your DVR/NVR to a family member, it must be unpaired first.*

## WI-FI CAMERA (SWIFI/SWWHD MODELS)



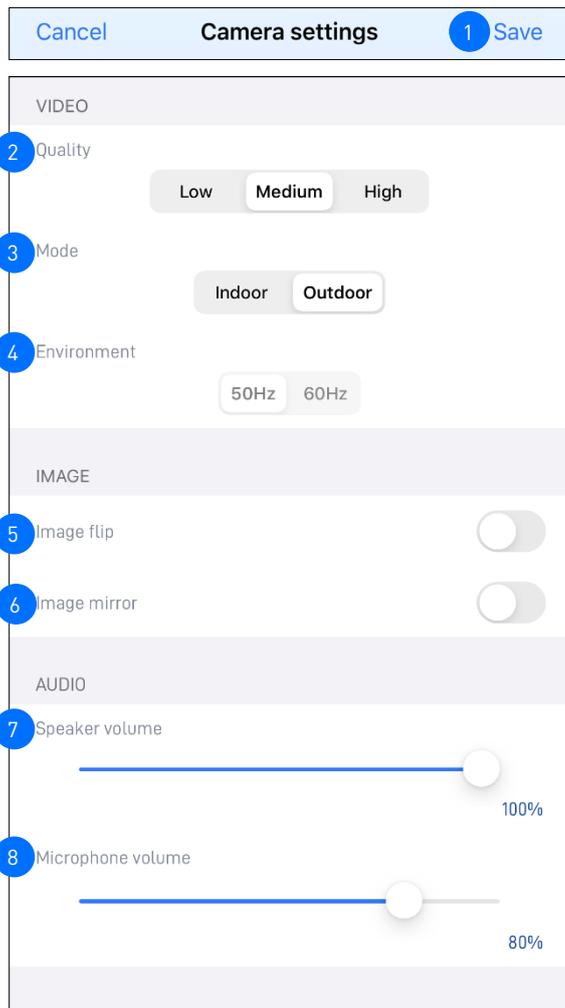
## FACIAL RECOGNITION OPTION



**(SWIFICAM model only)** Manage the face recognition profiles registered on the camera. See ["Face Recognition Settings" on page 26](#).

- 1 The name of your camera. You can tap > to change it.
- 2 The connection status of your camera: *ONLINE* ✓ or *OFFLINE* X.
- 3 **The timezone of your camera. The date and time stamp of camera recordings will be based on the timezone you've selected.** You can tap > to change the timezone. Timezone is based on GMT format. **There is also the option to sync the camera to your phone's timezone.**
- 4 **(Battery-powered cameras only)** Displays the current battery level of the camera. The 🔋 icon is displayed while the camera while the camera is being charged via the USB power charger or Swann solar panel.
- 5 The name (SSID) of the Wi-Fi network to which your camera is connected. If you have multiple Wi-Fi networks in your home, you can tap > to change the Wi-Fi connection the camera is using. For more information, see ["Changing the Camera's Wi-Fi Network" on page 31](#). Note that, for best video streaming performance, you should always connect your camera to the Wi-Fi access point or extender nearest to it.
- 6 The Wi-Fi signal strength. In general, the closer the camera is to the home Wi-Fi router or access point, the stronger the signal strength (higher % percentage), and the more reliable and faster the wireless connection between devices. If the camera is far from the router/ access point and does not have strong wireless connection (≤2 signal bars), it can occasionally drop off the network.
- 7 When the app is launched, you can choose whether the Live View tab will: **Always** start the camera's live stream, Start camera's live stream if your phone is connected to **Wi-Fi only**, or **Never** start the camera's live stream.
- 8 Adjust the camera's audio and video settings such as the video stream quality, video orientation, microphone and speaker volume. See ["Camera Settings" on page 23](#).
- 9 Adjust the camera's detection settings such as the motion and sound sensitivity. See ["Detection Settings" on page 24](#).
- 10 **(Not available on all models)** Adjust the camera's pan and tilt settings such as the privacy mode position and pan/tilt movement speed. See ["Pan & Tilt Settings" on page 25](#).
- 11 **(Not available on all models)** Access recorded events on the camera's internal memory/microSD card within the **Storage** screen. When the internal memory/microSD card is full, the oldest clips will be overwritten to free up space.
- 12 Check for firmware updates. New firmware may from time to time be available for your camera to improve the performance, fix bugs, or roll out new features and enhancements.
- 13 Perform general maintenance such as rebooting the camera, resetting camera settings, formatting internal storage, and factory reset.
- 14 View technical information about the camera such as the model code, firmware version, installation date, and MAC address.
- 15 Attempt to reconnect to the camera if the connection has been lost (e.g., phone screen timeout, unstable cellular/ Wi-Fi).
- 16 Remove (unpair) the camera from your Swann Security account. In some cases, you might need to unpair your camera. For example, if you want to use your camera with a different Swann Security account or if you give away your camera to a family member, you need to unpair it first.

## WI-FI CAMERA (SWIFI/SWWHD MODELS)



- 1 Save any changes you've made to the camera settings.
- 2 Select the live view quality. If you find that the camera is taking awhile to show live view, this is generally caused by the slow internet speed on your phone (poor Wi-Fi/cellular coverage) or limited home internet bandwidth (other video streaming activity running at the same time on your Wi-Fi network can result in congestion affecting your internet upload and download speeds). Try using the **Low** setting which may help improve loading times and provide smoother video streaming. The **Low** setting can also help limit data consumption on your mobile device as less internet bandwidth is used to stream video.  
**Note:** This setting does not affect the video quality of camera events which are always recorded in HD.
- 3 Select the mode according to where your camera is physically located.
- 4 If your camera is used in **Indoor** mode, you can set your camera's frequency to match with your country's electrical frequency. This can help prevent video flicker caused by fluorescent lights.
  - 50Hz (Australia/UK)
  - 60Hz (North America)
- 5 Lets you horizontally reverse the orientation of the camera's video display.
- 6 Lets you turn the camera's video display upside down. This is useful if your camera has been mounted upside down.
- 7 **(Not available on all models)** Adjust the camera's microphone volume. You can also turn off the camera's microphone by sliding the level all the way to the left.
- 8 **(Not available on all models)** Adjust the camera's speaker volume. You can also turn off the camera's speaker by sliding the level all the way to the left.

# DETECTION SETTINGS

## WI-FI CAMERA (SWIFI/SWWHD MODELS)

Cancel Detection settings **1** Save

**2** MOTION DETECTION

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

Off Close **Medium** Far Maximum

**3** PERSON DETECTION

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

Off Close **Medium** Far Maximum

**4** SOUND DETECTION

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

Off **Loudest** Loud Quiet Quietest

**5** LIGHT

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

Off 30s. **60s.** 90s. 120s.

Light intensity

**6**  50%

**7** SIREN

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

Off 30s. **60s.** 90s. 120s.

- 1** Save any changes made to the camera's detection settings.
- 2** Select the motion sensitivity level to optimize motion detection recordings for your home environment.
  - Higher sensitivity settings will increase the distance at which motion events can be detected.
  - Use lower settings to reduce detection range and minimize unwanted recordings.
  - To turn off the motion detection feature, select **Off**.
- 3** **(Not available on all models)** Receive person detection alerts when the camera detects the presence of a person during the motion event or live view. The higher the person detection sensitivity, the more sensitive the camera is in distinguishing between human shapes and other motion objects further away. Selecting **Off** turns off person detection alerts.  
**Note:** To receive person detection alerts, the Motion Detection sensitivity setting (above) must not be set to **Off**.
- 4** **(Not available on all models)** Select the sound sensitivity level to optimize sound detection recordings for your home environment.
  - The highest sensitivity level (**Quietest**) will detect most ambient sounds—even the quietest of sounds like whispers or keyboard typing.
  - The lowest sensitivity level (**Loudest**) will only detect very loud noises like vacuum cleaners or smoke alarms.
  - If you're getting too many sound detection alerts even on the lowest sensitivity, you can adjust the camera's microphone volume level, lowering it to 90 or below in **Camera Settings > Audio > Mic Volume**. This will further reduce the camera's microphone sensitivity to background noise.
  - Every home environment is unique, so we recommend experimenting with the sound sensitivity settings to find out which works best for yours. You can also adjust and finetune the microphone volume level of the camera to suit the location.
  - To turn off the sound detection feature, select **Off**.
- 5** **(Not available on all models)** Select how long the camera's spotlights/floodlights will stay on when motion or sound is detected during night time.  
**Note:** The camera's built-in night detection sensor, which reads the ambient light levels, will automatically keep the spotlights/floodlights off during daytime to conserve electricity and make them last longer. During daytime, you can manually turn on and off the spotlights/floodlights via the camera's live view screen by tapping the  bulb icon.
- 6** **(Not available on all models)** 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.
- 7** Save any changes made to the camera's detection settings.

## SLEEP PERIOD SETTING (BATTERY CAMERAS ONLY)

MOTION DETECTION

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

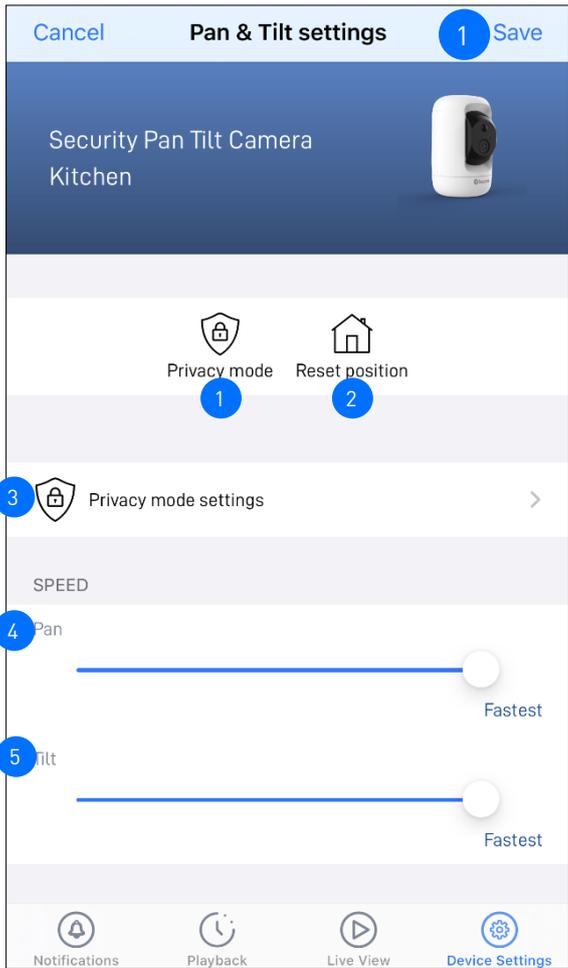
Sleep Period

Minimum

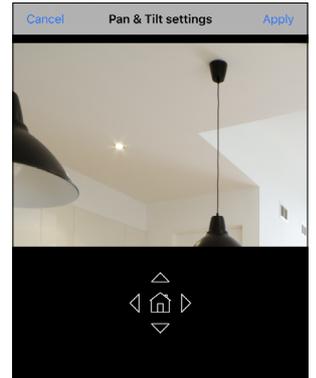
Select the time that must elapse before the camera can be triggered again by another motion activity.

**Note:** Set a longer sleep period temporarily when you know that there's ongoing activity within the vicinity of the camera like someone mowing the grass in the backyard or guests walking in and out of a party. This will prevent unnecessary recordings and help conserve battery life.

# PAN & TILT SETTINGS

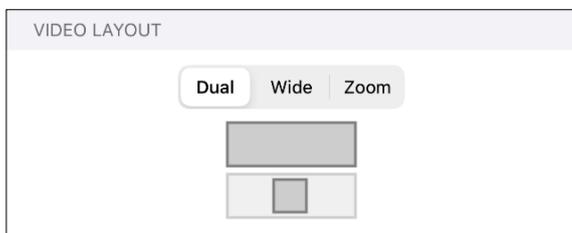


- 1 Apply any changes you've made to the Pan & Tilt settings.
- 2 Lets you turn on or off privacy mode on the camera. You can quickly point the camera somewhere else, for example, towards the wall or ceiling, when privacy is temporarily required.  
**Note:** Privacy mode can also be turned on or off via the camera's single live view screen.
- 3 Lets you reset the current position of the camera to the default starting (home) center position.
- 4 You can set the camera's privacy mode position as shown on the right. Simply use the direction controls to move your camera until it points in the direction that you want to set as the camera's privacy mode position, then tap **Apply** at the top right.



- 5 You can adjust the camera's pan speed between **Slowest, Slow, Moderate, Fast** and **Fastest** using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the right and left direction contols and when the camera performs the autoscan function.
- 6 You can adjust the camera's tilt speed between **Slowest, Slow, Moderate, Fast** and **Fastest** using the slider. Drag the slider to the right to increase the speed or left to decrease the speed. This will affect the how fast the camera moves when using the up and down direction contols and when the camera performs the autoscan function.

## VIDEO LAYOUT SETTING (TRACKER CAMERA ONLY)



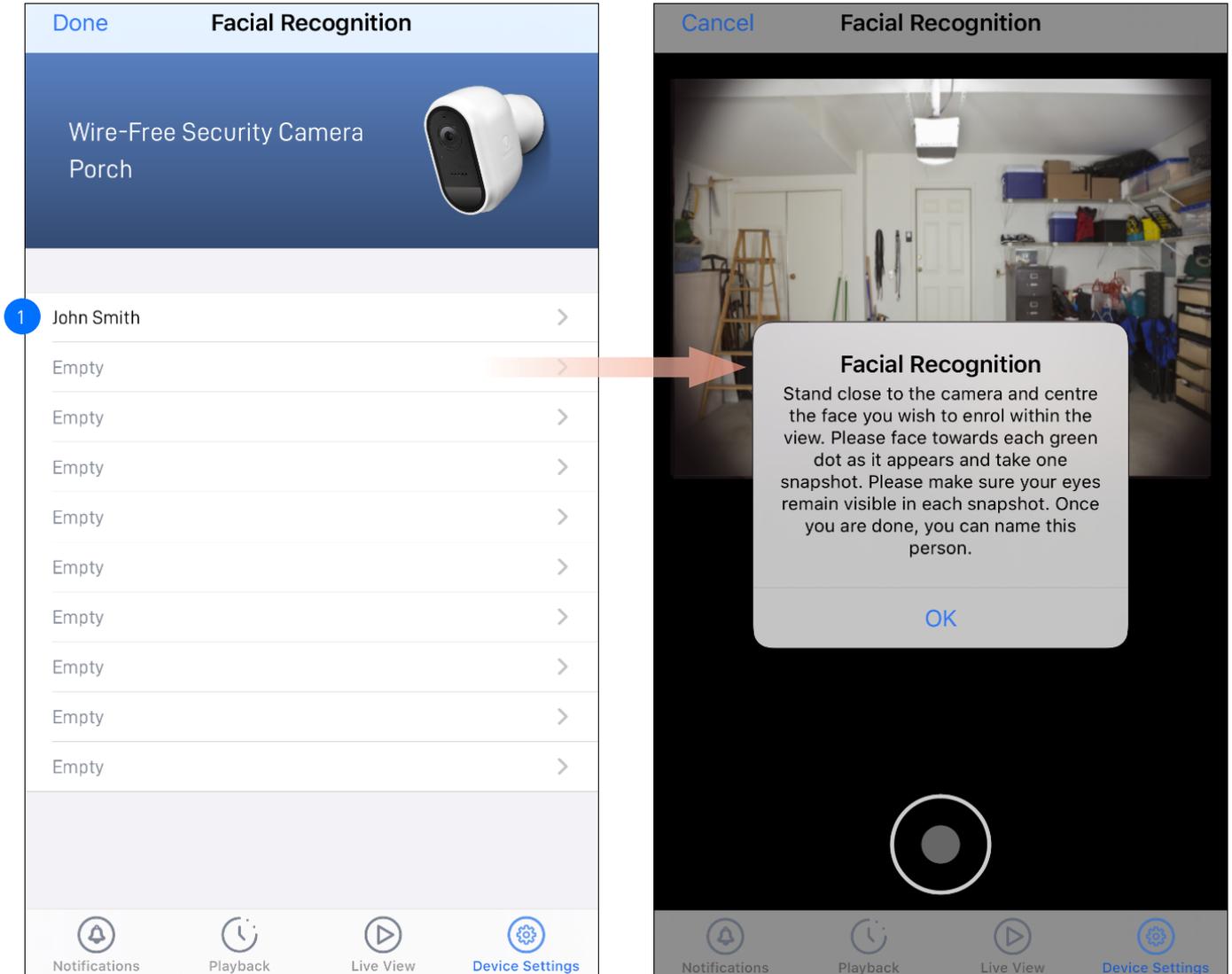
Select the layout of the camera's live view: **Dual (both Wide and Zoom views), Wide, Zoom**



### Dual layout

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

# FACE RECOGNITION SETTINGS



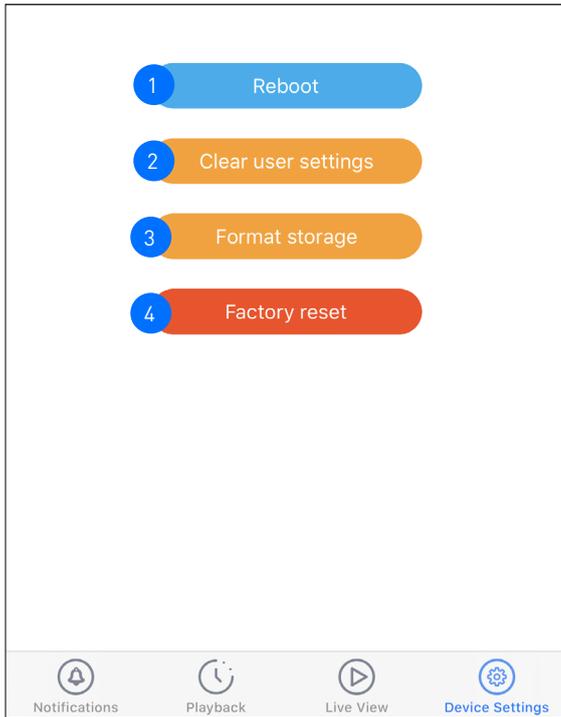
1 The Facial Recognition video analytic feature uses profiles to represent individuals (e.g., family members). Each profile will require enrolling multiple face images (5 different face views) of an individual which you want the camera to recognize. When the camera detects and identifies an individual matching a profile, you'll receive a Facial Recognition alert notification from the app.

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

#### NOTE:

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

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



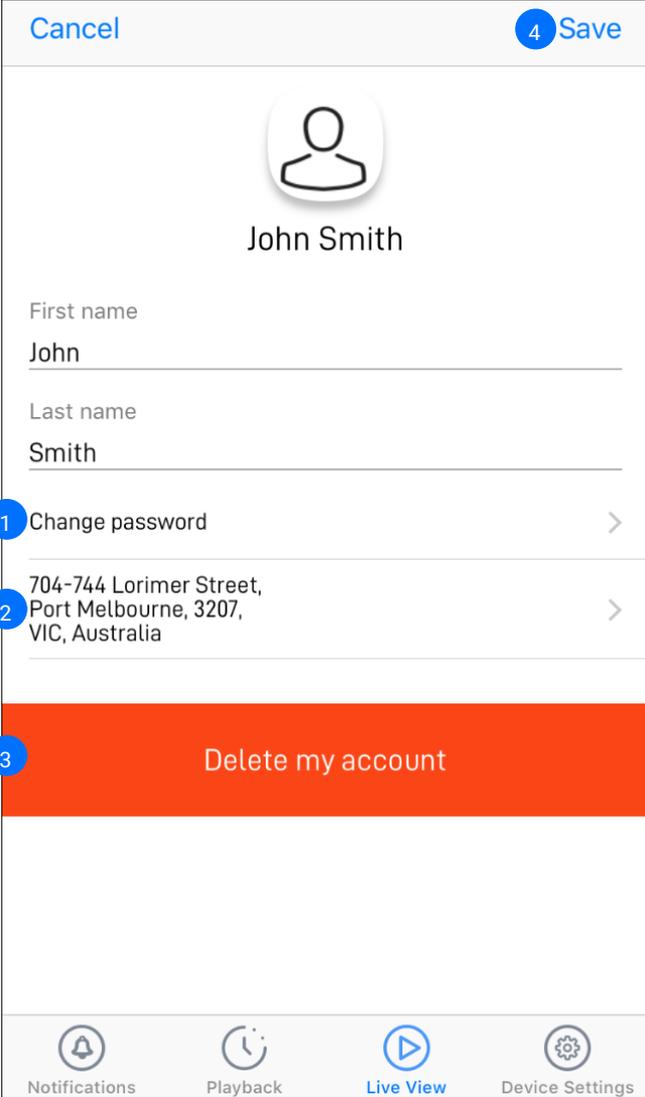
- 1 Tap to reboot your camera. If you are having difficulties with your camera, try rebooting it. A simple reboot can often fix connectivity issues quickly.
- 2 Tap to reset camera settings such as the name, timezone, audio, video, and detection settings to default values.
- 3 Tap to format the camera's internal memory (or installed microSD memory card) and permanently erase all recordings on it.
- 4 Tap to reset the camera to factory defaults. This is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory, wipe the current Wi-Fi information, and return all of the camera settings (camera name, timezone, etc) to factory defaults. If your camera is already offline, you can factory reset the camera using the physical Reset button located on the device. See "[Factory Resetting the Camera](#)" on page 32.



# Appendix

# UPDATING YOUR ACCOUNT PROFILE

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



Cancel 4 Save

  
John Smith

First name  
John

Last name  
Smith

1 Change password >

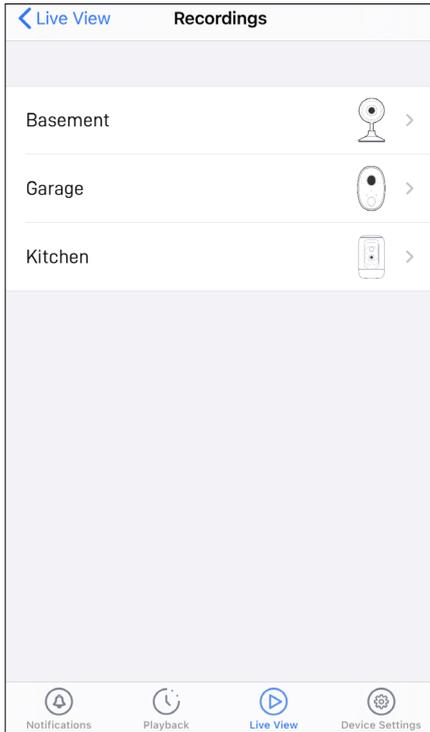
2 704-744 Lorimer Street,  
Port Melbourne, 3207,  
VIC, Australia >

3 Delete my account

Notifications Playback Live View Device Settings

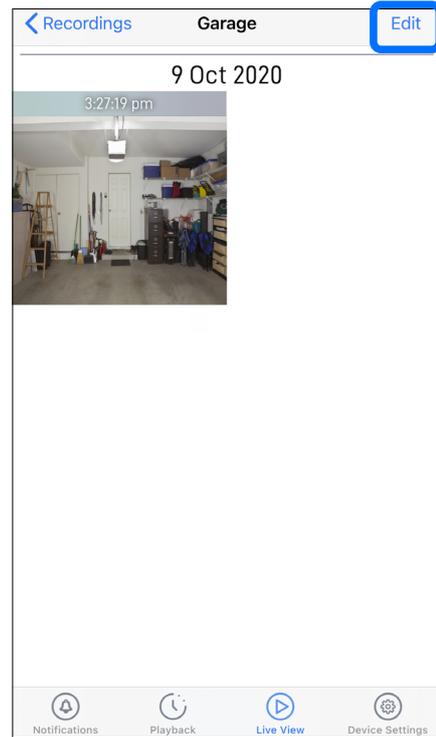
- 1 Tap > to change your Swann Security account login password.
- 2 Tap > to change your address.
- 3 Tap to delete your Swann Security account. A confirmation link will be sent to your registered email address. Open the link to confirm that you want to permanently delete your account.
- 4 Tap to save any changes you've made to your Swann Security account password or address.

# VIEWING AND MANAGING MANUAL RECORDINGS

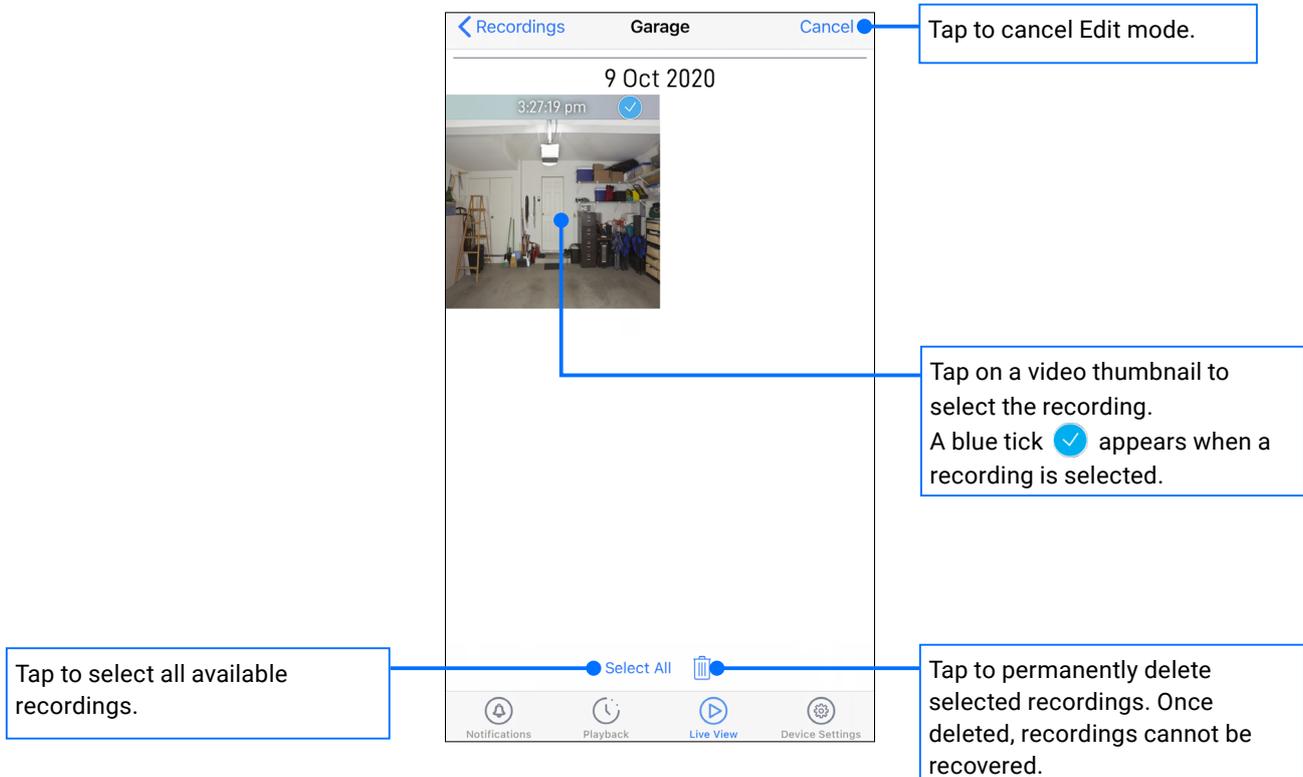


From the Recordings (**Menu > Recordings**) screen, select your camera.

**Note:** Only devices that have clips manually recorded via live view are shown.



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



Tap to cancel Edit mode.

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

Tap to select all available recordings.

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

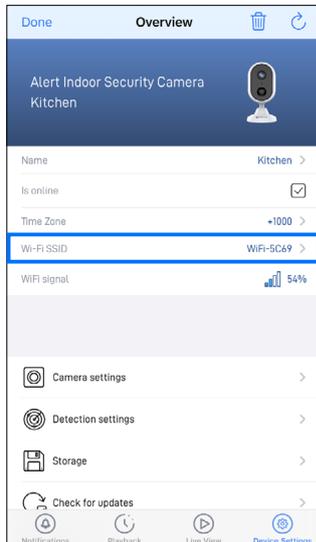
# CHANGING THE CAMERA'S WI-FI NETWORK

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

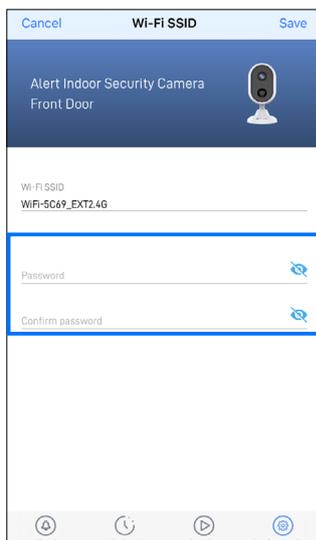
To change to a different Wi-Fi network:

## A If the camera is currently online

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



2. From the app, go to the camera's **Device Settings > Wi-Fi SSID**.
3. Enter the password of the new Wi-Fi network (shown in the Wi-Fi SSID field) and confirm the password. The Wi-Fi network password is case sensitive, so enter it exactly the same as it was created or as found on your Wi-Fi router/access point. Toggle  to make sure that you have entered the Wi-Fi network password correctly. **IMPORTANT: If the wrong Wi-Fi password is entered, the camera will fail to reconnect to Wi-Fi and you will have to perform the camera setup process again as described in section B below.**



4. Tap the **Save** button. The camera will save the new Wi-Fi settings and restart. This can take up to 2 minutes. The camera tile on the Live View tab will refresh automatically and start livestream once the camera is connected to the new Wi-Fi network.

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

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

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

# FACTORY RESETTING THE CAMERA

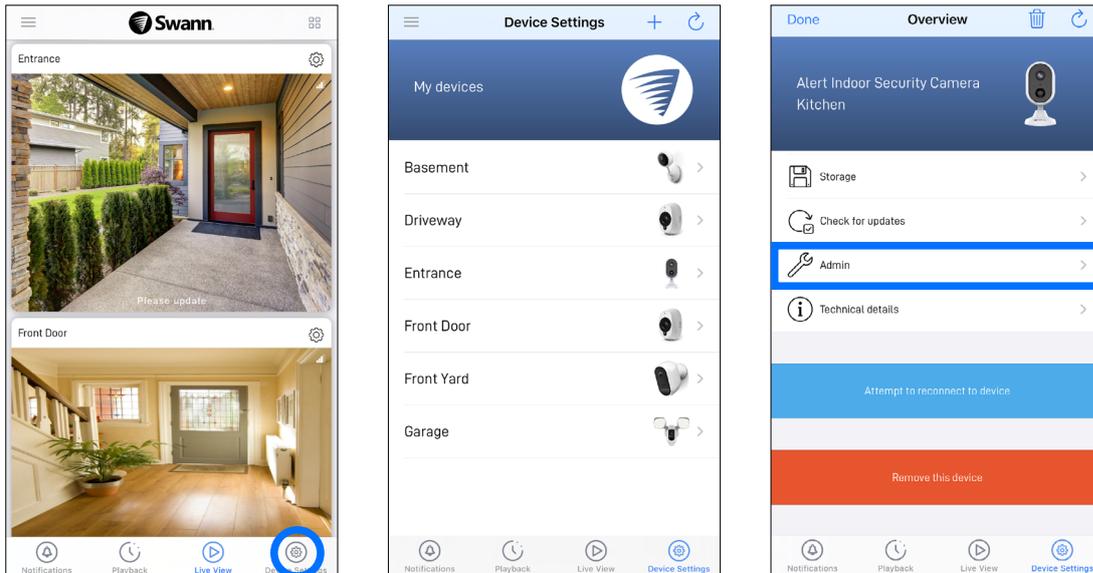
Factory resetting your camera is usually only necessary for troubleshooting. It isn't something to do lightly as it will format the internal memory/microSD card (i.e., erase all locally stored clips), wipe the current Wi-Fi pairing information, and return all of the camera settings to the original factory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

**Note:** Factory resetting your camera does not remove (unpair) it from your Swann Security account. If you're giving your camera to somebody else, make sure to remove it from your account first via the Advanced Settings.

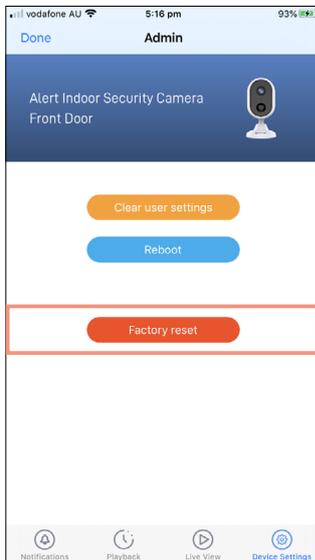
Depending on whether your camera status is online or offline, you can perform a factory reset via the app Factory Reset button or the physical Reset button located on the camera.

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

1. From the app, tap the **Device Settings** tab > Select your camera > **Admin**.



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



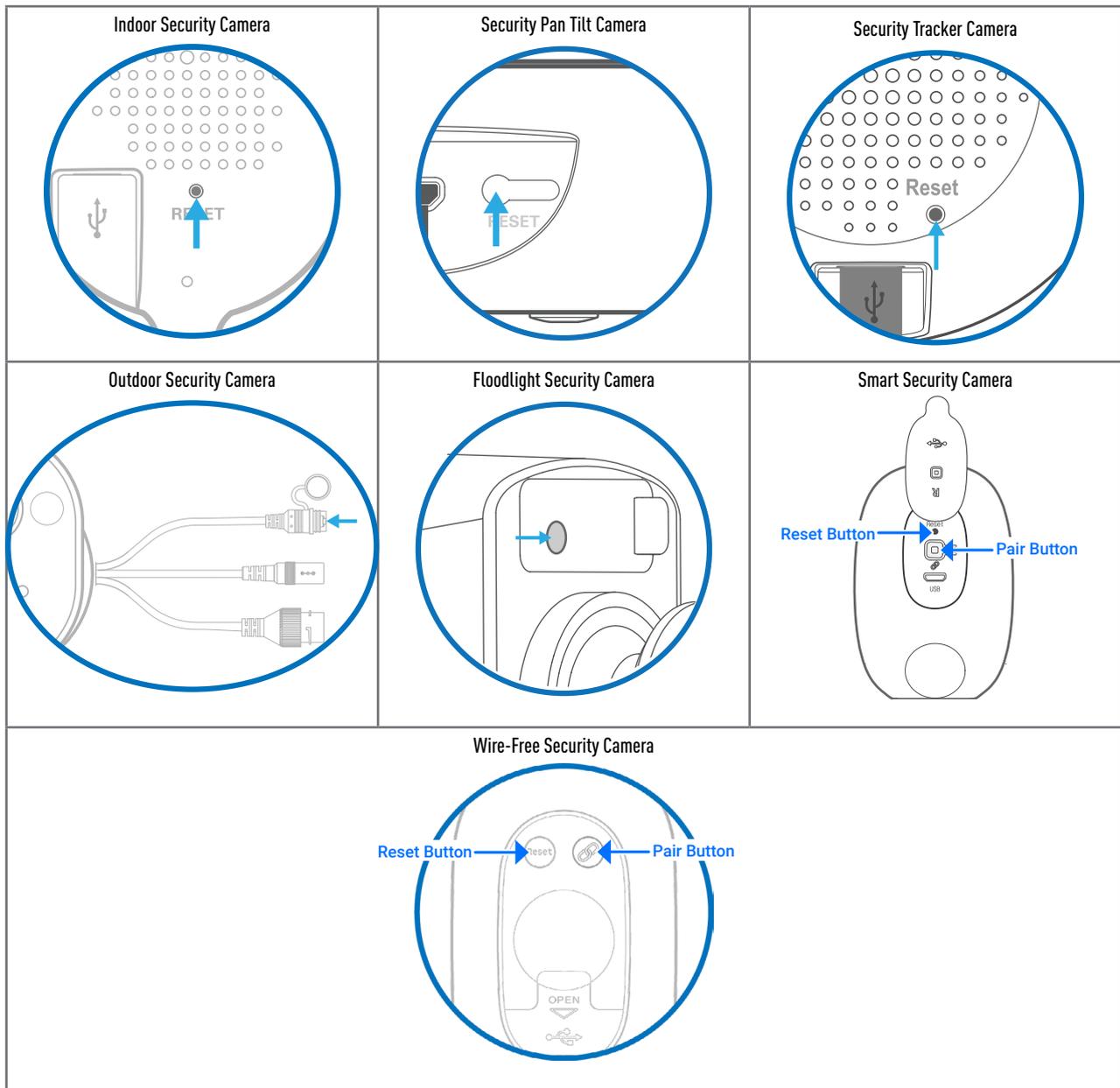
The camera will reset to factory defaults and restart automatically. When the camera starts blinking blue slowly, this indicates that it is in pairing mode and ready for setup.

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

# FACTORY RESETTING THE CAMERA

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

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



### 2a. For Indoor/Outdoor/Floodlight/Pan Tilt/Tracker Camera

Press and hold the **Reset** button for 20 seconds until the blue LED indicator on the camera turns off. Release the **Reset** button. The camera will start the factory reset process which can take up to 2 minutes. When the factory reset is complete, the camera will blink blue slowly to indicate that it is in pairing mode and ready for setup.

### 2b. For SWWHD-INTCAM Smart Security Camera

Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 12 seconds until the camera's LED turns blue. Release the **Pair** button. The LED will turn off and your camera will start the factory reset process which can take up to 2 minutes. When the factory reset is complete, the camera will blink blue slowly to indicate that it is in pairing mode and ready for setup.

### 2c. For SWIFI-CAM Wire-Free Security Camera

Press and hold the **Reset** and **Pair** buttons simultaneously, then release the **Reset** button and continue to hold only the **Pair** button for another 25 seconds until the blue LED indicator on the camera turns off. Release the **Pair** button. The camera will start the factory reset process which can take up to 2 minutes. When the factory reset is complete, the camera will blink blue to indicate that it is in pairing mode and ready for setup.

# TURNING OFF THE CAMERA

**NOTE: THE FOLLOWING INSTRUCTIONS ARE APPLICABLE TO THE SWWHD-INTCAM SMART SECURITY CAMERA ONLY**

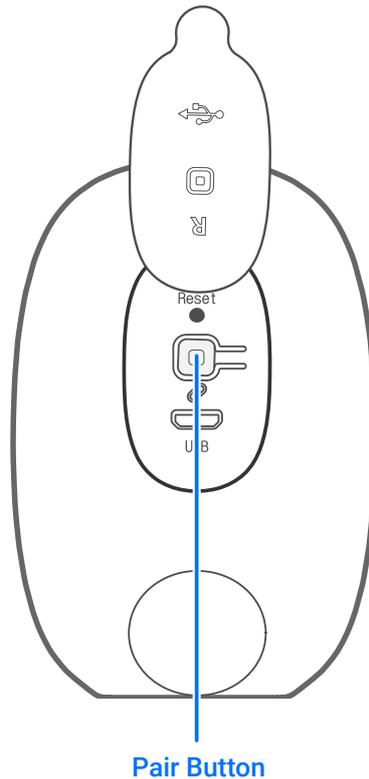
You can turn your camera off completely at any time. We recommend doing this if you're taking the camera to a distant location, for example, your holiday residence, to help protect the integrity of the device.

**To turn your camera off:**

- Press and hold the **Pair** button (see figure below for location) for 30 seconds. During this time, the camera's LED turns blue and then goes off.

**To turn your camera on again:**

- Press the **Pair** button momentarily. The camera will restart and automatically reconnect to Wi-Fi.



**Swann Smart Security Camera  
(SWWHD-INTCAM)**

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

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

### Can I access my device with another phone?

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

### Can I register my device to another Swann Security account?

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

### How do I find my device's ID?

For CCTV systems: The device's ID is listed on a sticker located on the top of the device.

For SWIFI cameras: The device's ID (or MAC address) is listed on a sticker located on the back, bottom or base of the device.

If the device is already paired to your account, you can find the device's ID in the app: **Device Settings** > Select the device > **Technical details**

### How do I get alerts on my phone?

To receive push notifications from Swann Security, make sure the **Enabled** toggle in the [Notifications](#) tab is switched on.

### Will I be able to stream live video if I'm travelling overseas?

As long as your mobile phone and the Swann Security devices are both connected to the internet, you can conveniently check in on your devices via the Swann Security app from anywhere in the world.

### Why is live video slow to load?

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

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

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

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

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

- Make sure the Wi-Fi network that you want the camera to join is not an unencrypted (open) network or 5GHz band network.
- Test your Wi-Fi network with other devices such as smart TV to make sure it is operating properly. Bring your phone to the location where your camera will be installed and check the  Wi-Fi icon on your phone—at least 2 bars is recommended for the Wi-Fi signal to be considered reliable.
- Wi-Fi quality can vary significantly at different locations around the home due to environmental factors such as home construction type (e.g., metal objects are generally known to block Wi-Fi signals. A camera mounted on a metal surface may experience more Wi-Fi problems) and wireless interference from other electronic devices.
- If you're getting a weak Wi-Fi signal or can't connect to Wi-Fi at the installation site, try moving your router closer (to provide a stronger signal), installing a Wi-Fi extender (to increase signal coverage) or selecting another location with better Wi-Fi coverage. Be mindful of the physical barriers located between the camera and router. Ideally, try to place your camera within a clear line of sight to your router.
- The Wi-Fi connection may not be stable during pairing. Try moving the camera closer to your Wi-Fi router.
- The Wi-Fi network password is case sensitive, so make sure to enter it exactly the same as it was created or as found on your Wi-Fi router.
- Check whether your Wi-Fi router is using MAC filtering. MAC filtering provides an extra level of security by ensuring that no unknown devices can connect to your Wi-Fi network without prior authorization. If you cannot disable MAC filtering, you will need to add the camera's MAC address to the router's white-list of allowed devices. You can find the camera's MAC address printed on a label at the bottom of the device.

## Can I use my camera without an internet connection?

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

## Why is my camera offline?

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

## Why am I getting false motion alerts?

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

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

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

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

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

*(Continued on the next page)*

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

Here are some simple and practical tips to get more battery life out of your camera:

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

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

**Note: Please check the product specifications to find out if the cloud storage feature is available on your camera.**

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

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

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

### How long is a camera event clip?

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

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

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

### Why doesn't the camera event clip have sound?

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

### (For SWIFI Pan Tilt Camera/Tracker Camera) Can my camera record events without a microSD card installed?

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

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

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

### (For SWIFI Pan Tilt Camera/Tracker Camera) What is the maximum microSD card size that can be used?

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



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

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